

## Email Server Failure

The big news story of late has been the unfortunate failure of the beloved OPLIN email server. In the early hours of Friday, March 6, the mail server suffered an unrecoverable failure due to an incompatible upgrade process. On Monday, March 9, after multiple attempts to restore email from



backups over the weekend, it was determined that restoration was not possible.

As for the nitty, gritty details – the OPLIN mail server had Ubuntu Server 10 installed as the operating system and Zimbra version 8.0.2 (open source) running as the mail server. The server needed to be upgraded to Ubuntu 14 because Ubuntu 10 reaches end of life in April, but Zimbra 8.0.2 cannot run on Ubuntu 14. Thus, the problems began.

The initial plan was to first upgrade to Ubuntu 14, which went smoothly, and then upgrade to Zimbra 8.6.0, which did not go as smoothly. Zimbra 8.6.0 failed to start and the latest version of our line 8.0.9 that would still work on Ubuntu 14 also failed due to LDAP issues. The next logical plan was to revert to Zimbra 8.0.2 on Ubuntu 10 with our mail backups. For whatever reason, this solution also failed to work, again because of LDAP issues. We attempted to contact Zimbra, Inc. to no avail.

As a result of the mail catastrophe, Director Stephen Hedges made the decision to terminate future OPLIN email service because it made sense for libraries to explore other options. It was important that libraries gain email access quickly since we all rely so heavily on email to conduct daily business, and basically, libraries could set up new staff email more quickly and efficiently than we could.

Options that were considered: 1) Restoration of OPLIN service from backup copies was unsuccessful; 2) Zimbra Inc. was unable to provide any solution; 3) hosting a new OPLIN service off-site would take over a week to implement and would cost between \$150,000 to \$390,000 per year, along with stricter requirements as a state agency (OPLIN Board rejected this proposal last year); and 4) building a new, simple mail server from scratch was more complex and problematic than anticipated because it would take too long to work correctly and figure out how to manage.

In the end, it was decided that it would be more beneficial for libraries to secure their own email service since the overall goal was to arrange for reliable email as quickly as possible.

To assist in the transition, we provided simple tools to forward incoming mail to new accounts and to retrieve old OPLIN email saved from before March 6 (*see next page for details*). If you were using an email client, like Outlook or Thunderbird, before the crash rather than the webmail interface, you would still have access to all your email prior to March 6. All email sent to your OPLIN account after that date was bounced back to the sender, at least until a forward was put in place. In this instance, the impact was relatively small. •

### Alternative Email Providers:

- Microsoft Office 365 Education (free for libraries)
- Google Apps for Nonprofits with 501c3 status (free)
- Google Apps for Government
- SEO Email Services (free to SEO members)
- 1&1 Email Hosting (<http://www.1and1.com>)
  - SEO uses 1&1 hosting for their services



## Recovery of OPLIN Email

Good news! We were able to successfully retrieve all emails sent and received by each account stored on the email server, and these emails are now grouped into folders by account. On March 19, we sent login credentials to OPLIN account users, which you should have received assuming a forward was set up.

Here is an abbreviated copy of the email with additional tips:

All mail in the OPLIN backup data involving your email address has been packaged for download and is ready to be retrieved by a POP3 mail client of your choosing.

- You will need to have a POP3 email client installed and configured on your computer using your OPLIN login credentials. Common examples of POP3 clients are Microsoft Outlook and Mozilla Thunderbird.
- All of the old emails will appear as new mail in the POP3 client's inbox. The client will sort them by date, but they will not be grouped/sorted in any other way.
- You may download more mail than expected. This is because the package will include any mail from, to, or copied to your address, including mail you have already deleted or that someone else may have been storing.
- SMTP information should not be necessary since the server will not be used to send mail.
- Username is your entire OPLIN email address, and the password is case-sensitive so must be entered exactly.

**POP3 Server:** mail.oplin.org, port 110

**SMTP Server:** mail.oplin.org (if required), port 25 or 587

*If you did not receive your login credentials and would like to download your OPLIN email dated prior to March 6, contact OPLIN Support (support@oplin.org). •*

## OPLIN Forwarder Service

On March 9, we built a “permanent” forwarder server to forward all incoming OPLIN mail to a new email address. We have already forwarded approximately 1,400 email addresses.

If a library or individual supplies us with their old OPLIN address(es) and their new address(es), we can set up a forward. If you have already sent us a temporary address, we can also update to a more permanent email address.

The Executive Committee of the OPLIN Board has decided to keep the email forwarding service available indefinitely. The advantage for libraries of being able to use this service indefinitely is that the email addresses on stationery, business cards, and websites can continue to receive email. You will not be able to send email with an OPLIN address, but you can receive email with an OPLIN address, *if* we have a forward set up for you.

Even so, libraries should still try to notify contacts and eventually update records with the change of email address and not rely on the forwarding service being around forever. As we know, sometimes stuff happens...and now you have time to prepare. •

### Important Note:

The demise of the Zimbra mail server (mail.oplin.org) did not affect any other OPLIN services.

- SMS notifications should still work, but you may need to update your email address for the error and/or reply contact, if you were using an @oplin.org email address.
- All OPLIN mailing lists are working because they use the listserv server (lists.oplin.org), which was unaffected. You may need to update your subscription email address in order to post, if you were subscribed with an @oplin.org email.
- All libraries should have already been using lists.oplin.org for their copiers/scanners or to send ILS patron notices. If not and you had been using mail.oplin.org, you will need to update your SMTP server and provide us with your IP address so that we can whitelist it.



## Ohio Web Library Updates

Database vendors have released new interfaces for some of their products, including World Book and EBSCO, both part of the Ohio Web Library collection. The World Book interface was launched in March, but our link will not be updated until May or June after INFOhio switches over. The EBSCO Explora interface will be available around the same time.

### World Book

World Book has redesigned its Student and Advanced databases, similar to the new Kids interface. We have the option to change to the new interfaces or keep the old ones until July 1, 2015. INFOhio will not be switching until the summer, so OPLIN will probably wait to switch the interfaces used for the Ohio Web Library (<http://www.ohioweblibrary.org>).

*For more information, see <http://bit.ly/1C7882k>*

### EBSCO

Searchasaurus, Kids Search, and Student Research Center will be discontinued and replaced by a new interface called Explora, which is available now and will become the only option on July 1, 2015. Again, we will wait until after the school year is over to switch the interface used for the Ohio Web Library collection.

*See <http://www.ebscohost.com/us-high-schools/explora>*

### OPLIN Brief News

#### eRate Deadline Extension

The FY 2015 Form 471 filing deadline was originally scheduled for March 26, but USAC has extended the application filing window for Form 471 until April 16, 2015. Lorrie Germann, State eRate Coordinator, will be available to assist any libraries with questions.

#### Ohio Web Library Feedback

OPLIN Director Stephen Hedges is making the rounds of the OLC Chapter Conferences presenting information on the Ohio Web Library (<http://www.ohioweblibrary.org>) as well as gathering feedback on new design ideas.

*Title:* "An Exploration of [ohioweblibrary.org](http://www.ohioweblibrary.org)"

*Dates:* Northwest Chapter, April 17

Central/Southeast Chapters, April 23

Ohio Web Library uses a simple search interface for the collection of statewide databases. This session will share information about how the search works, and the types of searches people are doing. It will also be a great opportunity to suggest to OPLIN how the [ohioweblibrary.org](http://www.ohioweblibrary.org) search site could be improved.

## OPLIN Calendar

Thursday, April 2  
**OLC SW Chapter**  
Wilmington, 8am-4pm

Friday, April 10  
**OPLIN Board Retreat**  
OPLIN office, 9am-2pm

Friday, April 17  
**SLO Board Retreat**  
Akron, 9am-12pm

Friday, April 17  
**OLC NW Chapter**  
Toledo, 8am-4pm

Thursday, April 23  
**OLC C/SE Chapters**  
Worthington, 8am-4pm

Tuesday, April 28  
**OLC Legislative Day**  
Columbus, 8am-11:30am

Thursday, April 30  
**OLC N Chapter**  
Independence, 8am-4pm

Wednesday, May 13  
**New Directors Workshop**  
OLC office, 9am-5:15pm

Friday, May 15  
**OLC Board Meeting**  
OLC office, 10am-1pm

Monday, May 25  
**Memorial Day**  
Holiday, OPLIN CLOSED

Thursday, May 28  
**SLO Board Meeting**  
State Library, 10am-12pm

Friday, June 12  
**OPLIN Board Meeting**  
OPLIN office, 10am-12:30pm