IT Briefing

February 19, 2009
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Agenda

- IDOL Upgrade
- LDAP
- Modular Messaging
- WebMail Upgrade

- Jay Flanagan
- Darrell Durggin
- Billy Tice
- Keith Foster
IDOL
(Intelligent Data Operating Layer)

Jay Flanagan
IDOL Upgrade

Why are we doing this?

• Current AltaVista index is no longer supported
• Not able to upgrade the archiving software
• Current AltaVista does not perform well
• IDOL functions like other Search Engines (Google, MSN, etc.) while Alta-Vista is old technology
IDOL Upgrade

What will the user experience?

- Simple client update
- No training updates
- Faster search
- True Boolean searching
  - “Google like”
IDOL Upgrade

What is the high level process?

• Upgrade from AltaVista to IDOL utilizing Capax for Professional Services
• Current client will be upgraded
  – client will look the same
  – New client points to the new service
• Conversion of existing data with no downtime
  – The phased approach will allow users not converted to continue to function as normal, while the converted users will have all their mail indexed in IDOL.
IDOL Upgrade

February Tasks

- Database upgrade - completed 2/15/2009
- Upgrade Enterprise Archiving Service (EAS) to 6.1
- Upgrade Archiving engines & Storage manager to 6.1
- Install and configure IDOL
- Package EAS 6.1 client for users
- Migrate 100 users from AltaVista To IDOL
IDOL Upgrade

Next Steps

• Local support install & test client
• Install & test client on EHC VDT
• Roll out client
• Migrations begin behind the scenes once the client is installed
• Finish no later than 8/31/2009
Questions
LDAP High Availability Environment

Darrell Durggin
Sun Java System Directory Server v5.2
• 1 master ldap server
• 1 replication hub
• 3 replicas
  – 1 primary authentication
  – 1 primary sendmail
  – 1 fail-over

Oracle Virtual Directory Server
• 2 proxies load balanced via BigIP
Current Architecture

LDAP

Admin Core
- Cybele "LDAP Master"
- Rosalind "Netegrity Policy Store" (secondary)
- Portia "Netegrity Policy Store" (primary)

DMZ
- Angelina
- Asia
- Maya
- F5
- LDAP Proxy
- Redundant F5 Switches

LDAP Writes
LDAP Reads
Current Concerns

- Monitoring and Notification
- Sensitivity to Network Interruptions
- Reliability issues with current proxy software
  - Connection handling
  - Sensitivity to certain clients
- Single point of failure for LDAP updates
  - Password sync
  - Updates of identity data
  - Mail routing information
  - Identity creation
New Architecture

- Highly available
- Fully redundant (read/write)
- Reduced the number of hops between each component
- Capable of providing uninterrupted service to the enterprise.
- Add a QA environment.
• Take advantage of integrated vendor solution
  – Directory Server Enterprise Edition
    • Component of Sun’s Identity Management Suite
    • Contains a fully integrated directory proxy server
    • Cost Effective
LDAP

New Architecture (cont.)

- 3 Directory Proxy Servers
- 3 Enterprise Directory Servers
  - Multi-Master
  - No single point of failure
LDAP

Architecture (Future)
LDAP

- Configuration
- Testing Proxy
- LDAP Install
- Proxy go live
- LDAP testing
- Q/A Install
- LDAP Go-Live
- Close Out

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- Feb 15
- Mar 15, 31
- Apr 15, 30
- May 19
Who is using LDAP?

- Emory College
- University Libraries
- Campus Life
- Campus Services
- Candler School of Theology
- Development and Alumni Relations
- Oxford College
- Finance and Administration
- Others
LDAP

Questions
Modular Messaging

Billy Tice
The Voicemail System is changing.

Avaya Modular Messaging
Coming to Emory Healthcare
February 25th
Modular Messaging

What is Modular Messaging?

• It is a new voicemail system.
• It sends voicemail messages to your email inbox.
• Voicemail messages can be retrieved through your telephone, computer, or PDA.
Modular Messaging

Accessing your new voicemail

• ECLH users dial 6-7300
• All other users dial 8-7300
• Enter 5 digit extension followed by #
• Default password is 111762 followed by #
• Follow the prompts to set up your new mailbox
Need more information?

Information Desks:
   ECLH and EUH cafeterias
   11:00am-2:00pm
   February 25th and 26th

Quick Reference Guide:
http://www.it.emory.edu/voicemail
under Avaya (Modular Messaging)

Questions or Problems call (404) 727-2323
Questions
WebMail High Availability

Keith Foster
WebMail Upgrade

Current WebMail Architecture

[Diagram showing the architecture of WebMail services, including load balancer, front-end web servers, WebMail servers, and database servers.]
WebMail Upgrade

Interim WebMail Architecture

New Servers

2 VM/Blade Server(s) Web Servers

HTTP/HTTPS Traffic

Current Servers

Oracle Connection

Alkmene - Sun 480R; 16GB

Aglaja - Sun 480R; 16GB

MySQL Connection

Daphne - Sun V240; 2GB

Oracle HA Cloud

MySQL Connection

IMAP Connection

EF Load Balancers

HTTP/HTTPS Traffic

Webmail Servers

Client Web Browser

Http/Https Traffic

Webmail.service.emory.edu

imap.service.emory.edu

pop.service.emory.edu

webmailamps.service.emory.edu
Updated WebMail Architecture
WebMail Upgrade

Questions