

# MONTHLY REPORT

**By:** John Lolis  
**Dept.** Library Systems  
**Subject:** Monthly Activity Report - October 2019

- I received a report from WLS that from within their network, they are unable to access our website. Other member libraries on the WLS network were also unable to access our site. Upon investigation, I found that the problem was caused by a static route to the WLS network on our web server. The specific route had been added shortly after the migration to Evergreen in March of this year in order to allow patrons to authenticate for access to our restricted online resource databases. That being the case, at WLS they must have been unable to access our site since that time. To correct the situation, I modified the route so it pointed to one specific host—the Evergreen server—rather than to the entire WLS network.
- I discovered by happenstance that we no longer had access to [Foundation Grants to Individuals Online](#). The problem was due to the link having been changed at some point (with no notice given). Once I determined what the new link was, it was updated on our website and access was restored.
- On October 2<sup>nd</sup>, a service technician replaced the main board in the new gateway server purchased last month, and it was put into service; however, on the morning of Sunday, October 28<sup>th</sup>, our website was found to be inaccessible. I found the server to exhibit the same problem as it originally had when service was called. We will have it replaced. In the meantime, we are rebooting it on a weekly basis in an attempt to avoid another outage.
- We received a new Lenovo computer purchased by the Foundation that is to be dedicated for work done by the Foundation accountant; however, it was found to provide no video. A service call was put in, and a service technician was unable to get it to work, so a replacement was ordered. The replacement computer arrived, and was found to have the exact same problem. Conducting a search in an attempt to find a solution, I found that the specific processor in it was incompatible with the integrated video adapter, and that all one had to do was install a separate graphics card. A card was purchased overnight, installed, and it now works well. I will see if I can get some recompense due to their failure to immediately identify the problem which was already solved in their own customer forum.
- On October 14<sup>th</sup>, WLS removed our ability to change our own Evergreen passwords, citing it as a security exploit (technically untrue). Still, after this time, some staff were able to change their password, while most were blocked from doing so. We have also found that this scenario changes from day to day with staff: one day it would work, and the next day it wouldn't work. The same sort of intermittent permissions behavior also appears to affect other portions of Evergreen, as staff will report an inability to perform a function from time to time. We have escalated such problems to the WLS Helpdesk.
- As of October 22<sup>nd</sup>, the webcam view from the Tree Trail display no longer functioned. It was found that the small board computer that provided the display was not functional. An order was placed for a replacement, a very small computer which is geared specifically for media signage.

###