IUG Sierra System Managers' Forum
4 April 2017 @ 3:00p
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Who are you?
Majority on Sierra
<10 on Millennium (3 soon to be on Sierra)

Half a dozen recently-minted systems managers

Phone system
● When it first came out, tried to be good only for critical messages
● It's difficult to get through it (have to reinforce several times that something is system-critical)
● Can bypass the system if you have a ticket in with a name, and use that name to bypass the system & go directly to the person who's been assigned to you (seems to work more smoothly, because they've seen the ticket before)
● There IS in fact a Sierra listserv - how to get access to it?
● Is III trying to force people to use the IUG system?
● III will step in & answer questions if they want to talk to you about something you mentioned on the Sierra listserv
● Can't get onto the Sierra listserv until you are actually on Sierra, possibly?

Migrating from M to S
● Have migrations been easier in the past few years than they were early on?
● Someone who went to a VS (essentially a new system) says that theirs went really smoothly (Marmot Library Network)
● They say they can do these transitions overnight with no downtime
● Dave is moving DB servers from RHEL5.0 (everything else is already over) - it should be overnight, smooth
● System has to be reindexed before the transition - even if going Sierra->Sierra
● Library that moved ~2 weeks ago: No downtime to move from Mill to Sierra (but very aggressive timeline, which was surprising)
● If you want to add anything to your indexing, it's a good time to do that! (since they'll index already)
● Someone had to perform essentially an end-of-year on acq before their transition
● Turnkey system upgrading to RHEL6 - any advice, etc.? - everyone who's done it said it was painless - one place lost all their backup drive data (had to ask for new tapes)
● One Mill -> Sierra transition lost their RFID capabilities
● III seems to respond quickly though because they are there in the moment with you
● One lost access to SQL, just had to reset pwds

How do you go about figuring out how to "weed" accounts?
- (Which accounts can you kill off?)
- Change the password on it, see if anyone complains! (but...be careful about that depending on your employees!)
- SQL will allow you to go in & get the username info, when it was last used
- Could disable/reenable to achieve the same thing as the changing of pwd
- Used a Google Form as a questionnaire to each branch manager, asked for which were live & being used
- Requiring password changes helps to check whether people are still active users

Hosted - what is the quality of the service?
- One hosted system - moved from Emoryville to Syracuse, the move was painful but it made speed/service better
- III: AWS is where everything will be eventually - have more state-of-the-art systems, broader geographic distribution, ISO2011 certification (AWS helpful with that), S3 is NOT being used (that was what went down a few weeks ago)
- Moving to hosted pain: having to change EVERY IP address with their vendors (had to do it twice, when the servers moved!)
  - III will see what they can do about preventing this when they move everything to AWS
  - Other sessions said that yes, all the IPs will change - also, every vendor reaching into your system will have to be authenticated with Innovative
- Moving to hosted (in Jan) - pretty smooth implementation - also changed to EZProxy at the same time, so only had to change the IP once (good idea!)
- Is III looking into other options re: authenticating?
  - It's a question of how you want to authenticate against your specific resource - at the end of the day, it's going to have to go through some sort of proxy server - vendors in general are doing IP authentication because it's easier for everyone
- One system - When migrated to Sierra, they just used their old IP address (?)

For anyone who's moved to Shibboleth - using the SSO module - III doesn't technically support it but it works
- One academic library tried to get set up with SSO - ended up at a standstill, so they did it themselves (built their own discovery layer, so they built their own SSO on top of their own discovery layer - it doesn't work on their classic WebPAC, but they don't really use that)
- It works okay to have SSO on one system and not on others in a single system
- We're talking SSO for patrons - IS there SSO for staff?
  - III: there is not currently staff single-sign-on
  - It's a large beast to conquer, but they do know it's very commonly requested, they just need to be thoughtful about how they implement it
- How Shibboleth works: EZproxy is configured to talk to their campus SSO system
- If you have LDAP working in Mill, it'll work in Sierra just fine

- III: The advantage: Shibboleth can do not just authentication, but also authorization - e.g., use it to distinguish a law student from a non law student (to give them access to the campus resources and law-only resources)
- On LDAP, tried to get it to work with SSO, but it didn't - does OpenAthens work? (are using ADFS)
  - Medical Library @ Georgetown does use it, contact them with Qs?
  - OA seems to have better security
  - III: latest from Doug Randall (the expert on SSO) is that technically we can get SSO to interoperate with any authorization schema that can provide an Apache module (MS web services might cause a problem, for instance) - "If you can provide an Apache pack, we can make it work", according to Doug

Audience survey: How many are using WAM?
- About 1/3?
- Very few are considering sticking with WAM - depends on how things are planning to be developed
- SSL rewrite deals with security issues
- Does anyone have any inside info on whether WAM will remain viable? Or will we all have to go to EZProxy?
  - "Optimized WAM" is listed on the roadmap, but it's been there for a few years
  - A "III" insider didn't see much development happening into the future
- Is there a current product manager for WAM?
- Medical content users - don't find it secure enough
- Are they going to continue developing WAM?
  - III: not entirely sure what the plans are for it going forward - will bring it back to product management, and let us know

Admin Corner - what's the plan for that? Java only works with 2 browsers, about to fail completely
- It IS in the roadmap to have a Java-free version of AC, as well as WMR!
- It is out of Web Management as of 3.0!
- This is a compelling reason to get to the current version of everything
- PuTTY won't let you do the "super-secret self update" - you have to use Admin Corner!

How many people are using WebBridge?
- Only about 5
- Are there plans to do away with it?
  - III: that's a broader strategic question - they are no longer selling WB as a product moving forward - they are using EBSCO's link resolver rather than pushing WB (they still support it, but don't sell it)

Sierra Web

- Had circ & tech services go through & try to use it for a week - they stopped using it almost immediately because of the barcode issue - you have to use Chrome to resolve this
- Printing receipts is horrible, so circ doesn't even use SW! (It keeps resetting the printer!)
- III does tell you to use Chrome*
- III said to not use SW before June - sounds like they are doing some heavy updating
- Someone has one person successfully using SW - for reference searching - upgraded to W10 and the SDA font was too small, so they moved to SW and she loves it!
- Is it Innovative's plan to deprecate the SDA and move everyone to the web?
  - In the long run, the SDA will probably go away - could be 10 years - there's no timeline for a sunset
  - Everything is going web-based, so more & more libraries are requiring a web interface
  - But these hiccups are why they are still limiting us to 5 users right now - when they remove the 5-user limit, that's when they'll declare it ready for prime time
- Pro tip from Leif: as much as possible, try to use all 5 of your logins, so III can get heavy testing & lots of feedback - the more feedback we can provide, the better!
- One system uses SW in their rural branches, because their internet was so finicky that the SDA kept crashing on them (it's kind of a backup option; they keep both running)
- Lag is a big problem - screens only half-load, etc.
- If you leave SW alone for any length of time, it logs you off
- Macros don't work with the web client
- Usually don't use SW, but when IT did something funky with DNS on campus, they were able to stay alive (except for printing receipts)

Help documentation - is III considering a technical writer? Ways to limit documentation?
- III: taking this back to the team
- There will be a documentation forum tomorrow (Weds) at 9am (National Harbor 13) - look for notes on that if you couldn't attend

Virtualization - the specs they give you for VMs are big honking machines, a lot bigger than the physical ones - has anyone used smaller VMs successfully?
- Dave has been virtualized ~5 years now - there was one point where they didn't have as many spare servers around, so they were meeting the recommended specs but he was able to shrink Encore down to half the min reqs (they weren't coming in close to the max utilization) - it ran fine for 2 years, but they tune the app to the amount of space you have - it only presented a problem when you lost internet connectivity - wouldn't necessarily recommend it, but it DID work
- The disk space requirements are ridiculous - the DB takes like 40GB, and it asks for 1TB - but they like to have space for copying
- III: for backup purposes, a lot of time it's disk-to-disk-to-network, so you do need a lot more disk space than you expect

- III: If you're using Encore Duet but play with fire on the memory side, you can run into functional issues
- Dave ran 9 servers on one server that met the specs for ONE server, and nobody noticed the difference
- Keep in mind: Running out of disk space is literally catastrophically BAD.

Is there a future for turnkey systems?
- III: We are no longer selling turnkey systems. We are out of the hardware business. - You can host, or you can do on-prem, but they no longer provide the server with the service - thinks they will sell you a server but it's not turnkey - might have different rules for existing turnkey systems because they aren't leaving anyone behind, but doesn't know those details