

**Technology Partners Meeting – Minutes
February 28, 2006, UC 326, 10:30A**

In attendance: Ryan Alter, Nick Baker, Dave Beaudin, Kyle Belcher, Gary Decker, Lorrie DeYott, Dwain Erhart, Daphne Felker, Ray Ford, David Fuller, Kathy Garramone, Stan Harris, Steve Henry, Judy Holbrook, Roger Holtom, Adrian Irish, Kerry Kienberger, Barbara McCann, Becky Maier, Jess Neidigh, Diane Oman, Gordy Pace, John Parkey, Jan Pruyne, Jon Robinson, John Seekins, Rick Waldorf, Hans Zuuring

IT Update

Ray Ford, Associate Vice President for Information Technology

Ray provided an update on the status of the Portal as well as a Middleware/Directory Update which are briefly summarized below. For more complete information, a PowerPoint presentation is available for viewing at the following Technology Partners web page: <http://www.umt.edu/it/cis/support/techpart/meetings.htm>. (A PDF document of the presentation is also available at the same web page.)

Portal Update

Ray Ford

- The portal is running but the public announcement of its availability has been delayed while we use it for critical internal testing.
- The portal shares the same front end (presentation) architecture as Banner 7, all I/O via Web, created by and delivered through Oracle 10gAS.
- Both Banner 7 and the portal involve many “secure” pages, which involve SSL certificates and en/de-cryption.
- The portal is currently being used to test performance issues related to SSL and the 10gAS architecture; i.e., we can test this now with the portal to investigate some concerns that might impact Banner with it goes live.
- We will announce portal availability soon but it may be delayed due to performance issues.
- How to log in to the portal: SCAUID (Standard Computer Access User ID) and last 6 digits of University ID. The Portal is not synchronized with the official SCAUID.
- Users accessing the portal will need to reset their password right away (and will be prompted to do so).
- Portal concerns won't be replicated in Banner. There are performance issues due to dual front ends and only one is operating.

Middleware/Directory Update

Ray Ford

- Things continue to NOT go well with the iPlanet/LDAP environment. We have not been able to upgrade this software and the prospects that this will change in the future are bleak.
- This continues to have serious impact on directory integration, portal development, and student “uptake.”
- We have decided that a dramatic change in direction is necessary. Beginning in Fall 2006, all centrally managed student e-mail will be hosted in a single Microsoft Exchange environment, and as a result, the iPlanet LDAP will be phased out.
- The positive side of this decision is that there will be two directories vs. three and one system vs. two, which should make for a more effective use of staff time (sys admin, support, compliance).
- Another possible upside is that perhaps a more desirable e-mail system will improve student uptake.
- A possible downside is that we will enhance the hardware, but we may still get a less robust Exchange system (15,000 vs. 1500 users).
- New issues will arise such as questions about how/if to utilize Exchange's enhanced functionality for students (e.g., calendaring, address book).
- As of today, the plan for student e-mail is to have one unified e-mail system. The LDAP will no longer exist. LDAP applications will be redirected to the OID. We will enhance the central AD/Exchange, synchronize OID and AD passwords, overhaul central e-mail by: a) discontinuing iPlanet (and LDAP); and b) moving all central e-mail to central Exchange.

Comments/Questions:

Do we know how many students use the iPlanet system?

- No, we can't really watch this in inboxes. We think that somewhere between 40-60% of students have their e-mail forwarded elsewhere.

Do students prefer Exchange?

- Not necessarily. Exchange has a better web interface. We would like this change to have direct impact on student usage. However, it's not the silver bullet.

In planning, if it's only a small percentage, are we talking about people who need a University account for limited purposes?

- If instructors tell students they will send messages to their University accounts and that students better check them, students will use the system more.

Are we going to force students to use the one system?

- No, we aren't forcing students to read their e-mail in a particular system. E-mail will pass through this system, but there are forwarding options.

Does IT have a plan for a migration and a predetermined timeline?

- We will expect students to back up their e-mail themselves. The commitment needs to begin now. It is important that we begin the process before students depart from campus at the end of the semester. Much more detailed information will be distributed campus-wide after Spring Break and possibly another Technology Partners meeting in April. Our current priority is the implementation of Banner 7.

Will there be the same forwarding capability?

- Moving to one official e-mail system doesn't reduce the number of ways students can read their e-mail. It reduces one option. It doesn't eliminate the variety of support needs.

Will we allow students to repoint their umontana alias?

- Faculty and staff are able to do so but not students. It is a customization that's cumbersome and we didn't want to expose students to this.

Gordy Pace mentioned that the Portal will have an e-mail component.

Middleware/Directory Summary (see PPT presentation)

Ray Ford

- Upside (for sure): Two directories vs. three and one e-mail system vs. two. This will allow for a more effective use of staff time (system administrators, support, compliance)
- Upside (possible): Perhaps a more desirable e-mail system will improve student uptake.
- New Issues (for sure): Questions about how/if to utilize Exchange's enhanced functionality for students (e.g. calendaring, address book, etc.)

Banner 7 Update

Jan Pruyn, Assistant CIO, IT Enterprise Information Systems and

Kerry Kienberger, IT-Client Support Services, Training Coordinator and Banner Support

- The Banner upgrade dates have changed since the dates were announced at our last TPP meeting. Conflicts arose due to administrative situations in departments across campus (interruption of the payroll process was one major reason).
- The Banner system (version 6) goes down on Friday, March 17 at 5:00pm, and returns to service (version 7) on Wednesday, March 22, 10:00am. Banner 7 will be accessed exclusively via the web.
- Kerry offers Banner training sessions from Wednesday, March 8 through Tuesday, March 21. These one hour "Get Ready for Banner 7" sessions will focus on accessing Banner 7 via the web, changing your browser settings, and exploring the new features of Banner 7. UPDATE (3-10-06): Training sessions filled up fast and additional sessions have been added. Campus personnel may view the training schedule and register on-line at: <http://www.umt.edu/it/shortcourse>.
- System requirements to run Banner 7 differ depending on a user's browser:
 - Oracle supported web browsers such as Windows with Internet Explorer 6.x and Netscape 7.0 and higher require the JInitiator plug-in. Installing this plug-in requires local administrative privileges on those machines. The JInitiator is a proprietary java engine for product suites.
 - **NOTE:** If you want to get a jump start on installing the JInitiator for your users who might be locked down without local Administrator privileges, you can go to the Banner Support website for the download: <http://bannersupport.umt.edu>.

- Banner 7 now works with a Macintosh computer such as Mac OS X with Safari 1.2. We are currently testing other browsers. The JInitiator is not required on Macintosh computers.
- John Parkey is investigating other browser/plug-in options.
- The Install process will be kicked off the first time a user logs in if they don't have the JInitiator plug-in.
- Regarding desktop settings, Banner forms are set at a higher resolution: 1024x768 pixels. Many users prefer an 800x600 pixel resolution, but they may have to reset this resolution so all forms are viewable. Some new student forms will have tabs as opposed to the "next block" command. Navigation will be basically the same with the same keystrokes and icons. Folks won't have to learn new navigation. In addition, users can add personal links (up to 6) and change the colors of the Banner frames and fonts. On line help (SCT delivered) is also available.

NOTE: Flyers were sent campus personnel (faculty and staff) on February 28, the day of the TPP meeting. The Banner support website has several FAQ's so users can learn general things about set up. After March 22, the site will change and focus more on user questions.

UPDATE (4-10-06): The Banner 7 upgrade was successful and completed on schedule.

Voice Mail Update

Judy Holbrook, Director, IT Telecommunication Services

- The Meridian Mail voice mail system migrates to a new release of voice mail on March 2. This upgrade should not impact campus voice mail users. Since this upgrade is scheduled mid-week, any issues encountered will be addressed immediately. The only difference users will notice is the log-on prompt: Meridian Mail is now Call Pilot from Nortel Networks. Voice mailbox numbers and passwords will remain the same as well as system commands. As of today, existing mailboxes have been migrated over. Deb Wiederspan, Telecommunication Services voice mail technician, is busy building menus. The old system will be retained in case there are any problems with the migration. Contact Deb, 243-4696, if there are questions about this new change.

UPDATE (4-10-06): The voice mail system migration to Call Pilot from Nortel Networks is now complete. If users are experiencing any problems with their voice mail, please contact Deb Wiederspan at 243-4696.

Science Complex Network Core Move

Stan Harris, Director, Network Services & Infrastructure

During the initial weekend of Spring Break a major network outage will occur on campus. From Saturday, March 25, 7:00am until Sunday, March 26, 2006, 11:59pm core data services in **ALL** buildings connected to the campus core through the Science Complex will be unavailable as IT staff will relocate the current core network equipment room to a new location within the Science Complex. The reason for this change is that environmental conditions in the Science Complex are no longer conducive to house our fiber cables and equipment.

- Buildings affected include: Chemistry, Clinical Psychology, Chemistry Stores, Davidson Honors College, Forestry, Health Sciences, Health Science Research, International Center, Journalism, Main Hall, Mansfield Library, Math, Schreiber, Science Complex, Skaggs, 1000 Beckwith, Underground Lecture Halls.
- All network access in these buildings will be affected including access to the Internet and Internet2, all Banner databases (ADMN, TEST6, TEST7, REPORT, HCADMN, HCTST6, HCTST7, FINDW, AUADMN, AUTST6), CyberBear, and the UM Home Page. Also, off-campus access to data resources located within any of the buildings listed above will not be available during this time.

Comments/Questions

The dormitories, Lewis and Clark Villages and University Villages will not be affected by this outage. The outage impacts all buildings on the South end of campus (except Lommasson).

Asbestos abatement continues in the Science Complex. The new core network facility will be unaffected as the asbestos in this location was removed prior to the relocation.

Campus Upgrade Project

Stan Harris

- Currently Science Complex asbestos abatement is occurring on the 4th floor. Dovetailing this project, as they abate, we are identifying any new wiring installation needs while the ceilings are still open. As the abatement moves through the building, so will our process. We haven't heard any dates about asbestos removal for the 1st, 2nd and 3rd floors.
- The Math Building is scheduled to upgrade during Spring Break, from March 27-31. Due to the way the wiring is set-up in this building, both data and phone service will be affected. The Math Building has no room to create new network facilities. The existing wires will be disconnected and then reconnected.
- The Education Building also has asbestos issues. But after a review of the facility and asbestos locations, we will be able to work around this issue on a case by case basis. A building addition is planned. However, no dates have been set. This will not impact upgrade work on the existing building. The new building will dovetail into existing structures.
- McGill Hall (basement, 1st floor) will be upgraded after the Education Building. Part of this building has already been upgraded (2nd floor). Dates have not yet been set.
- In mid-April we will implement video conferencing in the basement and first floor of Main Hall.
- The next group of buildings to be upgraded are: College of Technology East, Davidson Honors College, Fine Arts, Law, Music, and the Natural Sciences Building. Fine Arts, in particular, has not had any work done in years.

UPDATE (4-10-06): The Math Building upgrade has been postponed until this summer.

H323 and Video Conferencing on Campus

Stan Harris

- H323 and video conferencing on campus is currently problematic. Thanks to Ryan Alter, Director of Academic IT, we are trying to address this issue. Trying to match up H323 and video is difficult with the fire wall. Ryan working with manufacturers to discuss solutions. For further information about H323 and video conferencing on campus, contact Stan (stan.harris@umontana.edu) or Ryan (ryan.alter@umontana.edu).

IT Air Conditioning Systems—Update

Stan Harris

- Personnel are currently working on the new air conditioners in the Social Science core room and Liberal Arts equipment room. The air conditioners that recently arrived and were installed have been problematic due to two primary reasons. They didn't have the correct motor and the fans were installed backwards so they blow in the wrong direction. The process of changing out the fans so the air flows correctly should take a full day for the Social Science air conditioner and hopefully less for the LA Building air conditioner.

CyberBear Dual Server Boxes

Jon Robinson, Unix System Administrator, IT Central Computing Services

- A migration of the CyberBear server from a single Windows-based box to two Linux boxes is now complete. The Linux boxes are redundant and load balancing. Sessions are being handled in both boxes. CyberBear should be able to handle an increased load.
- Adrian Irish commented that due to this migration, there was a Domain Name Change. **Bannerweb.umt.edu** is now **webprocess.umt.edu**. This is a domain that is used more than initially thought. All our databases were updated and all clients were notified.

Wireless Access Update

Rick Waldorf, Enterprise Network Specialist, IT Network Services

- There are now 51 wireless access points on campus. Four new access points have recently been added in the Lommasson Center: Career Services (Resource Library and Office Area); Country Store (partially funded by student computer fees); and LaPeak which also includes the hallway outside the store.
- Most of the wireless access points have been purchased by campus units. However, some were partially purchased with Student Computer Fee Committee money: University Center access points, Mansfield Library.
- Lorrie DeYott mentioned that we are in the process of creating wireless access signs. These signs will be posted in campus buildings with wireless access so campus personnel can easily identify the availability of this service. Look for this signage by Summer.

Mac VPN Client

Rick Waldorf, Enterprise Network Specialist, IT Network Services

- A new release of the Macintosh VPN client has been tested and will be available on the public folder within the next few days. This VPN Client for Mac OS X is the first version to support the Intel processor for Mac OS X. This universal Binary release for Mac OS X ONLY Support OS X 10.4 and above on both PPC and Intel processors. This version does NOT support Mac OS X 10.3.9 and lower.

UPDATE (4-10-06): This new version is now available in the public folder. In addition, since this version is only compatible with version 10.4 and above, version 4.8.00.0490 is also available in the public folder. Version 4.8.00.0490 supports Mac OS X version 10.2 and 10.3.

Meeting adjourned at 3:00 pm

Minutes submitted by Lorrie DeYott, 4/14/06.

Next Technology Partners Meeting scheduled for May 23, 2006, 1:30pm, UC 326.