Network Major Projects – Ed Anderson (SCS)

Reno-Carson Fiber Project – Ed Anderson (SCS)
The project is still struggling with permit issues. There is now a list of requirements that need to be met. AFS, the fiber vendor, will address those and hopefully have this project back on schedule soon. We still hope to have this up by the end of the calendar year.

Winnemucca Fiber Distribution – Ed Anderson (SCS)
As reported last month, we are waiting on Level(3) to splice into the I80 corridor main backbone fiber. Level(3) is expected to issue their 21 day notice this week. So within that time frame, we hope to have this splice completed. There is a deadline for DOIT’s participation. It has to be completed by the end of the month based on DOIT’s limitations.

UN SOM Firewall Project – Ed Anderson (SCS)
There are several phases to what UNSOM is requesting. Part of that is to allow UNSOM to migrate out from behind UNR’s firewall and connect as part of a collocation effort directly into SCS’ data center. UNR has also asked SCS to do a network assessment for UNSOM that will ultimately lead to additional changes.

The initial phase was to get their clinical practice data isolated from the UNR general network. This involved installing some existing firewalls UNSOM had without collocating at this point. Mark Sexton has been working with SCS to get this project completed. Most of the work is UNSOM’s at this point, but there was some work SCS had to do with IP addressing, etc. This portion is on track to be completed by October 12th.

Relocating Ring Node Out of Las Vegas – Ed Anderson (SCS)
SCS is working with CSN to relocate ring node equipment from its present location in SCS Las Vegas to a new hardened computing facility that CSN is putting on line. CSN has taken an area in one of their newer buildings that will be the single data facility for the institution going forward. CSN should be running completely out of this new facility by the end of the calendar year.

Information and Application Services Update – Dodie Bryant (SCS)
GBC/WNC CE6 – SCS is supporting WNC and GBC on CE6 (the WebCT Blackboard product). There was a flaw in the previous release that lost information and upset faculty and students. An application pack and hot fix was applied to take care of the problem.

Student Audits through DARWIN – SCS is in the process, in the long term, of allowing students to do their own audits interactively through DARWIN. One of the first steps in that was moving the database onto its own platform and that was done last weekend.

Systems Support Services – Chris Gaub (SCS)

SSS has been doing a lot of maintenance work. We’ve performed software maintenance on Mustang and will be doing the same to Bighorn on Nov. 4th.

Client Services – Susan Bunyan (SCS)

WNC Lotus Notes
SCS has completed the implementation phase for Notes and have started on the migration. By the end of December, all of the WNC faculty and staff will be migrated to the SCS hosted Note’s server.

Service Desk Server Down
Client Services lost its Service Desk software server. So as a backup, they are currently relying on email.

Systems Software Update – Susan Bunyan (SCS)

We have Microsoft Select out to bid and that is due this Thursday, Oct 4th. We did not go out to bid on Adobe because according to the contract, we can keep the same reseller (CDWG) for another two years. We are working with Adobe and CDWG to expand some of our options for letting students buy Adobe products at discounted prices. SASS expires on October 14th.

System Security Update – Paul Mudgett (SCS)

National Cyber Security Awareness Month
October is National Cyber Security Awareness month. There are a lot of national campaigns going on and several websites with good information. One site, staysafeonline.info, has an area that is specific to higher education.

Email Viruses
In September, there was a national trend of a significant increase in the number of viruses that were attached to emails.

**Operational Events/ Issues**

**Scheduled Outage of 9/16/2007**
As part of our support of the Super Computing Conference in November, the connection between Reno and Sacramento was upgraded. There was a lot of equipment that needed to be changed out and upgraded. The upgrades were completed on September 16th. When the connection was brought back up one of the cards was bad. That caused the northern link to Sacramento to be out longer than anticipated. There was no outage to users because traffic was routed through Las Vegas and out to southern California. SCS borrowed a card from CENIC and got it running. We then got a permanent replacement card from Cisco. When we swapped the cards the connection did not come up immediately which caused some anxiety, but it was eventually fixed.

**CSN Power Outage – 9/27/2007** – Josh Feudi (CSN)
The power outage experience by CSN was apparently the result of a user error. CSN is moving its data center facility because of a lot of infrastructure shortcomings. The air conditioning unit in that facility has gone down a number of times, and we have portable units as backups. While the main air conditioning unit was being worked on, a portable was set up. The portable was plugged into the UPS unit and it overloaded the UPS and knocked it off line. This caused a surge that hit our printer and internet router which rendered some of the components useless. Our standby was ready. We rerouted everything and reconfigured it. There was about 20 to 30 minutes of outage time.

**Scheduled Outage for 9/30/2007**
SCS had originally scheduled a system outage for September 30th associated with installing a second optical node in the SCS northern data center. There were some issues with resources and because UNR would be completely down during a portion of this work and the impact would be significant, we have tentatively rescheduled the outage for during the Christmas break. This way, UNR has the possibility of putting in an alternate path between now and then that will result in the mitigation of the outage to UNR. Jeff Wolff indicated that possibly the first week of January would be the best time for SCS to perform the work. SCS will have further discussions with UNR and will solidify a mutually acceptable date for the work.

**Scheduled Outage of 10/14/2007**
All services other than Internet access will be down while SCS installs a redundant firewall. We had an issue about 6 months ago where the northern SCS firewall failed and all northern services were down for about 20 minutes. SCS is now installing a redundant firewall to improve the reliability of the system. This is a major outage, and we are notifying everybody that may be affected. Services
are scheduled to be down from 4:00 a.m. to 10:00 a.m.

Other Issues

**New Data Center Room at TMCC** – Chris Winslow (TMCC)
TMCC is in the process of building a new server room/data center location. TMCC had a facility that has evolved over time but was never built to code. In preparation, SCS Engineering Services helped TMCC engineer an alternate route into our southern link and that went well after a few minor problems. We expect to be moved into our new facility by spring break.