

NEW CANAAN LIBRARY

# Disaster Recovery IT

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### **Systems to be recovered**

- Wide-Area-Network: Internet access, firewalls, routing, phone system
- Local area network: access to Active Directory Server, email. file shares and printers
- ILS (Innovative Interfaces): bibliographic database of Library's collection, Millennium modules

### **Staff Roles & Responsibilities**

WAN (Wide-area network)

Chris Kaiser, Town IT Manager

Tim Malley, Town IT

Sal Delucia, Town IT

Library LAN (Local-area network)

Jeff Zaino, Systems Librarian

Jon Erickson, IT Assistant

Judy Sgamatto, IT Assistant

Innovative (Integrated library system vendor)

Jeff Zaino, Systems

Lauren Phillips, Collection Development

Maria Livoti, Circulation

## **Backup and Recovery Procedures**

All IT systems are backed up regularly in the following way:

LAN Servers (email, file servers, and Raiser's Edge)

Are backed up in real-time using SonicWall hardware and software. We have one box onsite and one box offsite at Waveny Care. Files are backed up in real-time to both locations.

The following files are backed up:

- Home and Share files
- Exchange Information store
- Raiser's Edge database
- Quickbooks company files
- Microsoft Active Directory

A bare metal backup is performed on each sever with attendant recovery CDs.

Innovative

A complete backed is performed daily (Monday through Saturday) to digital tape. Tapes are rotated on a bi-weekly schedule. Tapes are stored in a fireproof safety box in the server room. There is currently no off-site backup or storage of tapes.

## **Critical staff and vendor contact information**

### **THE WAN**

Town of New Canaan

Chris Kaiser  
3027

Tim Malley  
3029

Sal Delucia  
3059

### **THE LAN**

Jeff Zaino 203-257-6650

Network Synergy  
800-955-4441

### **ILS**

INNOVATIVE INTERFACES

1-800-444-2344

Site Code: **NCANA**

### **WIRELESS NETWORK**

CT Education Network

Help Desk  
860-622-2300

### **COMPUTER|SERVER HARDWARE**

DELL COMPUTER

Customer Account # 5220221

800-576-6038

### **INTERNET**

OPTIMUM LIGHTPATH

1-866-611-3434

**PRINT MANAGEMENT**

Envisionware

**Monday – Friday 8:30 am – 7:00 pm**

1 800 216 8370 Option 3

**Online:**

Go to [www.envisionware.com](http://www.envisionware.com)

Click on Support Tab

Click on Registered User

Accept EULA

Proceed to Support

Enter:

Your 7-digit Customer Number: 0012251

Your Password - 9A0003IS

**EFLYERS**

CONSTANT CONTACT

1-800-279-3813

**SELF-CHECKOUT**

**3m**

1-800-328-0067 Tech Support Ext. 112

Serial # of Self Check PC: 9410430

Don Janazzo, Sales Rep Cell: 347-453-3721

**SONICWALL CDP REAL-TIME BACKUP**

1-888-777-1476

Appliance: CDP 2440i

Serial #: 0006B13B9220

Auth Code: XDPD-FXRJ

**Barricuda Spam Filter**

1-868-268-4772

## SERVER CONFIGURATION AND APPLICATION DATA

**Name:** NCLAD  
**IP Address:** 10.14.10.8  
**OS:** Windows 2008R Standard  
**Applications:** Primary domain controllor, Internal DNS, DHCP, Symantec Endpoint, WSUS, Print server, Quickbooks company file

**Name:** NCLNAS1( 4 terabyte network attached device)  
**IP Address:** 10.14.10.10  
**OS:** n/a  
**Applications:** Home and Share Directories

**Name:** NCNT\_2  
**IP Address:** 10.14.10.2  
**OS:** Windows 2000  
**Applications:** Secondary internal DNS Server, Backup server for NCLNAS1

**Name:** NCNT4  
**IP Address:** 10.14.10.4  
**OS:** Windows 2000  
**Applications:** Blackbaud Raiser's Edge Software

**Name:** NCNT5  
**IP Address:** 10.14.10.5  
**OS:** Windows 2003  
**Applications:** Email Server - Exchange 5

**Name:** Innovate Server  
**IP Address:** 10.14.10.1  
**OS:** Linux  
**Applications:** Innovative's Millennium Software, OPAC

**Name:** Sonic Wall CDP 1  
**IP Address:** 10.14.10.6  
**OS:** n/a  
**Applications:** Real-time backup

**Name:** Barricuda Spam Filter  
**IP Address:** 10.14.10.75  
**OS:** n/a  
**Applications:** Spam filter

**Name:** NCNT1  
**IP Address:** 10.14.10.1  
**OS:** Windows 2000  
**Applications:** Backup server for NCLAD

**Name:** HP Procurve Managed Switch  
**IP Address:** 10.14.10.9  
**OS:** n/a  
Connects servers

**NETWORK IP ADDRESSES**

Private IP Range: 10.14.0.1 – 10.14.255.255

Public IPs for Subscription Databases: 167.206.190.231

CEN Network IP: 72.10.107.145-159

**NETWORK PRINTERS**

Server Name	Private IP	Public IP
NCLAD (File, DNS, DHCP, WSUS, Antivirus)	10.14.10.8	
NCNT_3 (Web Server)	10.14.10.3	167.206.190.231
NCNT_4 (Raiser's Edge)	10.14.10.4	None
NCNT_5 (Exchange)	10.14.10.5	167.206.190.234 (SMTP) 167.206.190.235 (OWA)
HP ProCurve LAN Switch	10.14.10.9	
NAS (Attached Network Storage)	10.14.10.10	
Innovative Server	10.14.20.1	167.206.190.224
Innovative Management Console	10.14.20.2	167.206.190.225
Encore Server	10.14.20.4	167.206.190.226
Encore Management Console	10.14.20.5	167.206.190.227
SonicWall CDP 1	10.14.10.6	167.206.190.236
SonicWall CDP 2	10.14.10.7	
3M Self-Check Station	10.14.20.3	
Barricuda Spam Filter	10.14.10.75	

**WAN**

PIX FIREWALL AT TOWN	167.206.190.231
WAVENY ROUTER	10.14.0.6
TOWN ROUTER	10.14.0.7
REDUNDANCY	<b>10.14.0.1 (USE THIS ONE)</b>

**NETWORKED PRINTERS**

System Printer	10.14.50.1
Imagistics Color Copier	10.14.50.3
Kyocera 3900 Public Access	10.14.50.20
Kyocera 5030 Public Access	10.14.50.21
Print Release PC	10.14.70.18

Name servers at Media Temple Primary: **ns1.mediatemple.net (64.207.129.18)**  
Secondary: **ns2.mediatemple.net (64.207.128.18)**

**IP Address: 205.186.183.187 (use this for your DNS records)**

**WIRELESS NETWORK IP ADDRESSES****IP Range: (72.10.107.145 – 159)****Subnet Mask: 255.255.255.240****Default Gateway: 72.10.107.145****DNS : 68.94.156.1; 68.94.157.1**

<b>Router Location</b>	<b>SSID</b>	<b>External</b>	<b>Internal</b>
Triangle (Router) (port 11, switch 2) Starting IP: 192.1.68.2.54 (255.255.255.0) Maximum IPs (75)	NClibrary	<b>72.10.107.146</b>	192.168.14.1
Mezzanine	nclmezz		
Children's Room #1 (Router) Starting IP: 192.168.2.4 (255.255.255.0) Maximum IPs (50)	nclchild	<b>72.10.107.148</b>	192.168.14.3
Staff Room (Router)	nclower	<b>72.10.107.147</b>	192.168.14.4
Lamb Room	nclamb		192.168.14.5
Main Level Rear Reference	nclrear		

**Routers**

Username: Admin1

Password: ncl1877

Children's Routers

Username: blank

Password: ncl1877

**Access Points**

Username: blank

Password: ncl1877

## DESKTOPS|LAPTOPS INVENTORY

<u>Item</u>	<u>Location</u>	<u>Model #</u>	<u>Service Tag</u>	<u>Configuration</u>
Dell Desktop JZ	Systems Office	OptiplexGX620	3NCKXB1	XP OS X Snow Leopard
Apple Laptop	Systems Office	MacBook		Leopard
Dell Laptop	Systems Office	Latitude E5500	G7JMKK1	XP
Dell Laptop	Circ Office ML	Latitude E5510	F90WWM1	Win 7 pro
Dell Desktop	Circ Offic KB	Optiplex 380	9t8tmn1	Win 7 pro
Dell Desktop	Circ Offic SD	Optiplex 740	?	XP SP3
Dell Desktop	Circ Office BS	Dimension 2400	7751m81	XP SP2
Dell Desktop	Devel SLP	Optiplex380	9T5RMNI	Win 7 pro
Dell Desktop	Devel GP	Optiplex 740	7lnd7d1	XP SP3
Dell Desktop	Children's Office RMZ	Optiplex380	9t6rmn1	Win 7 pro
Desktop PA #1	Tech Center #1	Optiplex 780	3hq0hm1	XP SP3
Dell Dektop	Tech Center #2	Optiplex 780	5hq0hm1	XP SP3
Dell Desktop	Tech Center #3	Optiplex 780	7hq0hm1	XP SP3
Dell Desktop	Tech Center #4	Optiplex 780	ghq0hm1	XP SP3
Dell Desktop	Tech Center #5	Optiplex 780	4hq0hmi	XP SP3
Dell Desktop	Tech Center #6	Optiplex 780	8hq0hm1	XP SP3
Dell Desktop	Tech Center #7	Optiplex 780	2hq0hm1	XP SP3
Dell Desktop	Tech Center #8	Optiplex 780	chq0hm1	XP SP3
Dell Desktop	Tech Center #9	Optiplex 780	9hq0hm1	XP SP3
Dell Desktop	Tech Center #10	Optiplex 755	bdmx4h1	XP SP3
Dell Desktop	Tech Center #11	Optiplex 780	bhq0hm1	XP SP3
Dell Desktop	Tech Center #12	Optiplex 380	9t5smn1	Win 7 pro
Dell Desktop	Tech Center #13	Optiplex 380	pt7smni	Win 7 pro
Dell Desktop	Tech Center #14	Optiplex 380	9t74mn1	Win 7 pro
Dell Desktop	Tech Center #15 Atech	Optiplex 740	j1qxwd1	XP SP3
Dell Desktop	Print Manage Station	Optiplex 755	8dmx4h1	XP SP3
Dell Desktop	Wireless Print PC	optiplex 380	9t6tmn1	Win 7 pro
Dell Desktop	Teen Center	Optiplex 755	8w26cf1	XP SP3
Dell Desktop	Adult Opac 1	Optiplex GX620	3nckxb1	XP SP3
Dell Desktop	Adult Opac 2	Optiplex GX620	j04n5c1	xp sp2
Dell Desktop	Adult Opac 3	Optiplex GX620	bhgf0c1	xp sp2
Dell Desktop	Salant 1	Optiplex 380	9t7tmn1	Win 7 pro
Dell Desktop	Salant 2	Optiplex 380	9t8qmn1	Win 7 pro
Dell Desktop	Salant 3	Optiplex 380	9t9smn1	Win 7 pro
Dell Desktop	Business Office AR	Optiplex 380	9t9qmn1	Win 7 pro
Dell Desktop	Circ Desk	Optiplex 780	cmg63m1	XP SP3
Dell Desktop	Circ Desk	Optiplex 760	8kfxvk1	xp sp3
Dell Desktop	Circ Desk	Optiplex 760	7kfxvk1	XP SP3

Dell Desktop	Circ Desk	Optiplex 760	4kfxvk1	XP SP3
Dell Desktop	Circ Desk	Optiplex GX620	snckxb1	XP SP3
Dell Desktop	Tech Serv LP	Optiplex 380	9t8smn1	Win 7 pro
Dell Desktop	Tech Serv	Optiplex GX620	chgfoci	XP SP3
Dell Desktop	Tech Serv	Optiplex 740	3jnd7d1	XP SP3
Dell Desktop	Tech Serv	Optiplex 740	jbnsyd1	XP SP3
Dell Desktop	Tech Serv	Optiplex 740	9tlsyd1	XP SP3
Dell Desktop	Tech Serv	Optiplex 755	80g7yf1	XP SP3
Dell Desktop	Tech Serv	Optiplex 740	fbnsyd1	XP SP3
Dell Desktop	Tech Serv	Optiplex 740	2lnd7d1	XP SP2
Dell Laptop	Tech Closet	Latitude E5400	12m9qm1	Win 7 pro
Dell Laptop	Children's Office	Latitude E5400	j1m9qm1	Win 7 pro
Dell Laptop	Adult Self-Check PC	Optiplex 380	9t9rmn1	Win 7 pro
Dell Laptop	Business Office	Vostro 1510	2f5cw1	XP SP3
Dell Desktop	Volunteer Periodicals	Dimension 2350	4g4hg21	XP SP2
Dell Desktop	Reference Office	Optiplex 760	4f46cki	XP SP3
Dell Desktop	Reference Office	Optiplex 760	4f42cki	XP SP3
Dell Desktop	Reference Office	Optiplex 380	9t8rmn1	Win 7 pro
Dell Laptop	Director's Office	Inspiron 6000	6RNWN91	Win 7 pro
Dell Laptop	Assistant Director	Vostro 1510	2R1NRK1	XP SP3
Dell Desktop	Children's Office	Optiplex 740	FKND7D1	XP SP2
Dell Desktop	Children's Office	Optiplex 380	9t6rmn1	Win 7 pro
Dell Desktop	Children's Desk	Optiplex 760	4f46ck1	XP SP3
Dell Desktop	Children's Desk	Optiplex 740	djnd7d1	XP SP3
Dell Desktop	Reference Desk	Optiplex 760	4f43ck1	XP SP3
Dell Desktop	Reference Desk	Optiplex 760	4f44ck1	XP SP3
Dell Desktop	Reference Desk	Dimension 2400	bk49931	XP SP1
Dell Desktop	Children's Opac	Optiplex 740	9jnd7d1	XP SP3
Dell Desktop	Children's Opac	Optiplex GX620	jz3n5c1	XP SP3
Dell Desktop	Child Assistive Tech	Optiplex 740	12qxwd1	XP SP2
Dell Desktop	Child Public Access	Optiplex 755	61fbyf1	XP SP3
Dell Desktop	Child Public Access	Optiplex 755	6128xh1	XP SP3
Dell Desktop	Child Public Access	Optiplex 755	31fbyf1	XP SP3
Dell Desktop	Child Public Access	Optiplex 755	3128xh1	XP SP3
Dell Desktop	Child Public Access	Optiplex 755	g128xh1	XP SP3
Dell Desktop	Child Public Access	Optiplex 755	8128xh1	XP SP3
Dell Desktop	Child Public Access	Optiplex 755	j128xh1	XP SP3
Dell Desktop	Custodian	Optiplex 740	2lnd7d1	XP SP2

## AV INVENTORY

<u>Make</u>	<u>Location</u>	<u>Make &amp; Model</u>
Tripod	Lamb Room	Manfrotto 055xdb
Modulator	Lamb Room	Blonder Tongue mavm-1ma
Remote Mouse and Pointer	Lamb Room	HP PF726a
DV Camera	Lamb Room	Canon GL2
Amplifier	Beachtek	Beachtek dxa-4p
Wirless Lavalier Microphone	Lamb Room	Sennheiser ew 10062
Handheld Microphone	Lamb Room	Sennheiser ew 100
VGA Adpater	Lamb Room	Apple DVI to VGA
VGA Adpater	Lamb Room	Apple Mini DVI to VGA
VGA Adpater	Lamb Room	Apple Mini DVI to S-video line
Palm Pad Remote Contral	Lamb Room	Power House hriza
Tripod	Lamb Room	Velbon Victory 480
Handheld Microphone w/stand	Lamb Room	Shure SM58
Replacement Lamp	Lamb Room	Mitsubishi vlt-xl5950lp
Digital Projector	Lamb Room	Mitsubishi xl5950u
Wireless Receiver	Lamb Room	Sennheiser ew-100
Color Monitor	Lamb Room	JVC tm-a13su
DV/HDD/DVD Recorder	Lamb Room	JVC sr-dvm70
Dual Cassette Player	Lamb Room	Technics rs-tr515
DVD/VCR Deck	Lamb Room	Panasonic pv-d4745
Audio processing & Control system	Lamb Room	Architectural Acoostics Digitool MX
5.7" Tabletop Touch Panel	Lamb Room	Crestron tps-1700
Power Control Module	Lamb Room	Creston st-pc
Media processor	Lamb Room	Creston MP2
Power Amplifier	Lamb Room	Crown CL1
Amplifier	Lamb Room	TOA 900 Series

## ELECTRONIC DEVICES INVENTORY

<b>Item</b>	<b>Location</b>	<b>Model#</b>	<b>Serial#</b>
Kindle	Circulates/Ref	First Generation	
Kindle	Circulates/Ref	Second Generation	
Kindle	Circulates/Ref	Third Generation	D00901
Kindle	Circulates/Ref	Third Generation	
Kindle	Circulates/Ref	Third Generation	
Sony E-Reader	Circulates/Ref	Model PRS-300	
Sony E-Reader	Circulates/Ref	Model PRS-350	
Sony E-Reader	Circulates/Ref	Model PRS-600	
Nook Reader	Circulates/Ref	WiFi	1002930004160084
Nook Reader	Circulates/Ref	WiFi	1003330009870059
Nook Reader	Circulates/Ref	WiFi	1003330021540057
IPAD	Reference Desk	32GB	GB0272kmetu
IPAD	Reference Desk	32GB	GB0272FPETU

## PRINTER INVENTORY

<u>Make</u>	<u>Location</u>	<u>Model #</u>	<u>Serial #</u>
Brother	Business Office	mfc-7420	U61278k7j120223
HP LaserJet	Development	4250 DTN	usbxs05050
HP LaserJet	Triangle	P2035	cnb9j19237
Dell Color	Ref Desk	3110CN	7wxy991
HP LaserJet	Adult Opac	1160	cnl2f41872
HP LaserJet	Children's Public Service Desk	P2055dn	cnb9p67798
HP LaserJet	Child Public Access	P2015	cnb1n61157
HP Deskjet	Children's Office	5650	my85s1r112
HP Officejet	Assistant Director	6000	cn0781f106
HP LaserJet	Tech Services	P2035N	cnb9xy26737
HP Color Laserjet	Tech Services	CP2025	cngsy16708
HP LaserJet	Tech Services	3052	cnbj206170
Epson Receipt Printer	Circ Desk	TM-T88IV	jypg023798
Epson Receipt Printer	Circ Desk	TM-T88IV	jyp6023801
Epson Receipt Printer	Triangle	TM-T88IV	jypf0y7458
Epson Receipt Printer	Adult Self-Check	TM-T88IV	j4p6027840
Epson Receipt Printer	Tech Services	TM-T88IV	jypg315979
Dell Color	Development	3010CN	3psv99198
HP LaserJet	Director's Office	P2035N	cnb0b04168
HP LaserJet	Wireless Print Station	P2055DN	lnb90335110
HP LaserJet	Reference Office	1160	cnc1fy41915
Kyocera Color	Print Management	FS-C5030N	ape863092
Kyocera B&W	Print Management	FS-3900 DN	xpj8525610

## SERVER INVENTORY

<u>Server Model</u>	<u>Location</u>	<u>Function</u>	<u>Service Tag</u>	<u>Configuration</u>
HP Proliant ML350 G6	Server Room	Domain Controller		Win Server 2008 R2
Dell PowerEdge 1800	Server Room	Exchange	7dn3t81	Win Server 2003 SP2
Dell Poweredge 600 SC	Server Room	Raiser's Edge	jw91431	Win 2000 SP4
Dell Poweredge SC1420	Server Room	Backup Server	2tcor71	Win 2000 SP4
Dell Poweredge 600SL	Server Room	Webserver	9g42431	Win 2000 SP4
Sun Microsystems Sunfire v240	Server Room	Innovative ILS	fn53350132	Unix
Sonic Wall CDP 24401	Waveny	Real-time backup		
Sonic Wall CDP 24401	Server Room	Real-time backup	s/n 0006b13b9220	
Barricuda Spam Filter	Server Room	Spam Filter	BAR-SF-61629	
HP Procurve Switch	Server Room	Managed Switch	s/nCN0292G11J	

## SOFTWARE APPLICATIONS & LICENSE KEYS

<b>Product</b>	<b>License Key</b>
Sonicwall Cronis Imaging	86Y7B-9GWKV-8R8AQ-MLNW-45AK3 (workstation)
	HLKW3-N3AVH-E25TR-SRGZ2-ZYDTC (server)
Optima Font Family Value Pack	342279/474 (10 user license)
Windows Server 2003 R2, x32 ed.	C4MY8-8X29G-KJ6CQ-G9FCV-JXG8J (volume)
Windows Server 2008 R2 Std/kms B	YQ9CR-JJTB6-V2WRY-C3JFW-T7M9G (kms)
Windows Server 2003 R2, x64 Ed.	PBXDD-QXR8G-TTDGJ-8XTWJ-F4TBQ (volume)
Windows Server 2008R2 std/ent MAK B	74CFC-X9BF8-B8DB3-4HKQ6-CT3HB (mak 0/45)
Windows Server 2008 std/kms B	CXW27-Q8FRQ-PDFTB-7YW3M-83PXK (kms)
Windows Server 2008 std/ent mak b	D4CGY-MFXGV-28JQH-TDBF4-QT4FP (MAK 0/12)
SYMC protection suite enterprise edition 3.0 (quantity: 65)	M8819621644
SYMC Backup Exec System Recovery desktop	07-4247-9978-007832
Acrobat Pro 9.0 (3 users)	1118-1004-3216-3585-8037-3731
Indesign (3 users)	1037-1791-4950-0221-1215-4735
Microsoft Office 2007 Suite (25 users)	Q27T4-CB4W7-HP832-K68FM-4QBYQ

