

3/19/15

Computer Team

Attendees: Aaron Smothers, Key Carelli, Eva Hilton, Gerard Forys, Eva Hilton, Yasmine Aminou, Margaret Gilbert, Connie Lydon, Robert Bander, Clarence Severson, Jerry Munsch, Melissa Pappas, Eileen Tittle

Recent Issues:

There are some issues with Hamline's computers. The Internet goes out intermittently. It's possible there are too many devices on the network and that is causing the problem. There also could be congestion with too many networks using the same band (2ghz or 5ghz)). The new routers should help with this issue.

Central has been having issues with their Internet. There have been problems with people on the second floor using the network and making it not work in the community room. (The network can only handle a certain number of devices.) They have a password on the network now. There are concerns about the password not being available to all residents now.

New Routers:

The new routers are dual band and can handle 15 to 20 devices.

The router will be put in a plexiglass security box. It will be mounted high up like on a wall. There is a slight chance someone could mess with the wires but it should be quite secure.



This is the new router. It is a Netgear Nighthawk and much stronger than the current one.

The wiring is in the process of being done. Ravoux, Iowa, Dunedin don't need wiring so they will be done in the next week or so.

We still have to get the rest of the security boxes. This installation

doesn't affect the installation of the new computers.



This is the router in the security box.

There is a possibility of getting our Internet rates reduced because the city signed a contract that includes improving Internet access for low income people. (They want low income residents to have better access to Internet speed.) The first thing to do is to call Comcast and see what options there are.

Computer Grant:

The computers have been purchased and are here. They should be ready for install soon.

We have \$6587.62 left to spend. We still need to get chairs. (The remaining funds will also go for security boxes and Quickbooks.)

Standard chair dimensions: 20in

Larger chair: 27in

There are good options for chairs from OfficeMax.

New Computer Installs:

Hopefully the installs can start in the last week of March. A handout was given with information about the computers and the process.

Every hi-rise will get one new monitor. Number of computers varies.

Hi-Rises will need to get their own locks and cables. (There may be a few extra that can be given out.)

Remote access software:

Should we have it?

There are concerns about security. Teamviewer would be pretty safe since the user at the remote site would have to control the session from their end and send a key to the person troubleshooting. There is no way the remote tech could mess with things without someone's knowledge.

Spiceworks was mentioned. That is a great program for monitoring and controlling a network. The problem is that it needs to be on a server to control all the computers on a network. If we wanted to use it we would need to install it each site and treat it as a separate network.

A reminder was given to beware of scam calls saying that your computer is sending error messages or infected with a virus. Those calls are a scam and should be avoided.