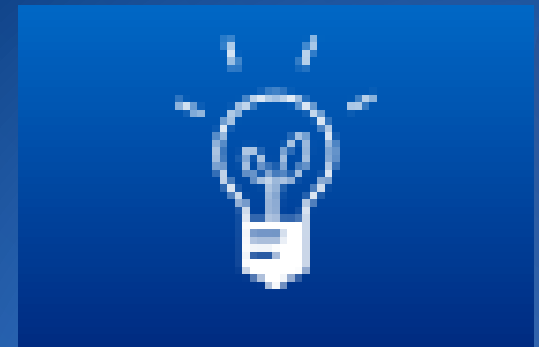




# iSupport Improvements



**Nelda Hanzi** and **Jennifer Miller** met to discuss iSupport issues and maintenance. A minor release upgrade is in the future. They discussed features that are working, and those that could be improved. Their goal is make iSupport more friendly for the customers.





# Good Catch



While assisting **Mike Diaz** on a hard drive replacement, **Ken Gibson** noticed an error light on the fabric switch in the top of the Isilon storage cabinet. It was found to be a loose power cable on one of the power supply ports.

As we learn about the product, additional configuration should provide electronic alerts to such issues rather than just a visual light.





# Early Morning Restart

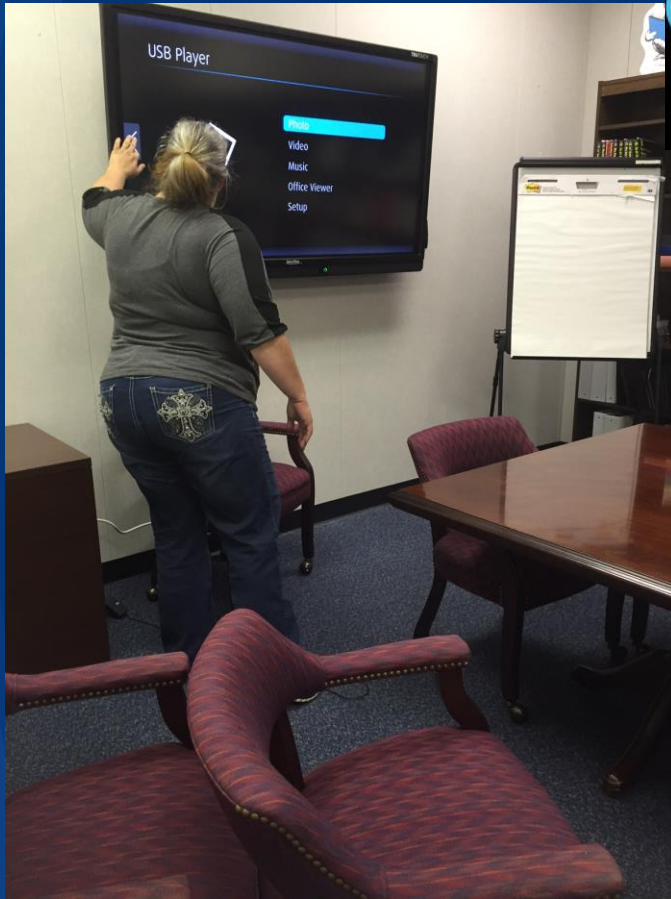


Michael Raspet received a urgent call from the HVAC technicians at 5:55 am Friday morning to reset their server which monitors the HVAC systems for the district. The server was restarted without incident after hanging during an update.

Mike is onsite early to address issues before the district's normal work day starts.



# SKYPE(ing)



**Kimberly Osborn** put together the configurations so that the department of School Administration and Leadership Development could SKYPE with a constituent in another state. Having visibility of each other enhanced the conference call meeting.

