IT Briefing

November 21, 2013
North Decatur Building
4th Floor Auditorium
IT Briefing Agenda

- Emory Box
- Office 365 Update
- Network Update
- PS Tool Upgrade for Compass

- Gerry Hall
- Jay Flanagan
- Paul Petersen
- Michael Davidson
Gerry Hall
Enterprise Middleware Adm II, Integration
Emory Box Status
Emory Box Status

- Soft Rollout: 9 October 2013
- Currently over 1000 users
- Official Rollout: TBD
- 25 GB quota per Emory user (valid Emory netID and email)
- Sign-up: see https://emory.box.com
- More information? See http://it.emory.edu/box/
Emory WebDrive

• In general, webdrive allows a user to map a remote directory to their local machine. May use ftp, sftp, or WebDav.

• Emory implementation consists of an in-house Perl app written some years ago by Mike Cerrato (no longer at Emory)

• Three sub-services under one service:
  1. Personal space (50 MB)
  2. Group space (100 MB)
  3. Personal website (part of personal space)
Emory WebDrive Decommissioning

- Emory Box will replace personal space (25 GB versus 50 MB)
- Emory Box will replace group space: users will share part of their 25 GB personal box space.
- Space shared with ANY Box user account, Emory or non-Emory.
- Personal websites: Emory Box cannot support.
- For personal websites, users will need to contact their individual departments. Currently 93 personal websites on Emory WebDrive.
- Decommission date: 14 February 2014.
Questions
Office 365 Update

Jay Flanagan
Manager, Messaging Team, Infrastructure

Office 365 Update
AudioCodes Update

- Continue to work with the vendor on a few routing issues.
- Continue testing the updated configs and routing.
- Preparing to move additional users to test the updates.

I was just ringing to see if you saw my tweet about the text you sent me about my voicemail. The one where I told you about the email I sent referring to your letter...
Archiving Update

- Issues with archives going into the live mailbox
- Working with the vendor to resolve that issue
- Creating a catch-all folder for that archived mail
questions anyone?
Background

- What are core routers?

- Why are we upgrading them?
Project Timeline

- **Cross Connect Old/New Core**
- **Purchase & Install**
- **Clairmont**
- **Proxy-Arp Issue**
- **North**
- **Wireless**
- **MAC Address Limit**
- **Firewalls**
- **Cox**
- **Router Reboot/Code Upgrade**
- **Deconstruct Old Core**
- **Code Upgrade**
- **Implement F2E line cards**

Timeline:

- **Jun 12**: Cross Connect Old/New Core
- **Jul 12**: Purchase & Install
- **Aug 12**: Clairmont
- **Sep 12**: Proxy-Arp Issue
- **Oct 12**: North
- **Nov 12**: Wireless
- **Dec 12**: MAC Address Limit
- **Jan 13**: Firewalls
- **Feb 13**: Cox
- **Mar 13**: Router Reboot/Code Upgrade
- **Apr 13**: Deconstruct Old Core
- **May 13**: Code Upgrade
- **Jun 13**: Implement F2E line cards
- **Jul 13**:
- **Aug 13**:
- **Sep 13**:
- **Oct 13**:
- **Nov 13**:

Date: 21-Nov-13
Drill Down into 11/3-4 outage

• Change 11/2 11:30pm until 11/3 5:30am
• Experiencing this change from my perspective (day 1):
  – 11/3 12:30am – Arrive in the office
  – 11/3 1:30am – Team begins downtime portion of the change
  – 11/3 1:30am – Approved to move forward with phase 2
  – 11/3 7:25am – Leave office
  – 11/3 8:05am – Receive call about network issues
  – 11/3 10:15am – Issue resolved
  – 11/3 11:15am – Receive call about network issues
  – 11/3 12:00pm – Return to office
  – 11/3 2:00pm – On-site meeting with Brett and Rich
  – 11/3 3:30pm – Decision is made to revert the change
  – 11/3 5:00pm – Reverted first router and issue cleared up
  – 11/3 8:00pm – Leave Office
Drill Down into 11/3-4 outage

• Experiencing this change from my perspective (day 2):
  – 11/4 5:30am – Teams assemble and are ready for rollback
  – 11/4 10:00am – We begin to see a few oddities
  – 11/4 12:00pm – Issues are getting worse
  – 11/4 3:30pm – Decision is made to revert the change
  – 11/4 6:00pm – Emergency change started
  – 11/4 8:00pm – Change completely reverted
  – 11/4 8:30pm – University Application Owners report all applications working as expected
  – 11/4 9:30pm – Healthcare Application Owners report all applications working as expected
  – 11/4 9:35pm – Leave Office
What is next?

• Cisco CAP Program
  – Recreate process
  – Audit and Design Review
  – Implementation Plan

• Planning for the next changes
  – Most likely after the semester is over
  – Load considerations need to be factored into the decision
Network Update

Questions
PeopleTools Upgrade

What is PeopleTools?
• Software foundation for PeopleSoft applications

Why upgrade?
• Prep for the Compass application upgrade next year
• Provides more robust functionality in the software infrastructure
• Keep (more) current with Oracle certifications / support

PeopleTools versions
• Today: PeopleTools 8.49
• Upgrade: PeopleTools 8.53

Upgrade timeline - March / April go-live target
PeopleTools Upgrade

Impact to certified browser support

• Today:
  – Firefox 3.6
  – IE 7, 8
  – Safari 3, 4, 5

• Post-upgrade:
  – Firefox 17
  – Chrome 24
  – IE 8, 9, 10
  – Safari 5, 6
Questions
Thank you for coming!