SWAN Technology
Users Group

Thursday, September 20th at 10am
RAILS Burr Ridge
Steven Schlewitt, SWAN IT Manager
Ian Nosek, SWAN System Administrator
Rudy Host, SWAN Network Administrator
### Meeting Agenda

<table>
<thead>
<tr>
<th>Introductions</th>
</tr>
</thead>
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<table>
<thead>
<tr>
<th>SWAN System Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Overnight Maintenance &amp; Reports</td>
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</table>

<table>
<thead>
<tr>
<th>Update on SWAN Technology Projects</th>
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</thead>
<tbody>
<tr>
<td>• Infrastructure Upgrade Project</td>
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<tr>
<td>• Symphony 3.5.3 Upgrade</td>
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<tr>
<td>• Mobile Platforms and BLUECloud Mobile</td>
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<thead>
<tr>
<th>WorkFlows 3.5.3 Installation Walkthrough (Ian Nosek)</th>
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<tr>
<th>Aliased Email Addresses (Rudy Host)</th>
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<th>Open Forum Discussions</th>
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System Downtime Report (June 1st – September 19th)
WorkFlows/Symphony Server

- **June 19th, 1 hour, unplanned**
  - RAILS/SWAN datacenter network outage

- **July 4th, 22 hours, planned (holiday hours)**
  - Scheduled database rebuild to accommodate MARCIVE record updates

- **August 28th, 25 minutes, planned**
  - Scheduled RAILS datacenter network equipment upgrade

- **September 17th, 40 minutes, unplanned**
  - Overprovisioning of SIP2 connections resulting in service crash
Symphony Slowness / “Load Average Spikes”

• Thursday, September 13th through Monday, September 17th
  • Novelist OnTheShelf integration issues
  • Saturated search processes

• Monday, September 17th outage
  • Saturated SIP2 sessions
  • Sessions were not clearing due to heightened load average
Overnight Maintenance & Reports

• Maintenance Hours
  • System halted between 11:15pm-11:30pm
  • 11:15pm to 6:00am (M-Sa)
  • 11:15pm to 9:00am (Sun)

• Maintenance Reports
  • Load Offline – Offline transactions uploaded throughout the day are sorted and processed into Symphony
  • ADU(Add, Delete, Update) Text – Changes to bib records are committed to database and headings are indexed
  • ADU(Add, Delete, Update) Users – Changes to user records are committed to database and headings are indexed
  • Rebuild Item Text – Changes to item records are committed to database and database is reorganized

• Report runtimes are variable based on volume!
# System Downtime Report (June 1st – September 19th)

**Enterprise SaaS (Software as a Service) Server**

<table>
<thead>
<tr>
<th>Date</th>
<th>Duration</th>
<th>Type</th>
<th>Details</th>
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<tbody>
<tr>
<td><strong>June 22nd,</strong> 20 minutes, unplanned (after-hours)</td>
<td>Delay in daily scheduled Enterprise restart</td>
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<tr>
<td>July 7th, 22 minutes, unplanned</td>
<td>Tomcat memory issues on hosted server</td>
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<tr>
<td>July 10th, 7 minutes, unplanned</td>
<td>Tomcat memory issues on hosted server</td>
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<td>July 10th, 10 minutes, unplanned (after-hours)</td>
<td>Tomcat memory issues on hosted server</td>
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<td>July 11th, 14 minutes, unplanned</td>
<td>Tomcat memory issues on hosted server</td>
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<tr>
<td>July 11th, 10 minutes, unplanned</td>
<td>Tomcat memory issues on hosted server</td>
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<td>July 12th, 3 minutes, unplanned</td>
<td>Tomcat memory issues on hosted server</td>
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<tr>
<td>July 12th, 20 minutes, unplanned</td>
<td>Tomcat memory issues on hosted server</td>
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<td>July 14th, 45 minutes, unplanned</td>
<td>Tomcat service memory issues on SaaS hosted server</td>
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<td>July 22nd, 5 minutes, unplanned</td>
<td>Tomcat service memory issues on SaaS hosted server</td>
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<td>July 24th, 10 minutes, unplanned</td>
<td>Tomcat service memory issues on SaaS hosted server</td>
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<td>July 26th, 15 minutes, unplanned (after-hours)</td>
<td>Tomcat service memory issues on SaaS hosted server</td>
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<td>July 26th, 10 minutes, unplanned</td>
<td>Tomcat service memory issues on SaaS hosted server</td>
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<tr>
<td>July 29th, 50 minutes, unplanned (after-hours)</td>
<td>Tomcat service memory issues on SaaS hosted server</td>
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<td>July 29th, 15 minutes, unplanned</td>
<td>Tomcat service memory issues on SaaS hosted server</td>
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<td>August 5th, 30 minutes, unplanned (after-hours)</td>
<td>Tomcat service memory issues on SaaS hosted server</td>
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<tr>
<td>August 7th, 75 minutes, unplanned (after-hours)</td>
<td>Tomcat service memory issues on SaaS hosted server</td>
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<td>August 15th, 10 minutes, unplanned</td>
<td>Tomcat service memory issues on SaaS hosted server</td>
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<td>August 17th, 7 minutes, unplanned (after-hours)</td>
<td>Tomcat service memory issues on SaaS hosted server</td>
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<tr>
<td>August 18th, 40 minutes, unplanned (after-hours)</td>
<td>Tomcat service memory issues on SaaS hosted server</td>
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<tr>
<td><strong>August 21st,</strong> 4 minutes, planned (after-hours)</td>
<td>Upgrade to Enterprise 5.0.0.6</td>
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<td>August 21st, 2 minutes, unplanned</td>
<td>Tomcat service memory issues on SaaS hosted server</td>
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<td>August 25th, 10 minutes, unplanned (after-hours)</td>
<td>Tomcat service memory issues on SaaS hosted server</td>
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<td>August 30th, 15 minutes, unplanned</td>
<td>Tomcat service memory issues on SaaS hosted server</td>
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<td>August 31st, 15 minutes, unplanned</td>
<td>Tomcat service memory issues on SaaS hosted servers</td>
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<td>September 2nd, 7 minutes, unplanned</td>
<td>Tomcat service memory issues on SaaS hosted servers</td>
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<td>September 4th, 10 minutes, unplanned (after-hours)</td>
<td>Tomcat service memory issues on SaaS hosted servers</td>
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<tr>
<td>September 5th, 43 minutes, unplanned (after-hours)</td>
<td>Tomcat service memory issues on SaaS hosted servers</td>
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<td>September 6th, 20 minutes, unplanned (after-hours)</td>
<td>Tomcat service memory issues on SaaS hosted servers</td>
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<td>September 7th, 7 minutes, unplanned</td>
<td>Tomcat service memory issues on SaaS hosted servers</td>
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<td>September 8th, 12 minutes, unplanned</td>
<td>Tomcat service memory issues on SaaS hosted servers</td>
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<td>September 9th, 5 minutes, unplanned</td>
<td>Tomcat service memory issues on SaaS hosted servers</td>
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<tr>
<td>September 14th, 47 minutes, unplanned (after-hours)</td>
<td>Tomcat service member issues on SaaS hosted servers</td>
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Ongoing Enterprise Outages

• Began mid-July following Enterprise 5 upgrade
• Daily planned system restarts (3am) to reset memory and services
• Two patches implemented (5.0.0.6 and 5.0.0.7)
• SirsiDynix continues to escalate and monitor
System Downtime Report: June 1st – September 19th

WorkFlows / Symphony Server
- Uptime 99.1
- All Downtime (P/U) < 1%

Enterprise OPAC Server
- Uptime 99.6
- All Downtime (P/U) < 1%
Outage Remediation Process

Typical Outage (Enterprise)
1. Within 5 minutes
   - Text message issued to SWAN IT
2. Within 15 minutes
   - SWAN staff confirm outage
   - SWAN staff connect with SirsiDynix for further investigation
3. Within 30 minutes
   - Services restored

Typical Outage (Symphony)
1. Within 5 minutes
   - Text message issued to SWAN IT
2. Within 15 minutes
   - SWAN staff confirm outage
   - SWAN staff connect to system to investigate further
3. Within 60 minutes
   - Services restored
Project Update:
Infrastructure Upgrade
(Red Hat OS Upgrade, Azure Migration)

• June – August
  • Continued performance optimization and investigation
  • Oracle database & kernel parameter tuning
  • Red Hat 7 benchmark testing

• August – September
  • Symphony 3.5.3 upgrade testing

• October
  • October 10th - 3.5.3 upgrade in Production

• November – December
  • November 7th – Red Hat 7 upgrade in Production
  • Azure benchmark testing

• January
  • Azure migration!
Project Update: Symphony 3.5.3 Upgrade

• **Overnight from October 10th to 11th**
  - 10pm to 6am
  - SIP2, Web Services, and Enterprise will be impacted
  - Oct 11th WorkFlows reports will be impacted

• Watch SWANcom/SWANTech and Support posts!
  - [https://support.swanlibraries.net/news/2018-09-14/important-symphony-workflows-upgrade-v353-october-10th-10pm](https://support.swanlibraries.net/news/2018-09-14/important-symphony-workflows-upgrade-v353-october-10th-10pm)
Red Hat 7 Upgrade Preparations

• November 7th
  • Symphony Bridge service
    • Limited circ functions
    • No cataloging or reports
    • SIP2 integrations remain online
    • No access to Web Services

• November 8th go-live on RHEL7 system

• Upgrade announcement coming after 3.5.3 upgrade
• Previous announcement and details found at:
  • https://support.swanlibraries.net/news/2018-02-23/important-feb-21st-server-upgrade-postponed
Mobile Platforms & BLUECloud Mobile

• Two options SWAN is pursuing
  • Responsive design Enterprise (5.1)
  • BLUECloud Mobile

• BCMobile could replace BookMyne
  • BookMyne Plus project has been retired

• These options serve as an alternative to 3rd party vendors
  • Boopsie
  • LibraryAnywhere
  • Communico
WorkFlows 3.5.3 Client Installation

- Installer will be available during week of October 10th
  - 32/64-bit agnostic!
  - Uninstalls previous versions
  - New SWAN icon
  - NotePad++ no longer bundled
- Installations & Formsite survey submission will need to be completed by November 12th
Aliased Email

• Did you know about SWAN’s Aliased Email?
  • Acts as a forwarding address
  • [AAA]@notices.swanlibraries.net
  • Delivers to three library email addresses
  • Used for standard report delivery AND BLUECloud Analytics
  • Recommend whitelisting domain and IP address
    • 216.240.208.14 AND bc.sirsidynix.net

• Library Directors can edit the addresses at:
  https://support.swanlibraries.net/alias-emails

• Ask your Director to set you as a delegate or request delegate access
Microsoft SharePoint implementations
Web Content Filtering for Library PCs
ILA Vendors
Open Forum Discussion: Library Projects

- Future RFID Implementations?
- New Installations of Self-Check or AMH?
- Upgrade to Windows 10?
<table>
<thead>
<tr>
<th>Event Title</th>
<th>Date/Time</th>
<th>Location</th>
<th>Details</th>
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<tr>
<td>SWAN RFID Committee</td>
<td>Thursday, October 25&lt;sup&gt;th&lt;/sup&gt;, 2018 at 10am</td>
<td>RAILS Burr Ridge</td>
<td><a href="https://www.librarylearning.info/events/?eventID=26736">https://www.librarylearning.info/events/?eventID=26736</a></td>
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<tr>
<td>SWAN Technology Users Group</td>
<td>Thursday, March 21&lt;sup&gt;st&lt;/sup&gt;, 2019 at 10am (tentative)</td>
<td>Location TBD</td>
<td>L2 entry coming soon!</td>
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How to Contact Us

• SWAN Support
  • Email: help@swanlibraries.net
  • Phone: 844-SWANLIB (ext. 0)

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  • Phone: 630.326.5993

• Ian Nosek, System Administrator
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  • Phone: 630.326.5887

• Rudy Host, Network Administrator
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  • Phone: 630.326.5775