



## Tech Support Report

July, 2011

### I. CIPAA Filter Proposal

We have a solution to replace WebBlocker

We are negotiating with Open DNS, which looks outstanding

- It will cover everyone
- It is an SaaS service
- No PC software, or individual renewal keys
- It has the granularity to meet individual needs
- It can be easily disabled on a given terminal (per statute)
- One renewal for everyone
- The proposal includes DNS, CIPAA filter, **and** their malware prevention module
- Oh, and it is far less costly too.

Documents

**Dale will have financial details and there will be a demo**

### II. New Computers June Purchase

Everyone should have quotes from Pantheon (Acer) and CTS (HP) for the following items:

Desktop  
All-in-One  
Laptop  
Regular and wide format monitors

If you intend to place an order this round I need to have an e-mail from you by August 1st, so that inventory and pricing are assured. If anyone has questions feel free to call me.

### III. Firewalls

It is time to begin planning for replacement of our library firewalls. The urgency of the process will depend on the model of firewall currently in use at your site.

Generally the rule for firewall replacement is six years or EOL whichever comes first.

Libraries with Firebox “e” units have some time, since they are approximately four years old (2007). Replacement in 2013 would be best with a final date of December 2015. All other models are EOL and should be slated for replacement

#### Essential Firewall info

- WatchGuard has mandated an End-of Life timeline
- WebBlocker will cease to function after the EOL date
- Less effective guardians
- WatchGuard Edge not IPv6 compatible
- Wireless includes b, g, and now n, a new channel which our patrons will expect us to support
- Edge X15W and X20e-W “fill up” – adding wireless users can require restarting the unit

#### Essential Wireless info

- TdS recommends our firewalls not have built-in wireless. It has been determined that a separate device, or access point, is better

- Decoupling wireless from the firewall appliance will give you much more flexibility in where you locate the wireless hot spot.
- The radio transmitter in an access point is usually stronger than that of a firewall
- A firewall + access point solution adds little or no additional cost over a wireless firewall since access points are inexpensive ~\$100.00 for a business class device

#### WatchGuard Firewalls in TdS Member Libraries

Model	Quantity	Purchased	WebBlocker		EOL
Edge X20e-W	8	2007	\$160.00		31 Dec 2015
Edge X55e-W	11	2007	\$279.00		
Edge X15W	2	2006	EOL		25 Oct 2009
Edge X50W	4				
SOHO 6	6	2004	EOL		25 Oct 2009

- Total does not include Blue Earth County or sites classified as stations
- The official WatchGuard EOL statement is here:  
<http://www.watchguard.com/products/resources/end-of-life-policy.asp>

**Firewall proposal.docx** = Analysis of our Firewall and wireless access point options