



**EMORY**  
LIBRARIES &  
INFORMATION  
TECHNOLOGY

# **IT Briefing**

**November 21, 2013**

**North Decatur Building**

**4<sup>th</sup> 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.

# Emory Box Status



Questions



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



# 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**





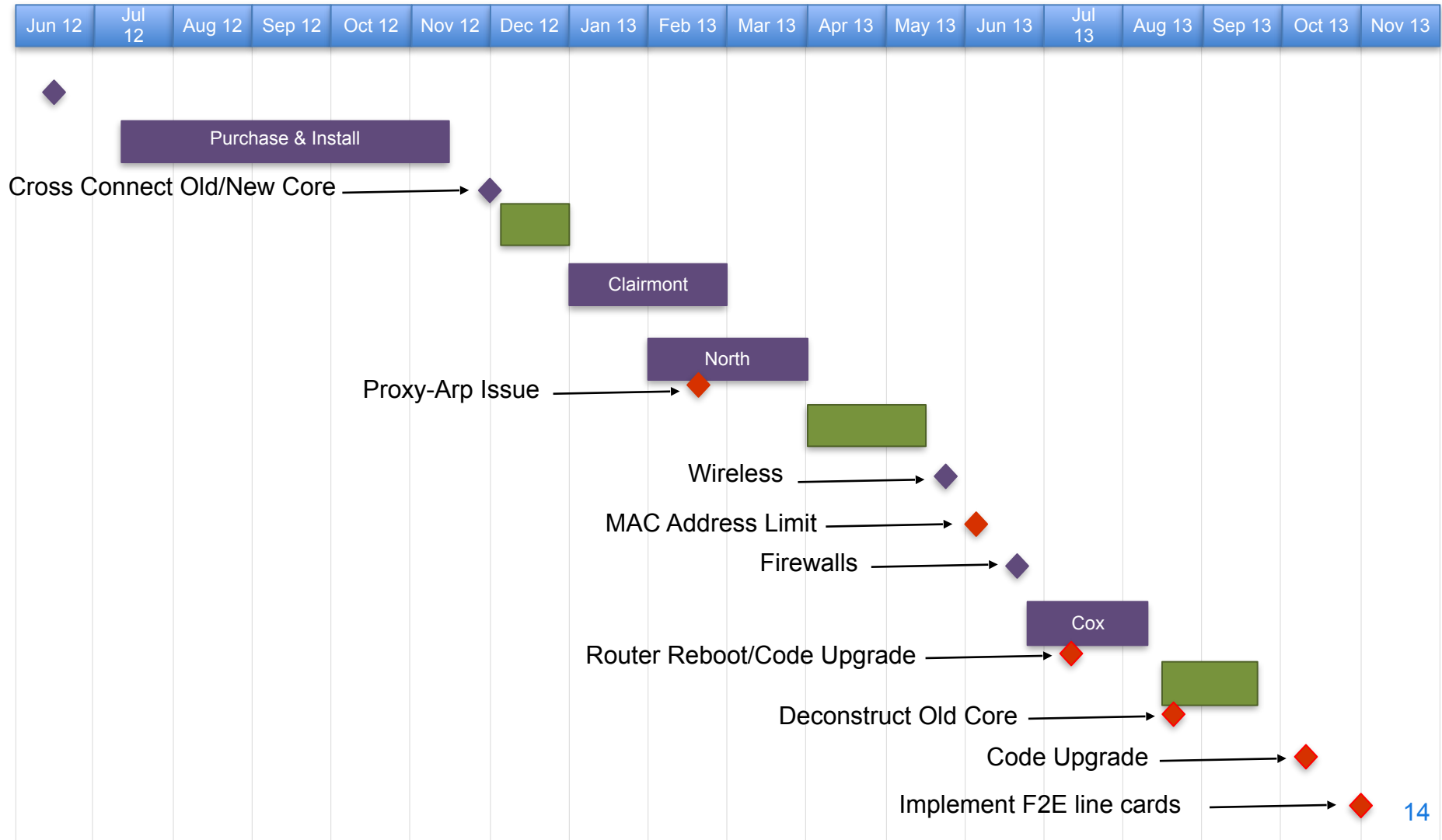
**Paul Petersen**  
Director, Infrastructure  
**Network Update**

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# Background

- What are core routers?
- Why are we upgrading them?

# Project Timeline



# 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



**Michael Davidson**

Manager, PeopleSoft Administration Group,  
Enterprise Applications

# **PeopleSoft Financials (Compass) Browser Support**

# 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

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# PeopleSoft Financials Browser Support



Questions

# Thank you for coming!

*Thank  
You*