



UH / Maui Community College

Technical Support Committee

http://www2.hawaii.edu/~swansons/TSC_notes/tsc_home.html

Meeting Notes: 08 Feb 2006

Members Present: Sandra Swanson, Margaret Christensen, Mike Albert, Steve George, Diane Meyer, Jon Lightfoot, flo wiger, Robert Wehrman, Debbie Winkler, and Lisa Sepa

Members Absent: Rick Miller

Guests: Ashley DeCambra

UNFINISHED BUSINESS:

Computer Replacement Policy: (Bob)

- Bob and Jon have scheduled an informational session for 14 March. Media Services will tape the meeting for distribution to Lana`i and Moloka`i.
- An article will appear in the student newspaper about the Technology Fee.
- Bob reported that a Google® search revealed that the majority of schools have a technology fee. He will summarize what he learns.
- Jon will prepare a presentation.
- The panel will consist of Bob, Jon, Debbie and another person.

Action: Tabled pending reports.

Adobe Acrobat License: (Mike / Diane)

- Twenty-one licenses were purchased 31 January, and should arrive any day.
- Diane gave Mike a list of who has requested Acrobat. Mike will coordinate with Steve for the distribution and installation of the software when it is received.

Action: Tabled pending report.

Pharos Account Status: (Diane / Jon)

- Jon printed two reports: 01 Jun - 31 Oct and 01 Jun - 31 Dec.
- The report consists of three sections. Amount received by students putting money on their cards, amount of copies made, and the remaining balance.
- Jon's report and the one Diane received from the Business Office were compared and found to be within reasonable discrepancy. The discrepancy is the result of different reporting methods and report dates.
- Debbie reported that the Business Office has contacted the lender to confirm the remaining principal on the loan. There should be sufficient funds to retire the loan early.

Action: Matter closed.

Wireless Printing: (Steve)

- Jon downloaded and installed the Pharos client in the Business Laboratory and it worked well.
- Steve downloaded and installed the client software on a laptop. It took a while to download over the wireless network, but once installed it worked well.
- Students will have to download the client software from the MCC Pharos server and install it on their laptop. Once installed, the Pharos printer will appear as an additional printer which, when selected, ask for the user ID and password before printing.

- Steve reported that the system appears to be working well. He will draft and distribute documentation on how to download, install, and use the software.
- The system will be made available for campus wide use by 22 Feb.

Action: Tabled pending progress report.

Pharos SignUp: (Lisa)

- Because MCC is already using Pharos, our cost for ten licenses is \$300 and the set-up fee is waived. The library will pay for ten licenses to test the system.
- Students/faculty/staff must enter their UH user name and password in order to access computers with SignUp installed.
- Others will have to get login information in order to access the computer. It is possible that charges could be levied.

Action: Tabled pending report from Lisa to place on agenda.

NEW BUSINESS:

Protection of computing equipment during outages: (Sandra)

- The campus suffered power outages Thursday, 03 Feb. and Friday, 04 Feb.
- The Ka`a`ike UPS kept all computing equipment running during both outages.
- The Library UPS batteries ran down during the Thursday outage causing MCC-TV to go off the air. Mike is uncertain if the batteries can be recharged.
- Neither Steve or Mike know if the Ka`a`ike emergency generator “kicked in” as it was supposed to.
- Neither Steve nor Mike were contacted about the Thursday outage until early Friday morning.
- The air conditioning in the computer and MCC-TV equipment rooms failed four days in a row (Sunday - Wednesday). Temperatures in those rooms exceeded 90° F. The Monday, Tuesday, and Wednesday failures were discovered by early arriving faculty.
- It was noted that this equipment is not designed for these high temperatures, which significantly shortens their life and can cause them to become unreliable.
- Sandra suggested that the root cause of electrical and air conditioning outages are outside the scope of the TSC. She did, however, suggest that there needs to be a procedure for checking the temperature of these rooms on a regular basis.
- Steve moved, Mike seconded, that Sandra contact David Tamanaha and ask that:
 1. The security notification plan be reviewed to ensure that Mike and Steve are promptly notified whenever there is an interruption of power, air conditioning, or any other abnormality.
 2. That security physically check the temperature of the computer and media equipment rooms in Ka`a`ike on a regularly scheduled basis during “closed” (non M-F / 8-5) hours and keep a log of those checks. Should the rooms become warm or any abnormalities noted, Steve and Mike are to be notified as stipulated above.
- The motion carried unanimously.

Action: Sandra will prepare a letter to David.

OTHER BUSINESS

None

Adjournment: The Committee stood adjourned @ 1620.

Next Meeting: The next scheduled Technical Support Committee meeting will convene at 1500, **Wednesday, 22 February 2006**, in Ka`a`ike 210. The deadline to submit items for the agenda is 24-hours prior to the meeting.