

IT Update (Server & Internet) - April 8, 2021

First off, a massive THANK YOU to you ALL! You've been so gracious throughout all of these disruptions in both the internet and the server at the Talcott office (and remotely, via OpenVPN). We appreciate both your understanding/flexibility throughout this ordeal and your vigilant selective reporting of continued issues.

Please remember, we would ALWAYS rather you report an issue than 'not bother us'. We want to solve your IT concerns (and cannot do so unless we know you are experiencing something – regardless of the priority you assign that issue, we do want to know).

What's been happening? That's the million dollar question... we'll break it down to bulletpoints and skip a large number of details to keep it as brief as possible.

- Comcast upgraded our internet, but the first internet modem was faulty and needed replacement. The technicians also discovered faulty wiring that could not handle the new high speed connection we signed up for. This was the cause of many of the internet outages.
- Our old hardware was not capable of handling this new high speed connection, so we had to order new hardware, configure it, and undergo a steep learning curve as the new hardware did not support the 'old way' we connected the VPN.
- The new hardware does not support the old version of OpenVPN Server that all of your laptops were connecting to prior to these changes... and outdated versions of OpenVPN are still wreaking havoc on the system (causing intermittent downtime).
- We discovered a compromised device that was overloading the new hardware even more (no data was breached – our server is extremely secure with access log files and firewalls to verify this statement).
- Derek, Gary and Josh have been putting in many late nights and weekend in an attempt to minimize issues during business hours. We know that you know this already... but it had to be tossed in to ensure there was no confusion... we consider this the highest priority issue and are doing everything in our power to resolve it.

What's next and what can I do? We see the light at the end of the tunnel. You may have noticed, things have greatly improved from where we were 2 weeks ago... though, some issues remain... and we need your assistance to secure all new devices on the updated server connections.

- We need everyone to update their OpenVPN app/program to the newest version that Josh shared on Cliq. If you connect to the server remotely via OpenVPN and did NOT see this message, please private message Josh on Cliq or send him an email at josh.newcity@sdplus.org (he will send you the tutorial and remote connect to assist if you run into any obstacles). The sooner everyone does this, the more stable our server will be.
- Additionally, we see a need to 'name' devices (through Windows 10) in order to provide the highest speed connections to your devices/computer. This step is simple... right-click on the Windows icons in the bottom left corner of your screen, and click on 'system'. Scroll down on the window that pops up and click on 'Rename this PC'. Please name your PC something unique that includes "Sd", your first name and last initial, and your region (01 or 02)... all separated by hyphens (it is OK if it differs slightly in format from Josh's example). For example though, Josh will name his company laptop: **Sd-JoshuaN-01**

- Lastly, once you have changed your device name, please copy and paste the ‘device name’ (which is also listed on that ‘system’ page) and send it to josh.newcity@sdplus.org in an email (or simply Cliq message Josh – your choice).
- As a side note: in roughly 1 week we will have all the parts we need to rollout a simplified WIFI system throughout the building, with all brand-new hardware (no more deadspots/weak WIFI). Josh will be on-site **frequently** until this (and the server issues) are completely resolved. Detailed info on this new WIFI system will be sent out (and posted throughout the building) as we finalize the installation. This has been a project we’ve been actively working on for over a month now. No action is needed on your part – this is just informational.

Need help with the server or a file now? Contact Josh on Cliq or via email (Cliq for more urgent requests). We can access our server backups to obtain files for you if you’re still unable to connect (or if the hardware keeps dropping connections).

I’m not sure if I should send a ticket, email, or use Cliq? Until it is decided exactly how and when to use which tech... use whatever is easiest for you. However, please contact Josh first (via private Cliq chat, direct email, or use the ticket system). Josh, Gary and Derek do work together to handle the IT needs of the company, but (when possible) Josh should always be your first point of contact for IT-related concerns.

This is the most challenging IT obstacle we’ve ever encountered at Sd... but it is almost behind us.