

Agenda 12-17-10

Friday, December 17, 2010
3:10 PM

Attendees: Alan Gerber (subbing for Daniel Henninger), Dan Green, Billy Beaudoin, Tom Farwig, Dan Evans, Josh Gira
Guests: Debbie Carraway, Kevin Swann, Jamie Gardner

1. Technical Update [Billy]

- a. SCCM update -- physical hardware in place; licenses purchased and received. Next Tues, start working on a build of the system in the WolfTest system. Will be used to figure out necessary firewall and VLAN settings that'll be needed for WolfTech production service. Following the initial build, we'll roll the client out across the WolfTech domain and confirm that the reporting infrastructure is in place. ETA? Unknown at this point.
- b. SCCM TownHall -- held this last Tuesday; almost no questions from the audience. Which is always a bit scary. Plan to hold another meeting once we've deployed the clients so we can at that point demonstrate the new reporting capabilities. Meeting was recorded and will be made available online.
- c. PKI Update: "almost there"; SCCM requires computer auto enroll for offsite support. Security & Compliance subcomm will need to be involved if we also push certs for all users.
- d. VM DC (wt-dc-00) needs to die. Will be replaced with a 4th physical server. Date TBD.
- e. 2008/R2 Server baselines: will be turned on end of Jan. No or little objections have been voiced. Security Subcomm have been informed and their input has been requested.
- f. EOS cross realm trust -- needs to be added back. First, need to have updated Mac schema information into WolfTech domain. John Klein is organizing proposal with specifics.
- g. Additional permissions were provided to allow Macintosh management software CASPER to function.

2. Adobe X

- a. Wait on SCCM before pushing new Adobe X packages? If we do, we'll need to make a 9.4.1 version of Adobe Reader and Professional out to campus.
- b. Why wait? February release of Adobe support for System Center Update Manager. If we want that to keep Adobe updated, then having Adobe installed via SCCM rather than GPO would be better.

3. WolfCall dying (older Windows AFS client)

- a. Jack Neely announced that the K524 service will be turned off in mid-May. Will cripple WolfCall application.
- b. As of yesterday, there were 1500 computers JUST IN THE DOMAIN that have WolfCall assigned.
 - i. This doesn't take into account any personal computers that have it installed (students, staff, faculty home computers).
 - ii. VCL images as well
- c. K524 logs don't exist; Jack working to setup a way to try and track usage.
- ★ d. We need to make sure that all OU Admins (need to email to AD list) are aware; but frankly, should be sent to NAG as well. Basically, "you have 5 months to move".
- e. New OpenAFS clients works fine on 32bit; 64bit works, but no autologin.
- f. FYI -- Could get a support contract w/ the OpenAFS folks for \$5K / year (Secure EndPoints)

4. Home Directory [Debbie]

- a. New implementation / testing plan (appended)
- b. Need input:
 - i. Offsite computers (how does a computer expecting a drive react when offline or offsite)
 - ii. Application path (are there applications that will see the HomeDirectory and what issues)
 - iii. Affect on My Docs / Profile information/redirection
 - iv. Should we allow / inform folks of how to change to another drive letter?
 - 1) What issues might usage of "B" cause? (long unused "5 1/4 drive letter in Windows)
 - 2) Might help avoid conflicting drive letters
 - v. Interaction with Citrix homedirectory?
 - vi. Permissions are still under discussion.

- c. Once we say go, Debbie ready to immediately provision space and begin the testing.
 - Committee asked to review the plan and give feed back as soon as possible.
 - Debbie would like to begin testing earlier January.
 - TSS customers will be provisioned first, then the rest of campus.
 - 1GB for regular Unity users; will later offer purchase options to add
 - HomeDirs will not be in DFS; dept shares (later) will be in DFS

5. Important Dates to Note:

- a. 2008 GPO Q&A TownHall: Jan 14th, 2011
- b. 2008 GPO Rollout: Jan 31st, 2011
- c. WolfCall dies: May 16th, 2011

Home Directory/Home Drive Attribute Proposal and Test Plan

Background

OIT would like to populate the homeDirectory and homeDrive attributes in WolfTech. Because the location of the user's OIT-provided home directory space will be assigned according to available space on multiple share volumes, a method is needed for storing the path to that storage location.

Details of Proposal

- The homeDirectory attribute would be populated for all users in OU=People
- The homeDirectory attribute would contain the path to the CIFS storage that OIT will be provisioning for all users in OU=People.
- Because a drive letter is automatically mapped to an available drive letter when the homeDirectory attribute is set, OIT is proposing to populate the homeDrive attribute to a known value for all users.
 - The "B:" drive is being proposed, because it is quite unlikely to conflict with another campus/departmental drive mapping.
 - OIT is not committed to this; if there is another drive letter that campus would prefer, this would be fine.

Questions to Be Answered

We must assess the impact of having a drive letter automatically mapped to the path contained in the homeDirectory attribute, and determine whether there are any adverse effects, and if so, whether there are reasonable ways to mitigate such issues.

Questions that have been raised include:

1. What is the effect on computers that are disconnected from the campus network (such as laptops)?
2. Do applications automatically and undesirably write data to the homeDirectory path?
3. What is the effect on the redirection of My Documents /Documents?

A plan for testing follows.

Test Environment

A test environment will be configured mimicking the proposed configuration. It will consist of:

- Two shares will be created on the Celerra NAS.
 - The share permissions will be configured with Everyone and Administrators having full control. Access will be controlled via NTFS permissions.
 - Access-based enumeration (ABE) will be turned on.
- System administrators who wish to participate in testing will provide a set of accounts for whom the homeDirectory and homeDrive attributes will be set.
 - Home directories will be created on the shares for each test account, and the path to those home directories will be populated in the homeDirectory attribute.
 - The homeDrive attribute for the test accounts will be set to a known value (B: is proposed).
- Once initially configured, the test environment will not be modified until testing is complete, other than to add additional home directories for new testers if needed.

Answering the Questions

1. **What is the effect on computers that are disconnected from the campus network (such as laptops)?**

Hypotheses to test:

1. Configuring the homeDirectory and homeDrive attributes will not adversely affect login times.
2. Users will not receive error messages at login.

Method

- Testers will use a domain-joined laptop, configured with their department's standard settings.
- Login times will be measured for each of these conditions **before and after the homeDirectory and homeDrive attributes are set for the test user**, and any error messages noted. The same laptop and same user will be used for all three conditions:
 - a) Connected to the campus network
 - b) No network connection
 - c) Internet access but not on the campus network.

2. **Do applications automatically and undesirably write data to the homeDirectory path?**

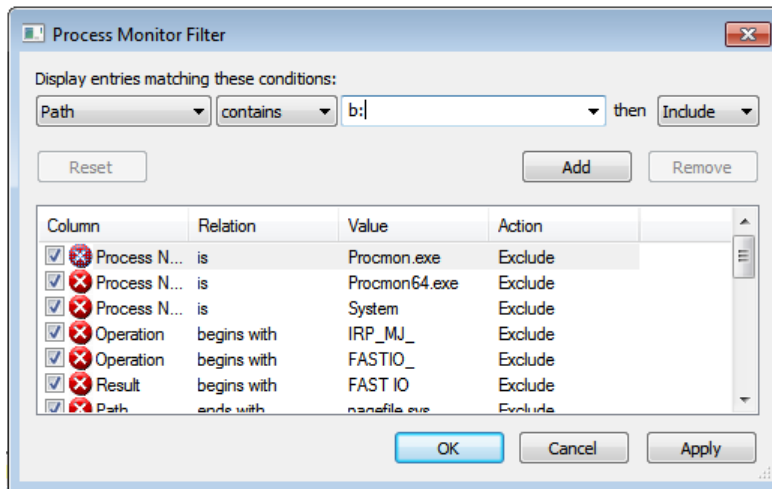
Hypotheses to test:

1. The following applications will not automatically write data to the home directory if they are not explicitly configured to do so:
 - a) Office 2007 core apps (Word, Excel, PowerPoint)
 - b) Office 2010 core apps (Word, Excel, PowerPoint)
 - c) Web browsers (IE and Firefox on PC's, Safari on Mac)
 - d) AutoCad (Lab environment)
 - e) Adobe Acrobat Pro
 - f) Adobe Creative Suite (Lab environment)
 - g) Solid Works (Lab environment)
 - h) ESRI (RGIS, ArcPad, etc.) (Lab environment)
 - i) other applications of interest to system administrators.

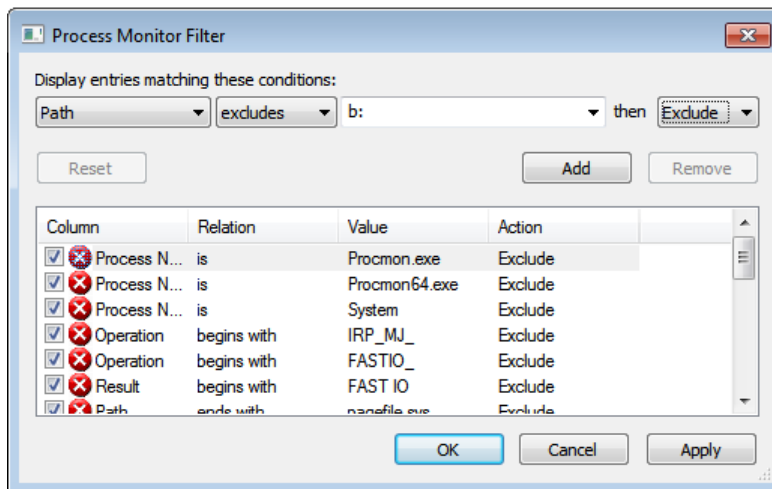
Method

- Testers will use a domain-joined computer, configured with their department's standard settings.
- Testers will install <http://live.sysinternals.com/procmon.exe>
- **ProcMon** will be started prior to application launch
 - The following filters will be applied (from the Filter menu choose Filter...)

- Path CONTAINS <drive letter> then INCLUDE



- Path EXCLUDES <drive letter> then EXCLUDE



- After the homeDirectory and homeDrive attribute for the test users are configured, the tester will run each application, and use its core functions. ProcMon will capture any activity pertaining to the home directory. Ctrl-E can be used to stop the capture.
- Any activity pertaining to the home directory will be analyzed to see whether the application in question was **writing** to the drive. Note that it is possible that some Windows processes or antivirus software may access the drive as part of normal operations.
- A visual inspection of the home directory may be done to see whether any files were created.

3. What is the effect on the redirection of My Documents (XP) or Documents (Win7)

Hypothesis to test

1. Populating the homeDirectory/homeDrive attributes do not cause My Documents/Documents to be redirected to the home directory unless a group policy is explicitly configured on the workstation to cause this to happen.

Method

- Test users for whom the attributes are populated will login on a standard domain-joined workstation on which no group policy for folder redirection has been set. The location of the My Documents or Documents folders will be observed.
 - Right-click on the My Documents or Documents folder and select Properties to see the location.