

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

IDOL Upgrade

A large, bold orange question mark is centered on the slide. The word "Questions" is written in a bold, yellow, sans-serif font across the middle of the question mark.

Questions

LDAP High Availability Environment

Darrell Durggin

Current Architecture

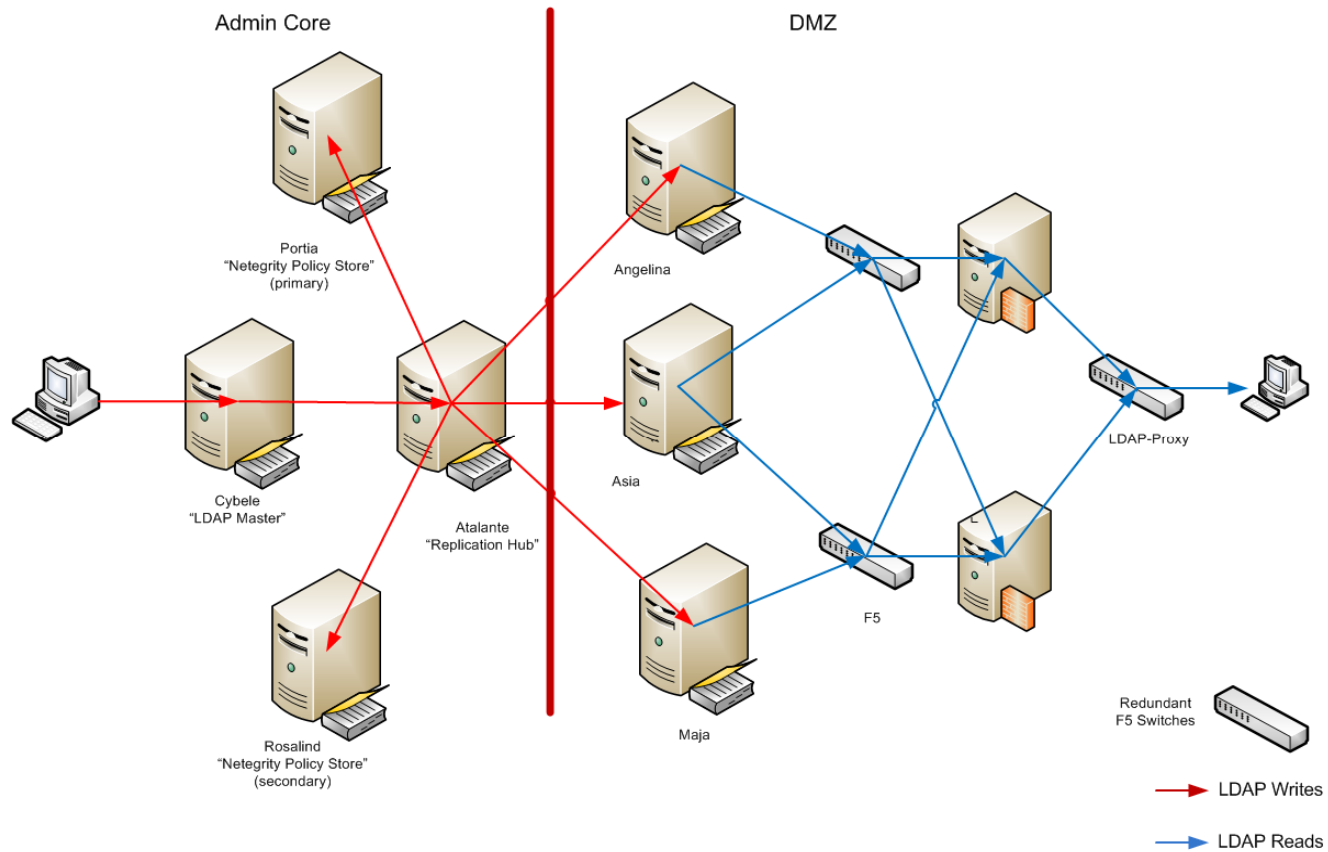
Sun Java System Directory Server v5.2

- 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



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.

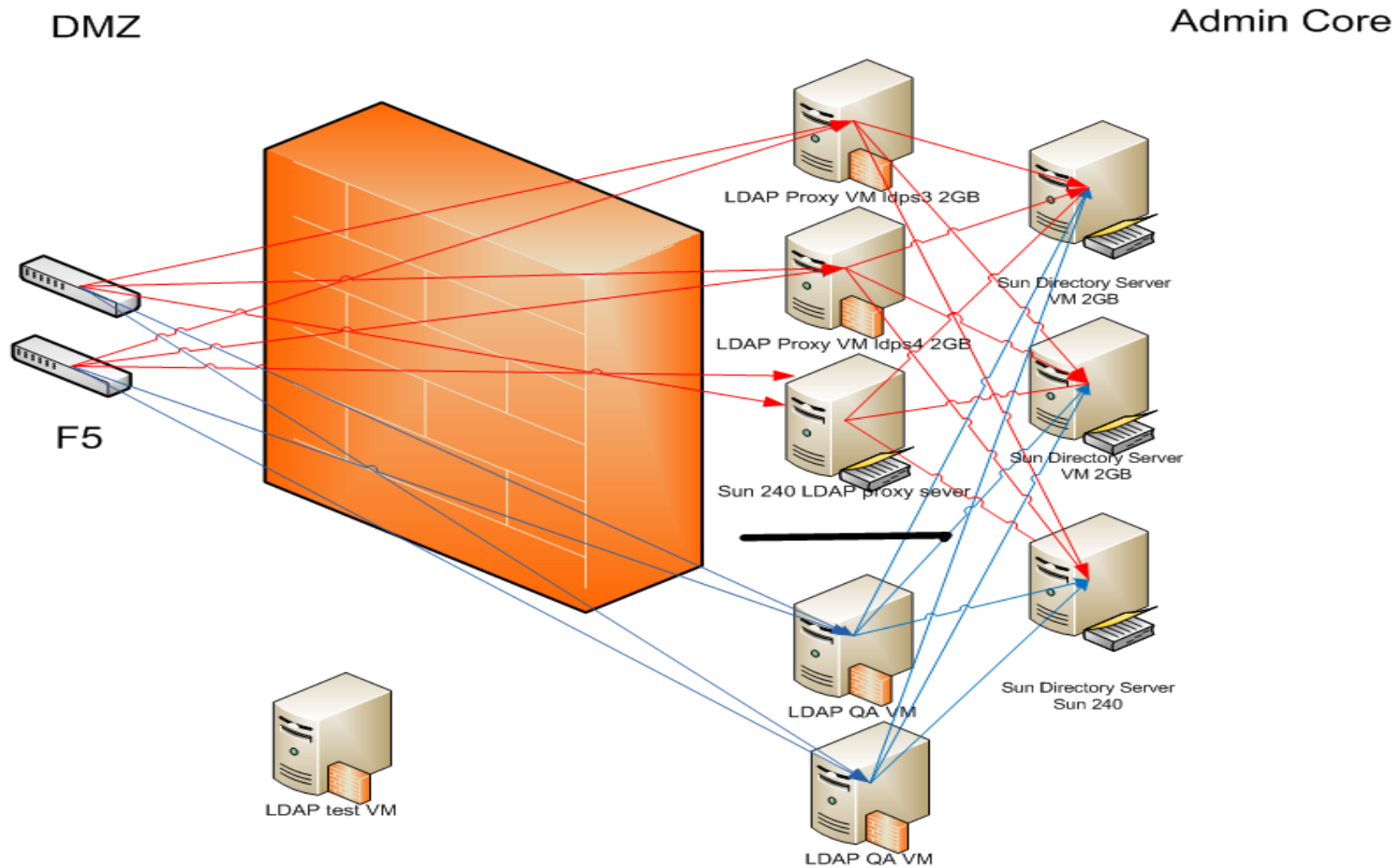
New Architecture (cont.)

- 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

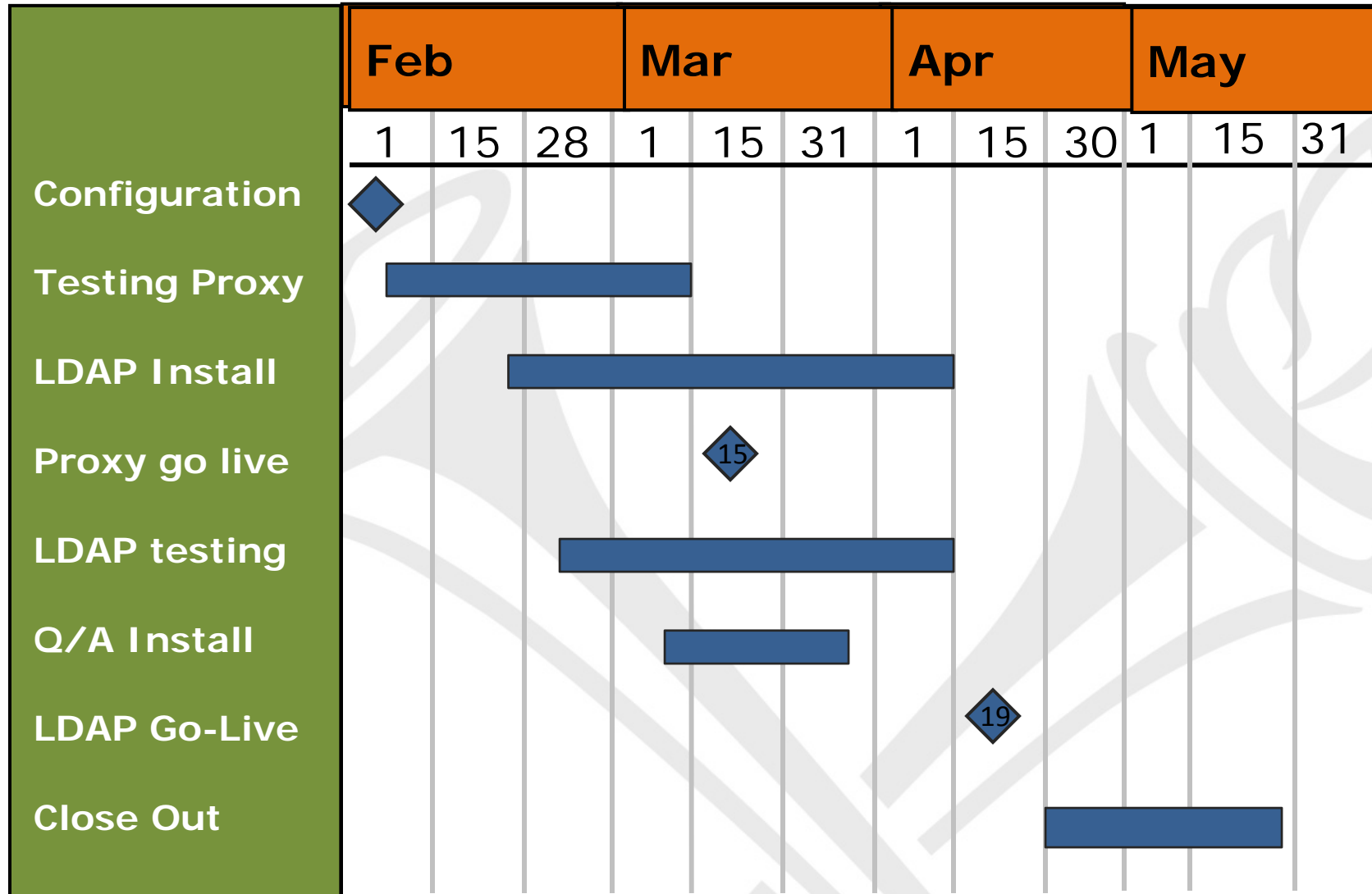
New Architecture (cont.)

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

Architecture (Future)



LDAP



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

Questions

Modular Messaging

Billy Tice





Modular Messaging

Did you know?

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

Modular Messaging

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

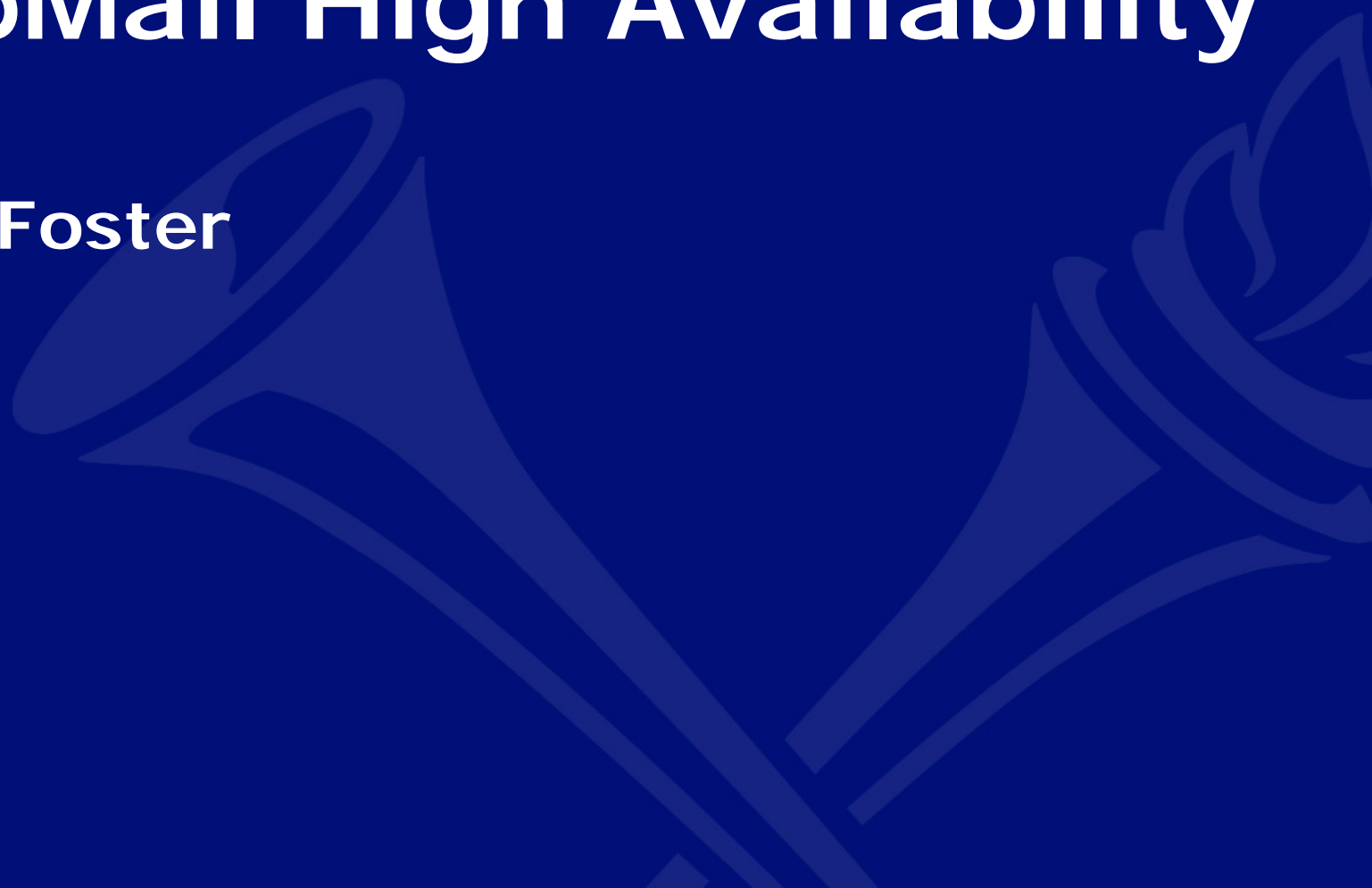
Modular Messaging



Questions

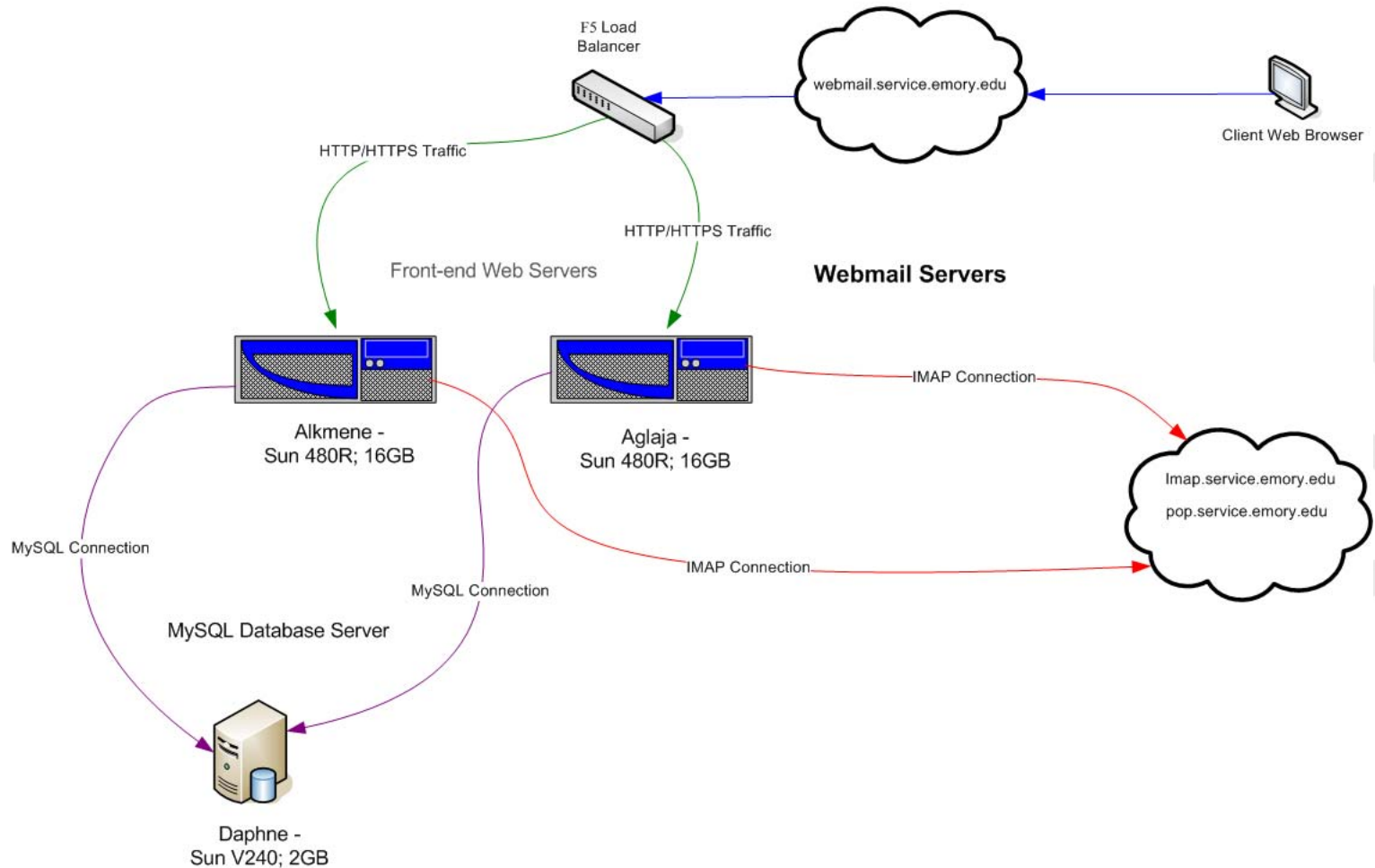
WebMail High Availability

Keith Foster



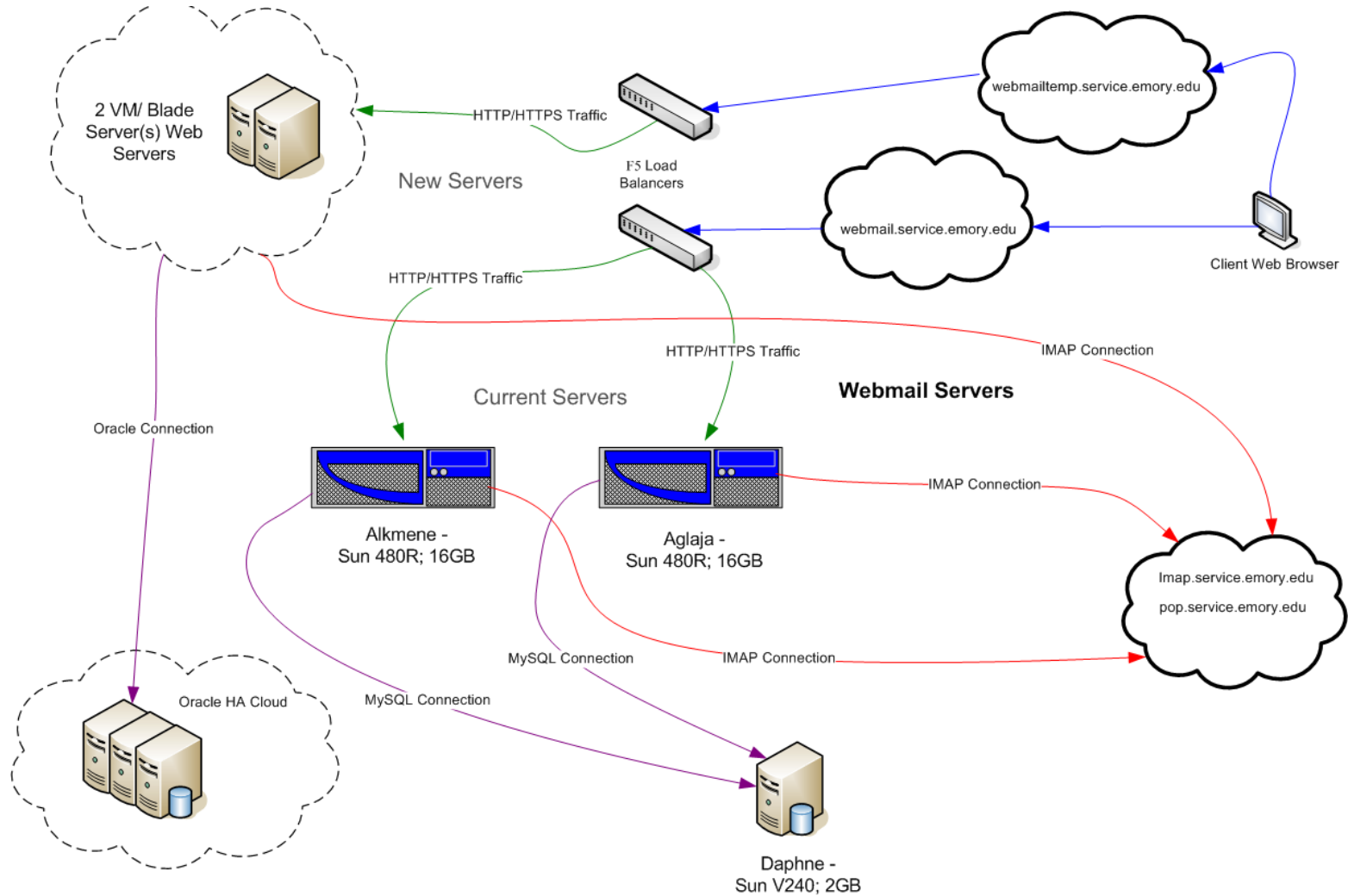
WebMail Upgrade

Current WebMail Architecture



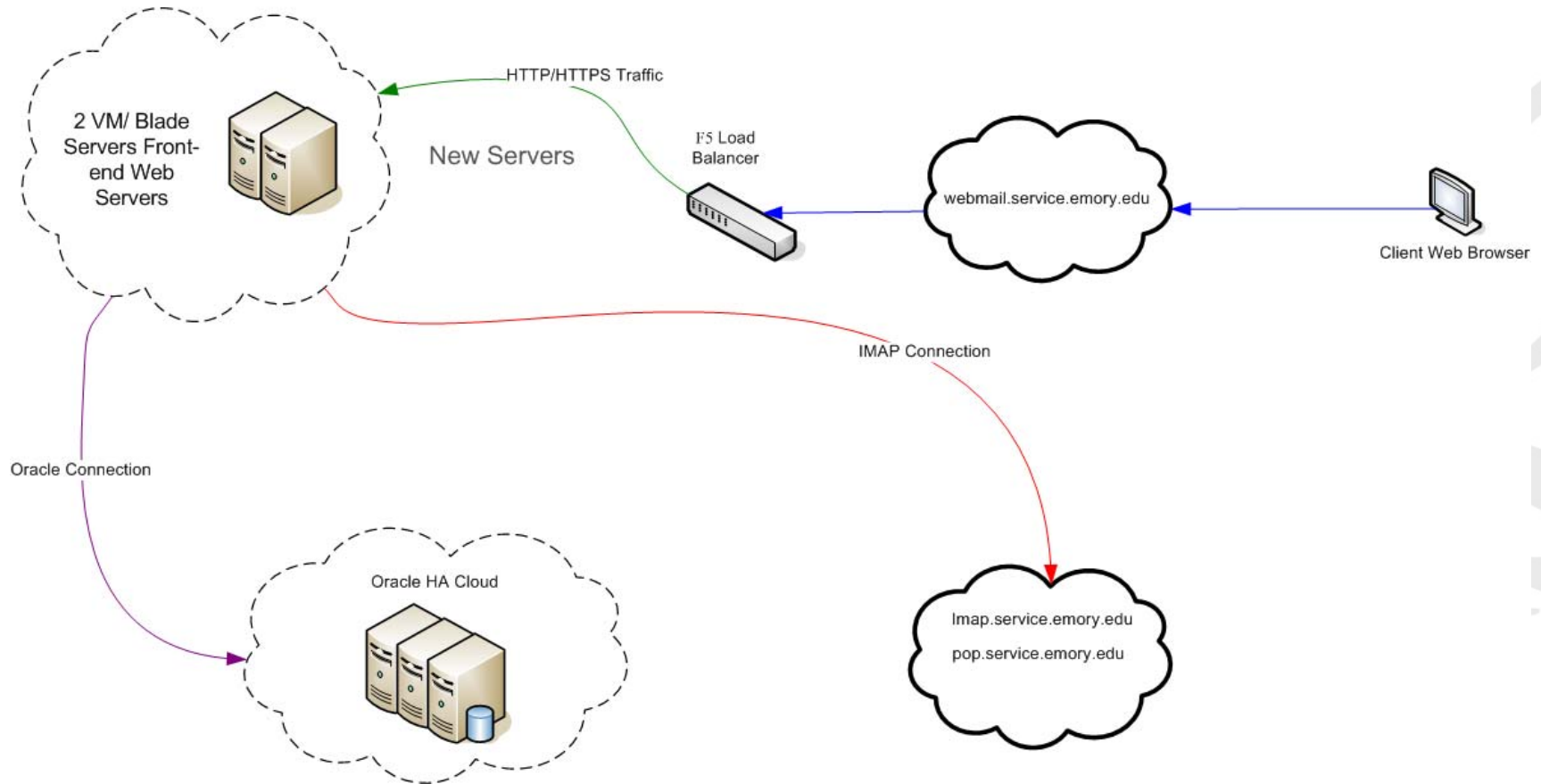
WebMail Upgrade

Interim WebMail Architecture



WebMail Upgrade

Updated WebMail Architecture



WebMail Upgrade



Questions