

# University Technology Services



IT Briefing

Thursday, January 17, 2008

# IT briefing

## AGENDA FOR JANUARY 2008

CTS UPDATES

EXCHANGE UPDATE

ITUNESU - UPDATE

MULTICASTING UPDATE

KAREN JENKINS

FELICIA BIANCHI

JAY FLANAGAN

ALAN CATTIER

PAUL PETERSEN

# CTS updates

## WEB HOSTING.

### MIGRATION STATUS

- 150 sites have content migrated
- 65 sites are currently being tested by the site owner(s)
- 72 sites are in production
- 42% complete

### KNOWN ISSUE

- Problem with “cf include” / Resolved (sandbox character requirement “bug”)
- Others?? Please report problems to CTS WebComm team!

### REMAINING SCHEDULE

- Migrate remaining standard and some advanced sites, push to promote test sites into production next week
- Migrate www & med sites week of 1/28
- Address and follow-up on remaining sites
- Target decommission of Maple 2/29/2008

**PLEASE CONTACT WEBCOMM TEAM AS SOON AS YOU COMPLETE YOUR TESTING SO WE CAN FLIP YOUR SITE INTO PRODUCTION!**

# CTS updates

## LANDESK



### LANDESK UPDATE

- 20 test scopes
- 8 production scopes (WHSCAB, OIT/UTS, Campus Life, B.Jones)
- 428 production agents deployed
- Pricing model and distribution method under development by co-sponsors: Carol Meyers & Marc Overcash

### DESKNET UPDATE

- Revised charter kick-off earlier this month
- Co-coordinators:
  - Michael Derry, Emory College
  - Stephen Wimberly, Campus Life

# CTS updates

## ENTERPRISE CONTENT MANAGEMENT

### PROJECT KICK OFF IN DECEMBER

#### CO-SPONSORS:

- Adelle Frank, Woodruff Library
- John Mills, Emory Creative Group

#### CORE PROJECT TEAM:

- Steve Bean, Emory College
- Lee Clontz, UTS
- Mark Eisert, UTS
- Dwayne Hamrick, Finance & Administration
- Norman Hulme, UTS (Project Manager)
- Donna Sauer, School of Public Health
- Daryl Sistrunk, School of Medicine

# CTS updates

## ENTERPRISE CONTENT MANAGEMENT

### SHORT LIST

- Alfresco
- Cascade Server (Hannon Hill)
- Vignette

### WORKING TO SCHEDULE VENDOR PRESENTATIONS (TENTATIVE)

- Tuesday 1/29 10:00am – Noon (TBD)
- Tuesday 1/29 2:00pm – 4:00pm (Cascade Server)
- Wednesday 1/30 10:00am – Noon (TBD)

# CTS updates

## OTHER



PLEASE SEND UPDATED CONTACT LIST OF YOUR LOCAL SUPPORT TEAM TO LINDA ELLIS ([LINDA.ELLIS@EMORY.EDU](mailto:LINDA.ELLIS@EMORY.EDU))

### WORK AT HOME LICENSE

- LDAP authentication completed
- Waiting for e-academy to verify, then we will define product set and the products will become available to order via the web (link on Software Express)

### ITIL SIMULATION TRAINING

- Received positive input and requests for additional sessions
- UTS to schedule (2) additional sessions and provided 10 “free” seats to Local Support
- If you are interested in training additional staff the cost is \$200/student – send list to [sebreana.echols@emory.edu](mailto:sebreana.echols@emory.edu)
- Atlanta itSMF LIG Meeting
  - February 6, 1:00pm
  - Cox Enterprises 6205 Peachtree Dunwoody Road, Atlanta GA 30328



# EMORY ENTERPRISE EXCHANGE

*Felicia Bianchi*



# enterprise exchange

## TIME-LINE

### EXCHANGE 2003 USERS

- On February 1, 2008 beginning at 6pm all Exchange 2003 users will be moved to Exchange 2007.
- All mail, contacts, calendar, tasks and notes items will move to Exchange 2007.
- All resources, Distribution lists and Public folders will move to Exchange 2007.
- Any Eagle mail (webmail) that is needed can be migrated upon request.
- Any local archives created while using Exchange 2003 can be imported upon request.

# enterprise exchange

## INITIAL MIGRATION WEEKEND TIME-LINE

### THE WEEKEND OF 2/1/2008

- Migration begins 6pm Friday
- Friday night: All Exchange 2003 accounts are now Exchange 2007 accounts
- Friday night: Begin provisioning PDA accounts for all identified PDA accounts.
- PDA Provisioning Completed in 1 hour.
- Friday: All 2003 mail, calendar and contacts prior to Friday at 6pm are in the new 2007 account.
- Saturday: 2003 Mailbox data that was added/modified Friday afternoon/evening appears in the 2007 environment.

# enterprise exchange

## TOP ITEMS FOR MIGRATION

### EMAIL

1. THE NEW EXCHANGE 2007 ENVIRONMENT CAN BE ACCESSED VIA AN OUTLOOK OR ENTOURAGE CLIENT OR VIA OUTLOOK WEB ACCESS (OWA). [HTTPS://OWA.EMORY.EDU](https://owa.emory.edu)
2. WITH OUR NEW ARCHIVING SOLUTION IN PLACE, OUTLOOK, ENTOURAGE OR OUTLOOK WEB ACCESS (OWA) WILL ALL SHOW ITEMS UP TO 180 DAYS OLD AND WILL ALLOW YOU TO SEARCH FOR ALL ITEMS INCLUDING THOSE BEYOND 180 DAYS.
3. PLEASE CHECK [HTTPS://OWA.EMORY.EDU](https://owa.emory.edu) IF YOUR CLIENT DOES NOT APPEAR TO HAVE ALL OF YOUR ITEMS.
4. DO NOT USE THE DELETED ITEMS FOLDER TO STORE E-MAIL. WE ARE INSTITUTING A POLICY WHERE DELETED ITEMS ARE REMOVED FROM THE DELETED ITEMS FOLDER AFTER 7 DAYS

### ARCHIVING

1. OLD LOCAL ARCHIVES (.PST) CAN BE FOUND BY FOLLOWING THESE INSTRUCTIONS [HTTP://IT.EMORY.EDU/EXCHANGE-PST-ARCHIVE](http://it.emory.edu/exchange-pst-archive)
2. ARCHIVING (ZANTAZ) 7 DAYS (LARGE MESSAGES) /30 DAYS (STUBBED MESSAGES)/ 180 DAYS EAS ARCHIVING DOCUMENTATION CAN BE FOUND AT [HTTP://IT.EMORY.EDU/EXCHANGE-ARCHIVING](http://it.emory.edu/exchange-archiving)

### CALENDARS

1. SHARED CALENDARS MUST BE RECREATED [HTTP://IT.EMORY.EDU/EXCHANGE-CALENDARS](http://it.emory.edu/exchange-calendars)

### PDA'S

1. BACK UP PDA'S PRIOR TO 2/1
2. PDA'S REQUIRE A HARD RESET MOST OF THE TIME
3. 2/2/2008 FOLLOW THE E-MAIL IN YOUR INBOX TO SET UP THE PDA TO RECEIVE MAIL AND CALENDAR ITEMS ([HTTPS://OWA.EMORY.EDU](https://owa.emory.edu) IS AVAILABLE FIRST.)

### DOCUMENTATION

1. EXCHANGE / OUTLOOK DOCUMENTATION CAN BE FOUND AT [HTTP://IT.EMORY.EDU/EXCHANGE-TRAINING](http://it.emory.edu/exchange-training)
2. EXCHANGE FAQ INFORMATION CAN BE FOUND AT [HTTP://IT.EMORY.EDU/EXCHANGE-FAQS](http://it.emory.edu/exchange-faqs)
3. ENTOURAGE USER DOCUMENTATION CAN BE FOUND AT [HTTP://IT.EMORY.EDU/EXCHANGE-ENTOURAGE](http://it.emory.edu/exchange-entourage)
4. OUTLOOK ON YOUR MACHINE – RUN THE CONFIGURATION TOOL [HTTP://IT.EMORY.EDU/EXCHANGE-OUTLOOK-CONFIG](http://it.emory.edu/exchange-outlook-config) YOU WILL NEED YOUR NETID

# enterprise exchange

## GENERAL MIGRATION SUPPORT

CONTACT LOCAL SUPPORT FOR YOUR AREA

CALL THE HELP DESK AT 7-7777

CREATE HELP DESK TICKET VIA [HTTPS://  
HELP.EMORY.EDU](https://help.emory.edu)

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# Questions



# ITUNES-U

*Alan Cattier*

# MULTICASTING

*Paul Petersen*

# multicasting

## BACKGROUND

### 9/20 – MULTICAST CODE INSTALLED ONTO CORE ROUTERS

- COX and NDB routers

### 9/26 – MULTICAST ENABLED ON ACADEMIC CORE

- Multicast Configured on router interconnect links
- Additional BSR/RP routers installed

### 10/2 – MULTICAST ENABLED ON TWO LANS FOR TEST

- Bowden Hall
- Atwood/Emerson Hall



# multicasting

## TEST CASE



### TEST SCENARIO: THE EMORY COLLEGE GHOSTED 8 COMPUTERS IN ATWOOD HALL FROM BOWDEN HALL

- Without Multicast
  - 3 unicast streams at a time, each stream took between 20-30 minutes
  - Total time for 8 computers between 60-90 minutes
- With Multicast
  - 1 multicast stream for all 8 computers, took between 20-30 minutes
  - Total time for 8 computers between 20-30 minutes

# multicasting

## CURRENT STATE

### MULITCAST IS ENABLED ON THE FOLLOWING LANS:

- Bowden Hall and Atwood/Emerson Hall
- Woodruff Library User and Server LANs
- ECIT & Cox Hall Computing Center
- Callaway (scheduled for 1/22)

### WORKING TO ENABLE MULTICAST ON THE FOLLOWING LANS:

- Candler Library, Math & Science Building, DUC, Rollins, 1462 Clifton (Dental Building), Burlington Road, Schwartz Center, Rich Building, Carlos Hall, Anthropology, NDB, Psychology, Visual Arts, Tarbutton Hall, Trimble Hall, White Hall, Woodruff PE Center, Briarcliff Building A, and several houses on N.D. Road and Oxford Road.

# multicasting

## NEXT STEPS

### CONTINUE TO ROLL-OUT MULTICASTING TO LANS

- If you have an interest in using multicasting in a building that was not listed, send me ([paul.petersen@emory.edu](mailto:paul.petersen@emory.edu)) an email.

### CONTINUE TO TEST/PILOT MULTICAST APPLICATIONS

- Apple Anti-virus, LANDesk, Video Applications

### BACKEND UPGRADES & PROCESS

- Develop a request process for multicast address space (similar to DNS)
- Change to Internal BSR/RP when available
- Enable Multicast to Internet2

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# Questions