IT Briefing

September 20, 2012
Grace Crum Rollins Building
Rita Anne Rollins Room
IT Briefing Agenda

- Recover Deleted Items
- Listserv Redundancy Proj.
- Apple API / Duplicate Mail
- IT Purchasing at the SPH
- Security Update

- David Gottschalk
- David Gottschalk
- James Reed
- Tiffany Kady
- Derek Spransy
Recover Deleted Items

David Gottschalk
Enterprise Messaging Admin II, Infrastructure
What is Recover Deleted Items?
What mail programs have this feature?
• Outlook 2010, 2007 and 2003

• Outlook Web Access (OWA)

• Outlook 2011 for MACs does not have this feature.
Where can I find a Knowledge Article about this?
Knowledge Article: KB00781
Should I check Recover Deleted Items prior to submitting a ticket about a missing email, contacts or calendar item?
Recover Deleted Items

Questions
Listserv Redundancy Project

David Gottschalk
Enterprise Messaging Admin II, Infrastructure
What is the current Listserv configuration?
Listserv Current Configuration

Web Client

Web Traffic

Listserv Server

External and Internal Email Clients

Email Traffic
Why make Listserv redundant?
How will Listserv redundancy be implemented?
Listserv Proposed Configuration

Web Client

F5 Load Balancer

External and Internal Email Clients

Web Traffic

Email Traffic

Active Connections

Data Sync

Primary Server

Stand-by Server

Listserv Servers
When will this be implemented?
Questions
• Quotas are 10 GB
  – Warning at 9.5 GB; Stop send at 10 GB
  – Average mailbox is 600 MB for 45,000 mailboxes
  – We can increase quota some, but users need to clean up mailbox

• Why are users hitting the quota?
  – Lack of cleaning up
  – Lack of archiving (would help; will not fix for all)
  – Apple API, Outlook 2011 for Mac, & AV issues
Top methods of reducing mailbox size

- Check for duplicate items problem
- If not the problem
  - Use Local PST (not desirable)
  - Delete unnecessary messages
    » Sort by Sender and scroll through messages
    » Sort by Subject and scroll through messages
  - Sort large folders by size
    Right click on attachments
    » Save Attachment
    » Delete attachment
- Contact us for advisement and folder size info
• **Office 2011 for Mac and issues with Antivirus**
  – McAfee (over 1,500 reporting) / Symantec
  – Other software (add-ins, etc.)
  – Gmail IMAP connections
  – Message count per folder
  – Check both Home / Work installations

• **Problems**
  – Duplicates (any folder, prevalent in Inbox/Sent Items)
  – Over Quota (increase of quota will not help)
  – Causes subsequent issues with
    • iOS devices
    • Delegates
• **Workarounds**
  
  – Manual exclusions
    
    • `/Users/<username>/Documents/Microsoft User Data/Office 2011 Identities`
    
    • `/Users/<username>/Library/Caches/TemporaryItems/Outlook Temp`
  
  – Update AV (Emory McAfee MSM 0.9.2 installer has exclusions)
  
  – Microsoft released 14.2.4 update 9/19; KB2742588
  
    • Potential other updates coming soon
  
  – Apple API to update in 10.6.9 / 10.7.5 / 10.8.2 updates
• **Clean up process**
  – Immediately remove ALL Outlook 2011 Exchange profiles
  – Contact us so that we are aware
  – Correct AV exclusions
  – Remove corporate account from all iOS devices
  – Validate no new duplicates; begin duplicate removal
  – Create new Outlook 2011 profiles, and configure devices
  – If delegation:
    • Check to make sure assistants are not caching shared folders

• **Emory Knowledge Article is being published**
• **Reference links**
  – Outlook for Mac 2011 may generate duplicate email messages when McAfee antivirus software is installed
    http://support.microsoft.com/kb/2740145
  – Microsoft Outlook 2011 email duplication when VirusScan for Mac is installed
    https://kc.mcafee.com/corporate/index?page=content&id=KB75781&actp=LIST

• **Duplicate removal**
  – http://www.vaita.com/ODIR.asp
Questions
Tiffany Kady
Assoc. Director, Client Services, School of Public Health

IT Purchasing at the SPH
The Problem

How can we make a feasible way of purchasing IT equipment and software from the SPH IT department?
The Solution

- Design an intranet website where clients can view and submit purchase request for SPH standardize IT hardware and academic licensed software
The Solution Benefits

- Centralized location for clients to view and submit requests for IT hardware and software
- Manageable way to update the information
- Method for capturing required information needed for purchasing items requested
- Easy way to store the requests in the Emory IT service management tool
Demo
Questions
Derek Spransy
Information Security Specialist, OIT Information Security

Security Update
Antivirus Consolidation

• Symantec will be decommissioned on Oct. 31
• Around 11,907 Windows and 1,579 Mac clients have been migrated - keep it up!
• 10,600 systems have reported into the SEP server in the last week
• Send any questions to: ENT-APP-ANTIVIRUS@LISTSERV.CC.EMORY.EDU
Data Destruction Day

- **October 2**, 7 a.m. – 12 p.m.: West side of the Woodruff PE Center (the side that faces the Peavine parking deck)
- **October 2**, 1 p.m. – 5 p.m.: Briarcliff Campus (Building A Lobby)
- **October 4**, 8 a.m. – 12 p.m.: Behind the Oxford College Gymnasium
Data Destruction Day

Accepted Media:

- Hard Drives (not the entire computer)
- Backup tapes
- Mixed Media (CDs, DVDs, tape, VHS, film, fiche)
- Flash drives
- Paper

Make sure that you follow retention requirements!
Security Awareness

September:
• Data Destruction – Discuss the best ways of disposing of old data, on both electronic and paper media

October:
• Restricting access to sensitive data – Reminder not to collect sensitive data when it isn’t needed and to only allow those with a specific need to access it
Questions
Thank you for coming!