University Technology Services

IT Briefing

Thursday, February 21, 2008

AGENDA FOR FEBRUARY 2008

UPDATES & ANNOUNCEMENTS	KAREN JENKINS
USING EMORYUNIVAD	WEIMING LU
MIGRATING TO EMORYUNIVAD	LARRY FRAZER / DWAYNE HAMRICK
WEB HOSTING OUTAGE	KAREN JENKINS / JOHN ELLIS
EXCHANGE UPDATES	JAY FLANAGAN

general

UPDATES & ANNOUNCEMENTS

CHANGE MANAGEMENT EXTENDED BUSINESS HOURS

- Monday – Friday 7:00am – 9:00pm
- All planned high risk non-standard changes will occur outside of the above business hours, unless explicitly approved by the customer(s)

WORK AT HOME

- Site testing complete and currently working
- Finalizing the list of products now

SECURITY CONFERENCE – PROTECTING YOUR EMORY INFORMATION RESOURCES

- March 26, 2008, 8:30am – 1:30pm, 3rd Floor Ballroom, Cox Hall
- Registration deadline is March 18

INCIDENT MANAGEMENT

- Request Type field
- From 1,500 incidents down to 250!

EMORY

EMORY COLLEGE & EMORYUNIVAD

Weiming Lu

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ABOUT EMORY COLLEGE

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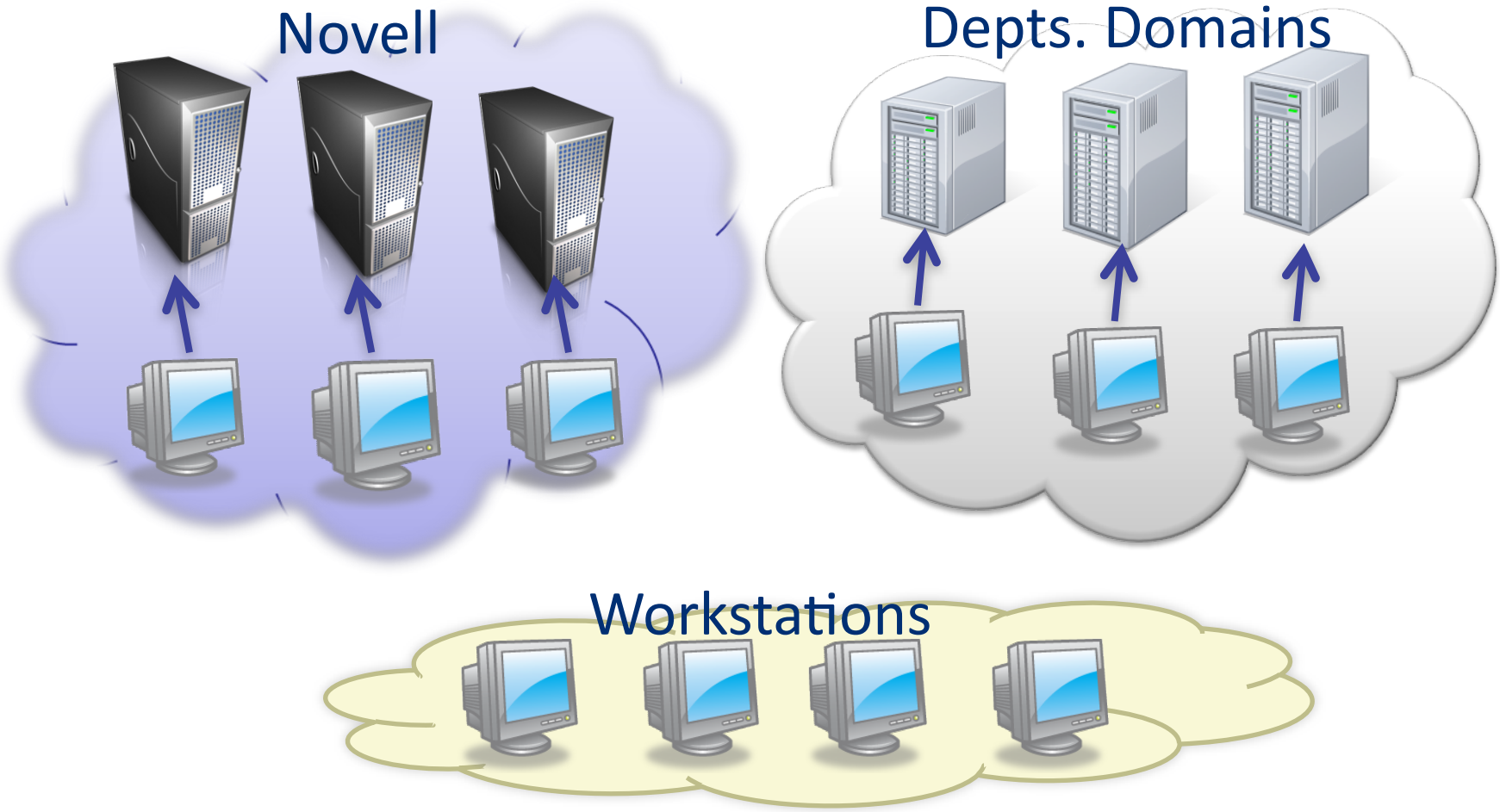
ABOUT EMORY COLLEGE

- DEPARTMENT/CENTERS/AFFILIATES – 45
- FACULTY/STAFF – 1,200
- CAMPUS BUILDINGS – 30
- NETWORK SUBNETS – 30
- COMPUTERS – 3,000
- EMORY COLLEGE COMPUTING SUPPORT (ECCS) – 16

YESTERDAY



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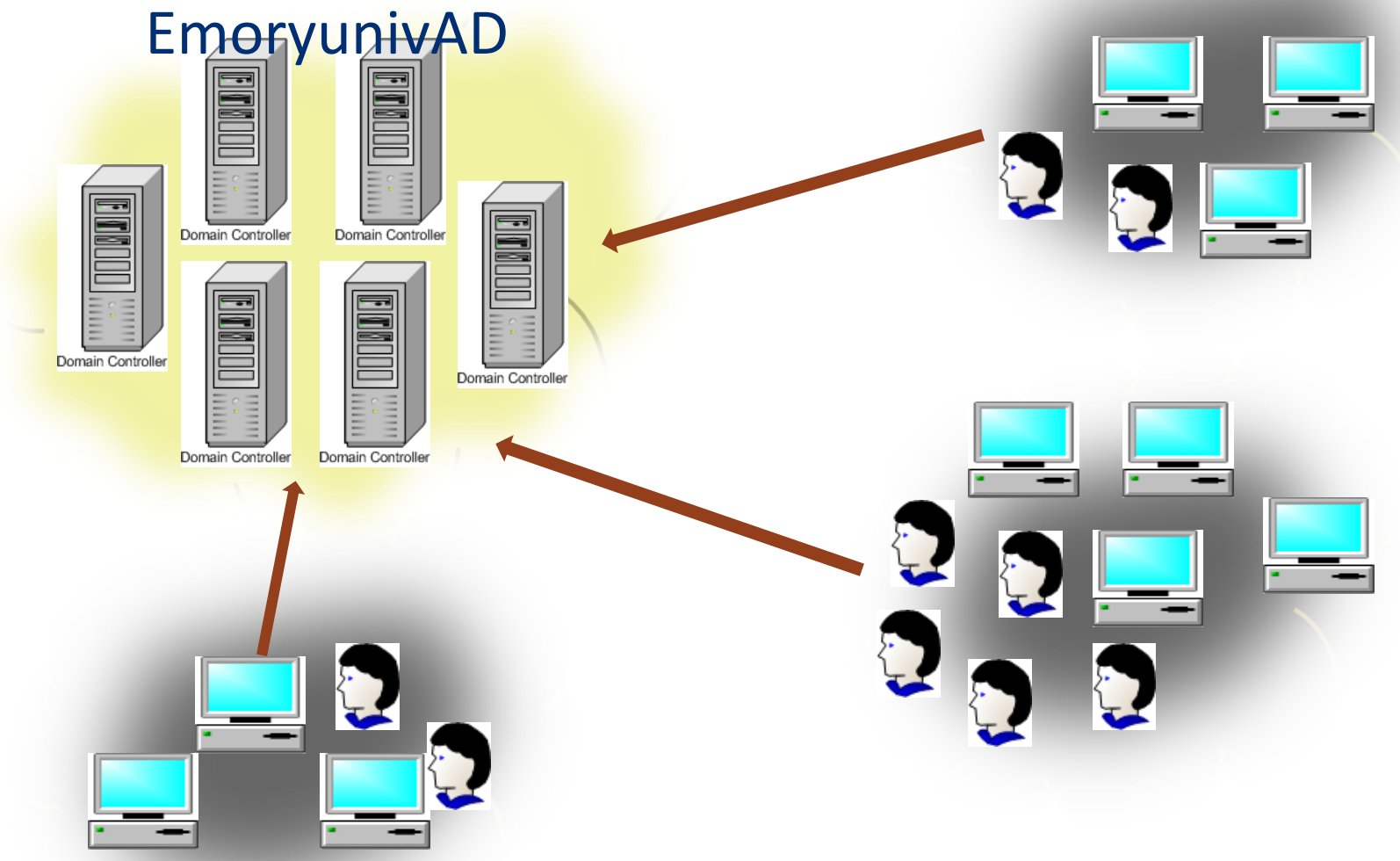
TODAY



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MIGRATION BENEFITS

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MIGRATION BENEFITS

- IMPROVE THE SECURITY MANAGEMENT TO USE EMORY NETID AND AUTHENTICATION
- REDUCE LS WORKLOAD TO MANAGE USER ACCOUNTS AND DOMAINS FROM DIFFERENT SYSTEM
- IMPROVE USER LOGON PROCESS TO APPLY SINGLE PASSWORD
- IMPROVE DEPARTMENTS DATA RESOURCE SHARE CAPABILITY
- REDUCE LS END USERS SUPPORT WORKLOAD
- REDUCE IT TOTAL COST OF OWNERSHIP (TCO)

JOIN EMORYUNIVAD

- DNS DOMAIN NAME - EU.EMORY.EDU
- NETBIOS DOMAIN NAME - EMORYUNIVAD
- DOMAIN CONTROLLERS (DCS) - 12
- OU (ORGANIZATION UNIT) DELEGATION - OUADMIN
  - User accounts
  - Computer accounts
  - Groups accounts
  - Group Policies Objects (GPOs)
  - Sub-OUs
- SCHOOL/DEPTS SERVERS - MEMBER SERVERS
- USE AD TOOLS -“ACTIVE DIRECTORY USERS AND COMPUTERS” CONSOLE

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WORK WITH COMPUTER ACCOUNTS

WORK WITH COMPUTER ACCOUNTS

CREATE COMPUTER ACCOUNTS

- Join the computer from workstation OU=Computers
- Create computer account in your dept OU, then join
- Create multiple computer accounts at one time

COLLEGE COMPUTER NAME CONVENTION

DEPARTMENT CODE-NETID OR ROOM NUMBER-NUM NUM LETTER

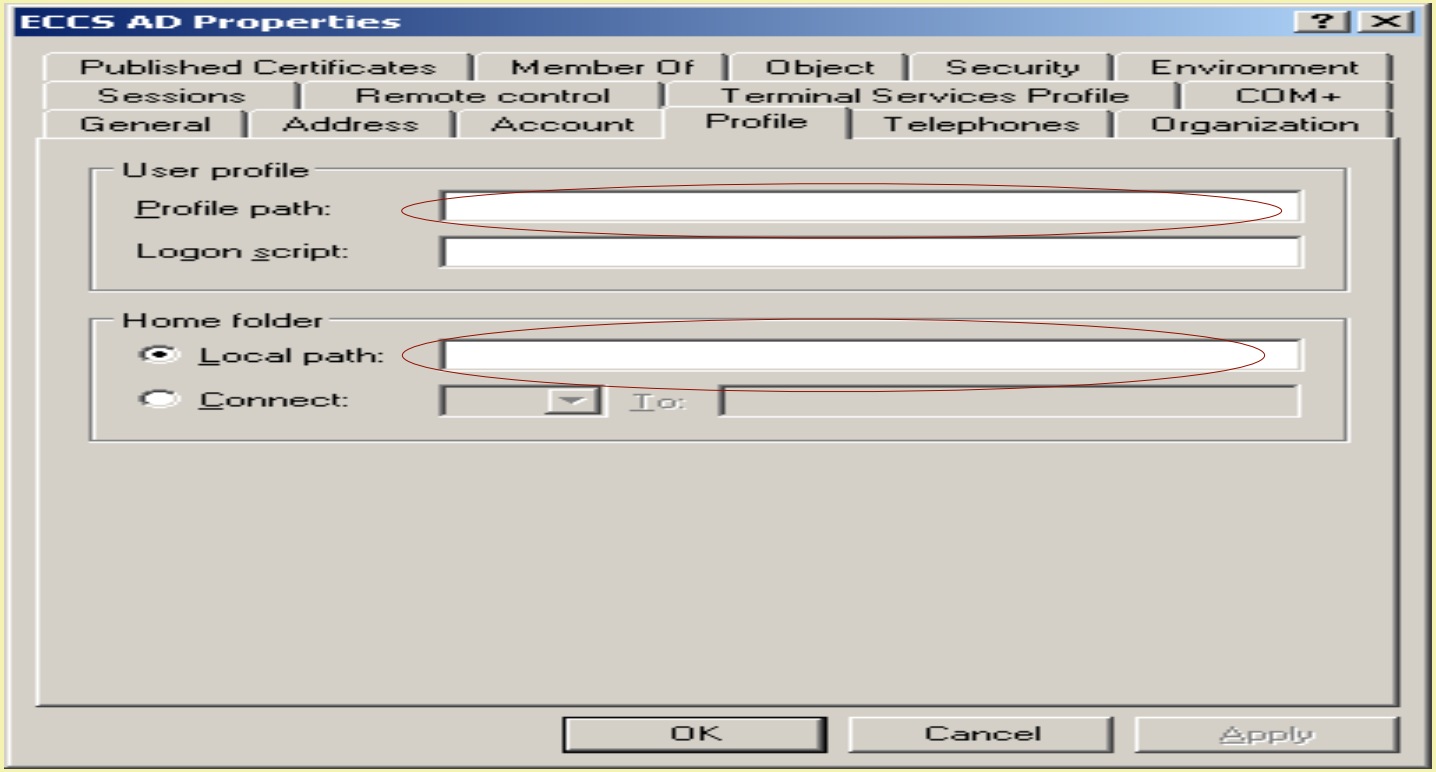
- Start 01 for primary computers (faculty/staff)
- Start 11 for research labs, classrooms
- Magic letters: A, I, V, B, P, M
- example: BIO-Jsmith-01P, CHE-EM316-17A

RENAME COMPUTERS - NOT REQUIRING DISJOIN AND REJOIN EMORYUNIVAD

WORK WITH USER/GROUP ACCOUNTS

RESTRICTIONS

- All Emory users are located in OU=People and can't move to dept. OUs.
- OU Admins have no permission to edit user account properties in OU=People



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WORK WITH USER/GROUP ACCOUNTS

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WORK WITH USER/GROUP ACCOUNTS

BY DEFAULT, A GPO APPLIES ALL COMPUTERS AND USERS IN A LINKED ACTIVE DIRECTORY CONTAINER

CHALLENGE

- How to apply GPO associated with users, if users not in department OU container
- How to map user home folder
- How to apply login scripts for department users

SECRET WEAPON - GROUP POLICY LOOPBACK PROCESSING!

- Group policy loopback processing enables you to apply a set of user type GPOs based on the computer that the user is logging into, even if the user object is not in the same container as the computer.

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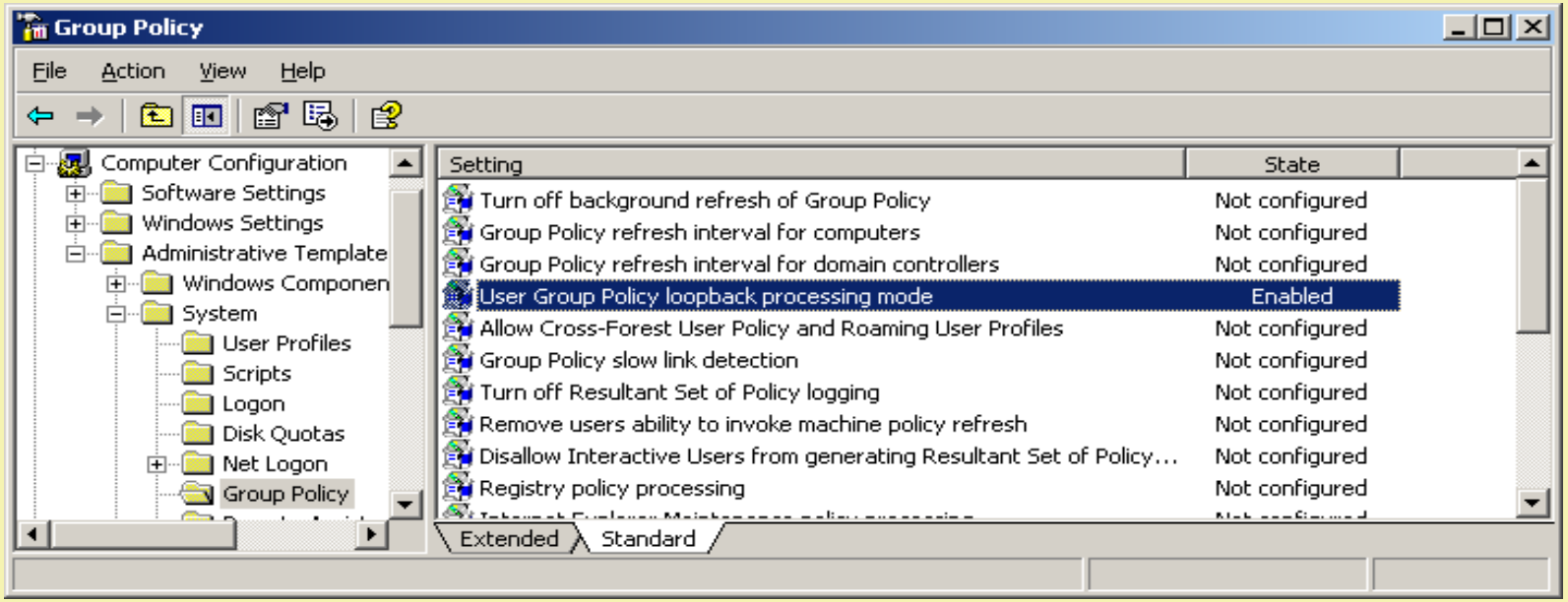
GROUP POLICY LOOPBACK PROCESSING



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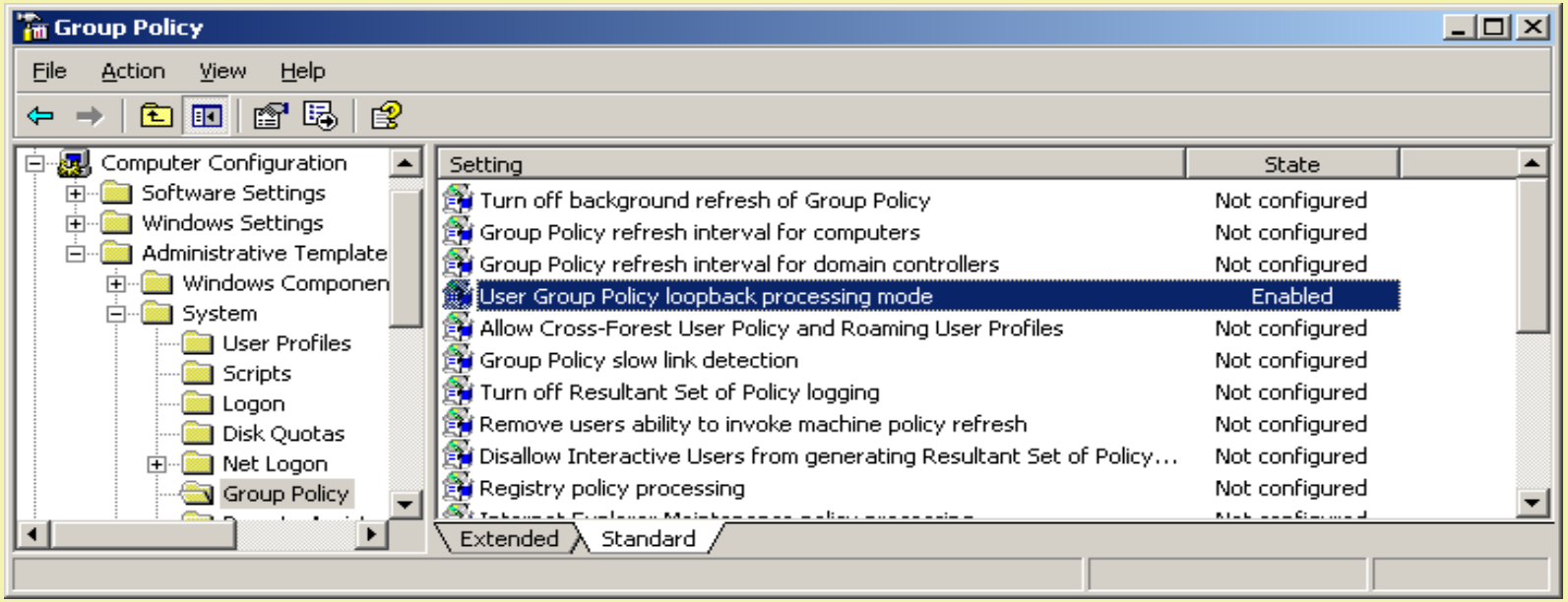
GROUP POLICY LOOPBACK PROCESSING



LOOPBACK PROCESSING HAS TWO MODES:

- **Merge mode:** The user policy settings applied are the combination of both the machine and user GPOs. Where conflicts exist, the machine GPOs "win“
- **Replace mode:** The user policy is defined entirely from the GPOs associated with the machine. Any GPOs associated with the user GPOs are ignored

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WORK WITH USER/GROUP ACCOUNTS

USER MANAGEMENT IN DEPARTMENT OUS

- Create generic accounts for labs, classrooms, public workstations and guests
- Create groups to add users from OU=People
- Use groups to assign file access permission
- Use user/groups to apply drive mapping
- User account deletion (Emory user vs. generic user)

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WORK WITH GROUP POLICY

- USE GROUP POLICY MANAGEMENT CONSOLE (GPMC)
- GROUP POLICY SECTIONS---- COMPUTER CONFIGURATION AND USER CONFIGURATION
- GROUP POLICY PROCESS ORDER
  - Local Group Policy
  - Site
  - Domain
  - Organization Unit
- GPO WITH THE LOWEST ORDER IS PROCESSED LAST, AND THEREFORE HAS THE HIGHEST PRECEDENCE
- GPO INHERITANCE AND BLOCK
- USEFUL COMMAND “GPUPDATE”, “GPRESULT”

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SCRIPTS AND DRIVE MAPPING

- ANY LANGUAGE SUPPORTED BY WINDOWS SCRIPTING HOST CAN BE USED, LIKE MICROSOFT VISUAL BASIC, VBSCRIPT, JAVASCRIPT, PERL, AND MS-DOS-STYLE BATCH FILES (.BAT AND .CMD)
- SCRIPTS VIA GPO
  - Computer ---- startup/shutdown
  - User ---- logon/logoff
- USER HOME FOLDER DRIVE MAPPING
- NET USE P: \\SERVER\HOME\%USERNAME%
- COLLEGE DEPARTMENT SHARE DATA
- USE " KIXTART " WITH GPO ---- HTTP://WWW.KIXTART.ORG/
- HELPFUL COMMAND:
  - net use /persistent:no
  - net use * /delete /y

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TIPS

- PLAN OUS LAYOUT THOUGHTFULLY
- USE AD GROUPS EXTENSIVELY
- STANDARDIZE OBJECT NAMES EFFICIENTLY
- DELEGATE CONTROL PROPERLY
- TEST, TEST, TEST ……

NEW INITIATIVES AND EXPECTATIONS

OD-AD INTEGRATION

- Apple Open Directory directory service
- Join Macs to EmoryunivAD with Directory Access
- Central manage Mac users, groups, and computers
- Mount network share and user home folder
- Central customize and secure computers

WHERE TO START

- CREATE A REMEDY TICKET TO UTS IDM GROUP
- REQUEST:
  - Create dept OU and delegation
  - Add OU admin to AD group “ SubAdmins “
  - Add OU admin to AD group “ Group Policy Creator Owners “
  - Add your depts subnets to the correct AD Sites
- FROM THERE ----- YOU HAVE FUN!!!

Questions

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MIGRATING TO EMORYUNIVAD

Larry Frazer & Dwayne Hamrick

EMORY

WHY MIGRATE?

- DUPLICATION OF RESOURCES
- MORE SERVICES ORIENTED
- LESS POINTS OF FAILURE
- IDENTITY
- SINGLE SIGN-ON

migrating to emoryunivad

EMORY

ATION OF RESOURCES

WHY MIGRATE?

ERVICES ORIENTED

OINTS OF FAILURE

TY

SIGN-ON

EMORY

FORENSIT USER PROFILE WIZARD 2.5

- FORENSIT UPW IS A WORKSTATION MIGRATION TOOL THAT JOINS YOUR COMPUTER TO A DOMAIN AND "SHARES" YOUR PROFILE WITH THE NEW DOMAIN LOGON.
- MIGRATES TO A NEW WINDOWS DOMAIN FROM EXISTING WINDOWS NETWORK, NOVELL NDS NETWORK, SAMBA NETWORK, OR NO NETWORK.
- MIGRATES ALL USER PROFILE DATA AND SETTINGS.
- RUNS ON NT 4.0, W2K, WINXP, & VISTA.

http://www.forensit.com/

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DEMONSTRATION

WE NEED TO MIGRATE 700 WORKSTATIONS FROM BJCADM DOMAIN TO EMORYUNIVAD DOMAIN. ADDITIONALLY, WE WILL DISCUSS MIGRATING ALL PROFILES AND CHANGING COMPUTER NAMES.

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STEP 1 – INSTALL DEPLOYMENT KIT

INSTALL AS ADMINISTRATOR ON NT, W2K, XP, OR VISTA

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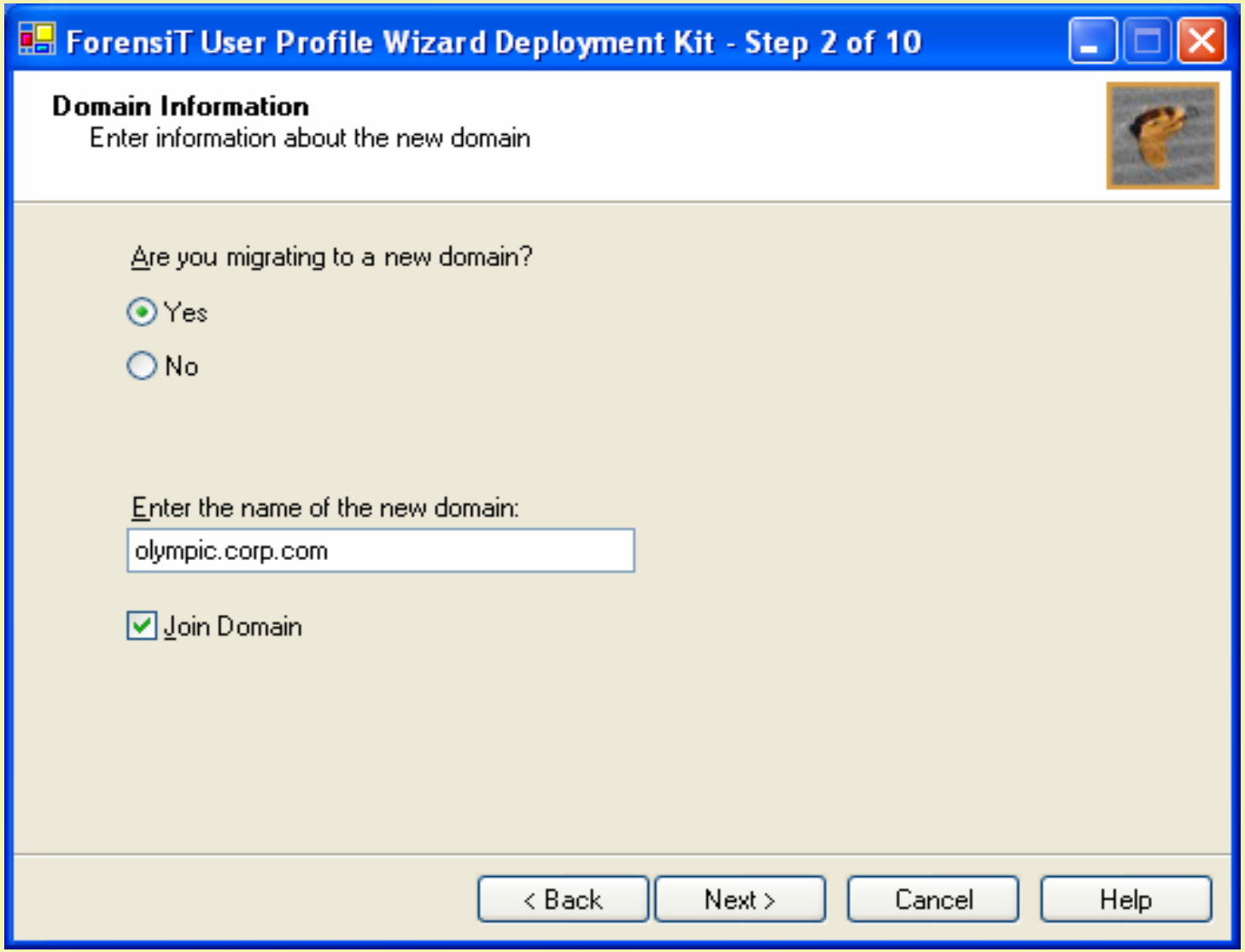
STEP 2 – DOMAIN INFORMATION



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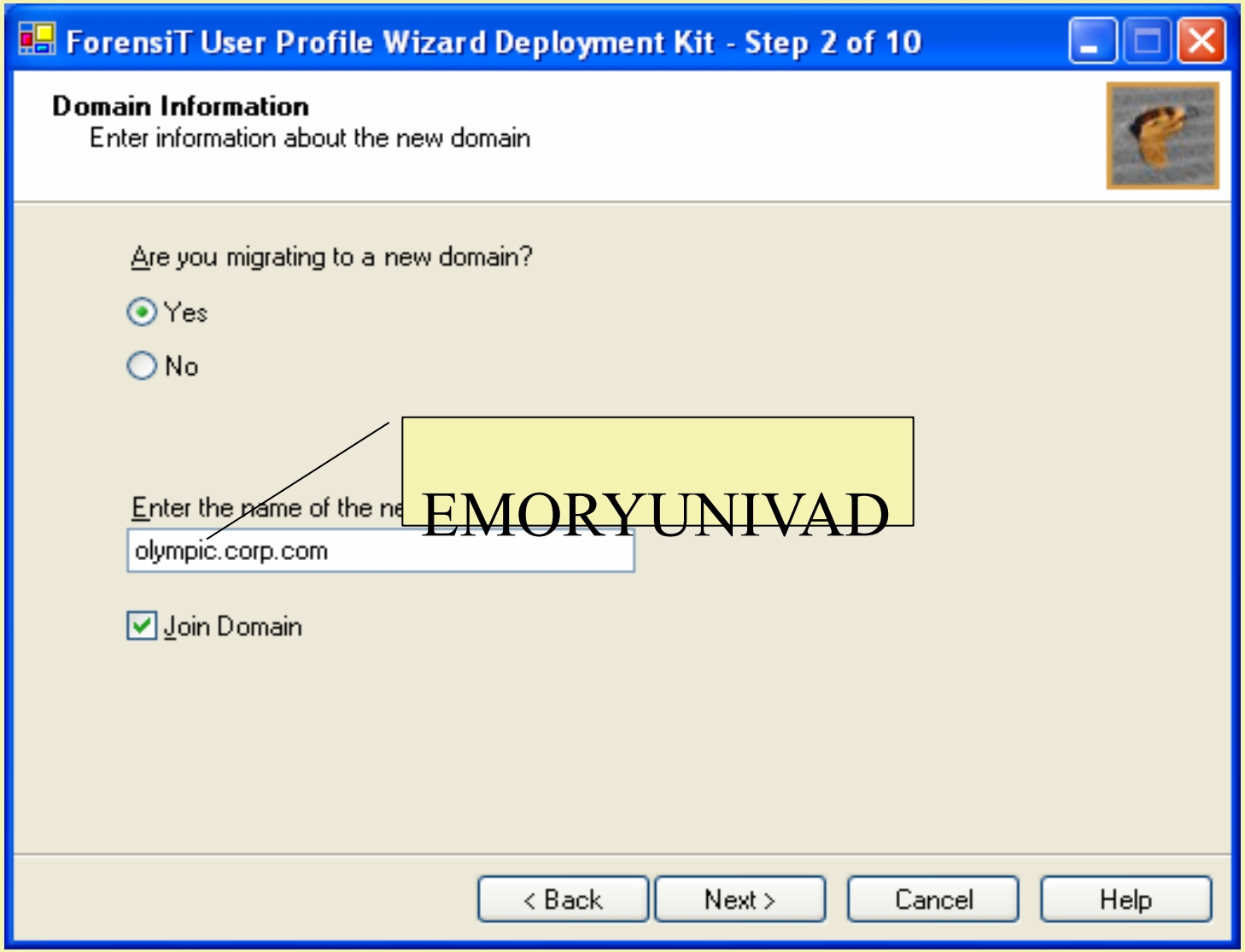

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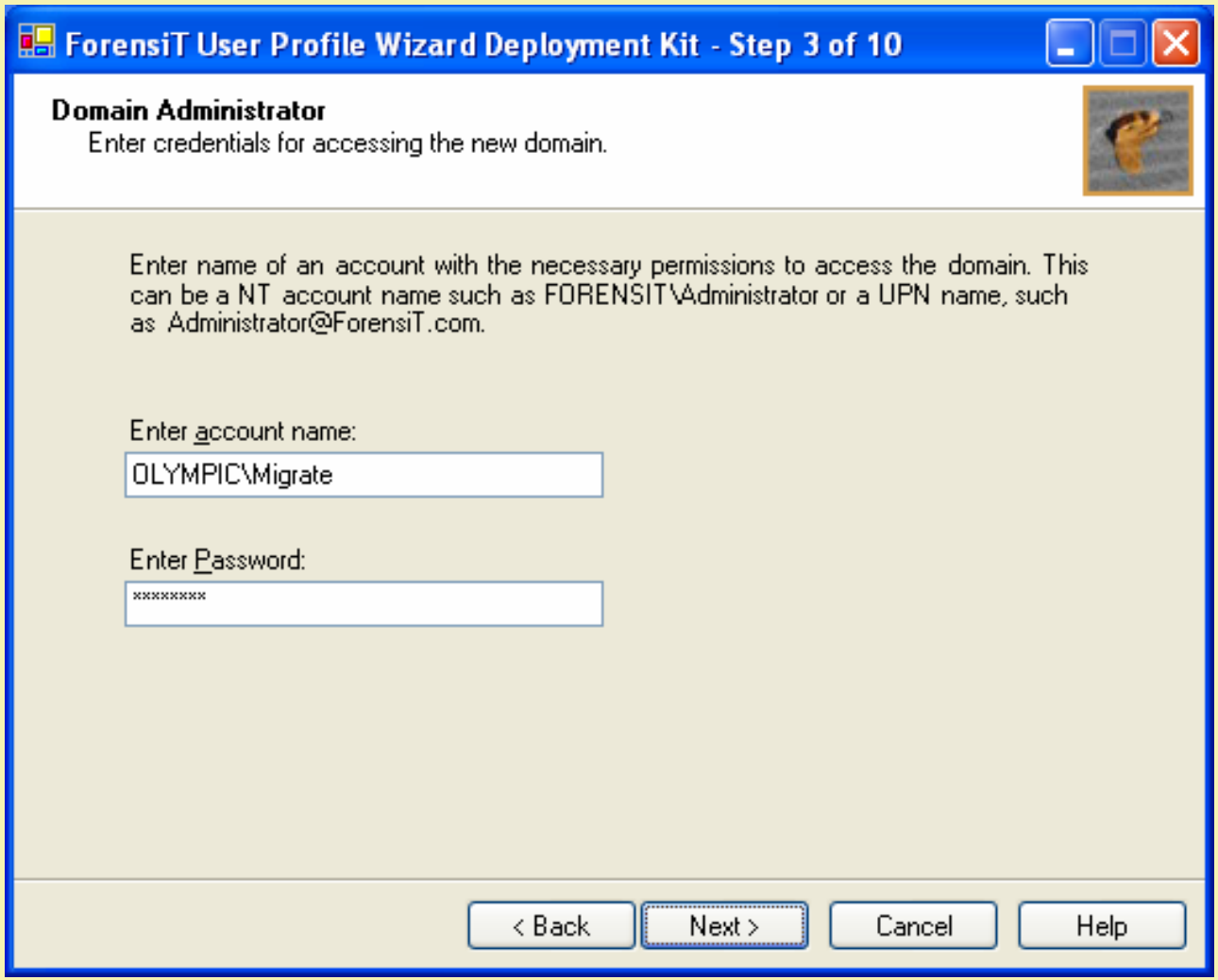
STEP 3 – DOMAIN ADMINISTRATOR



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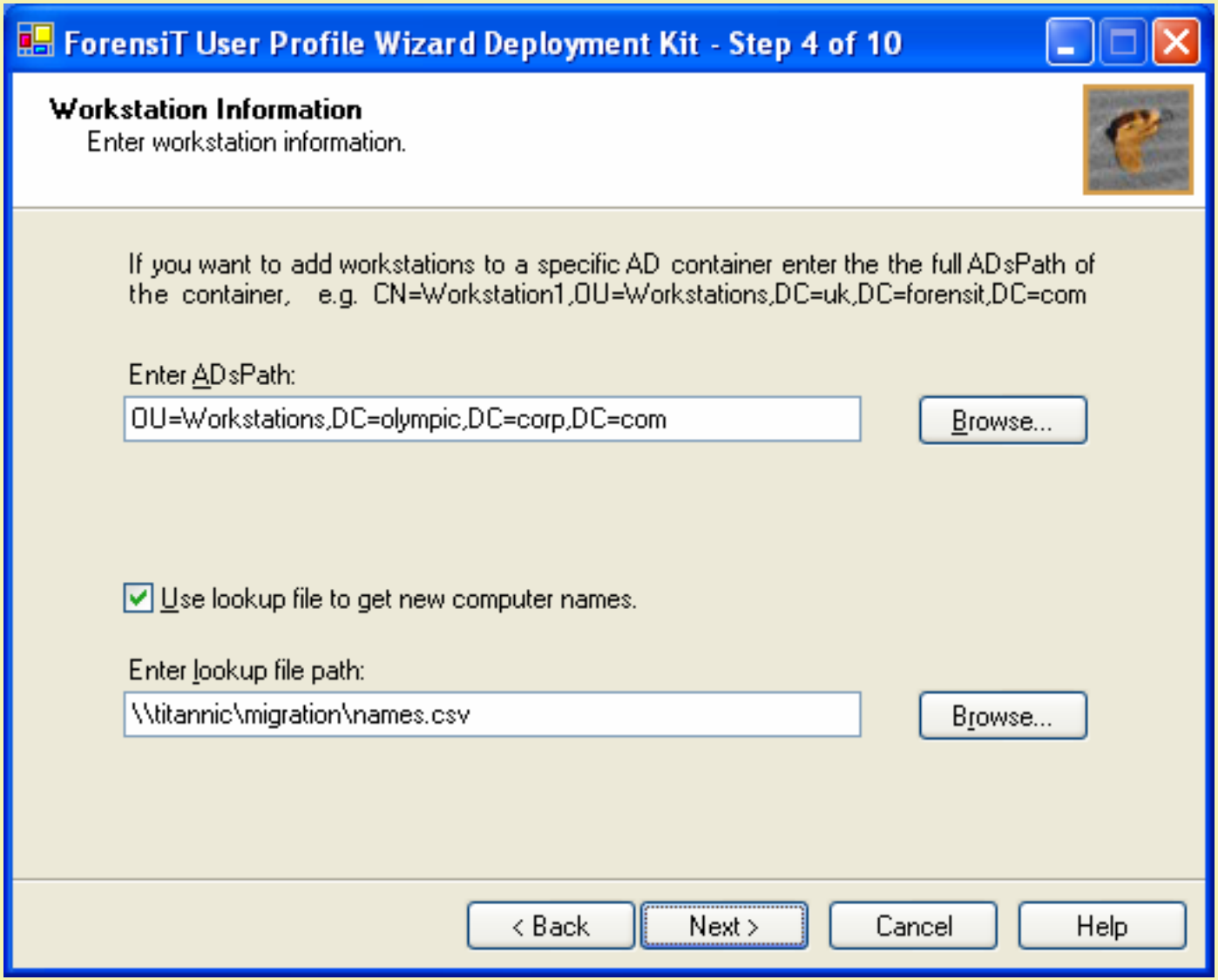
STEP 4 – WORKSTATION INFORMATION



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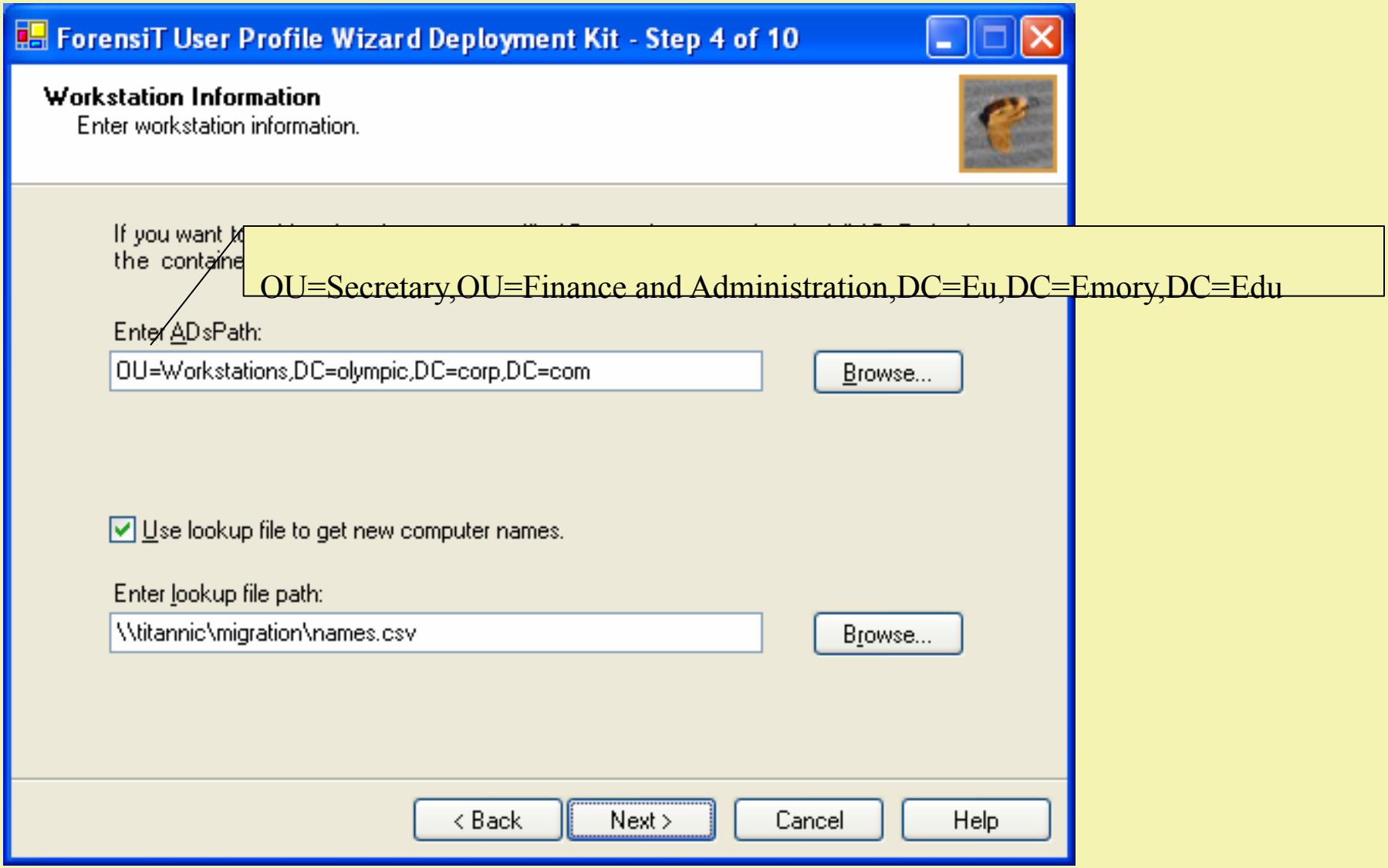

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STEP 5 – EXISTING DOMAIN

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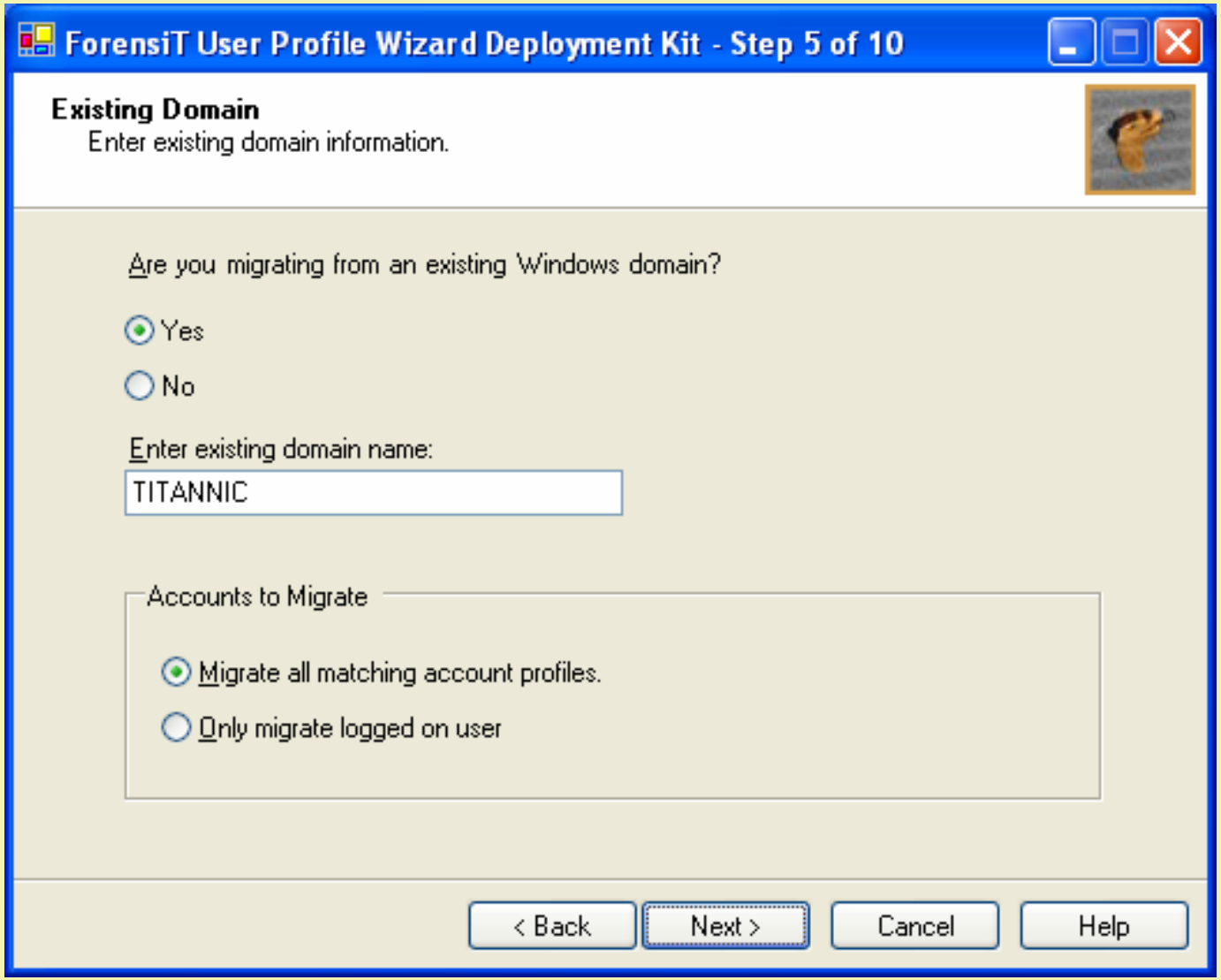

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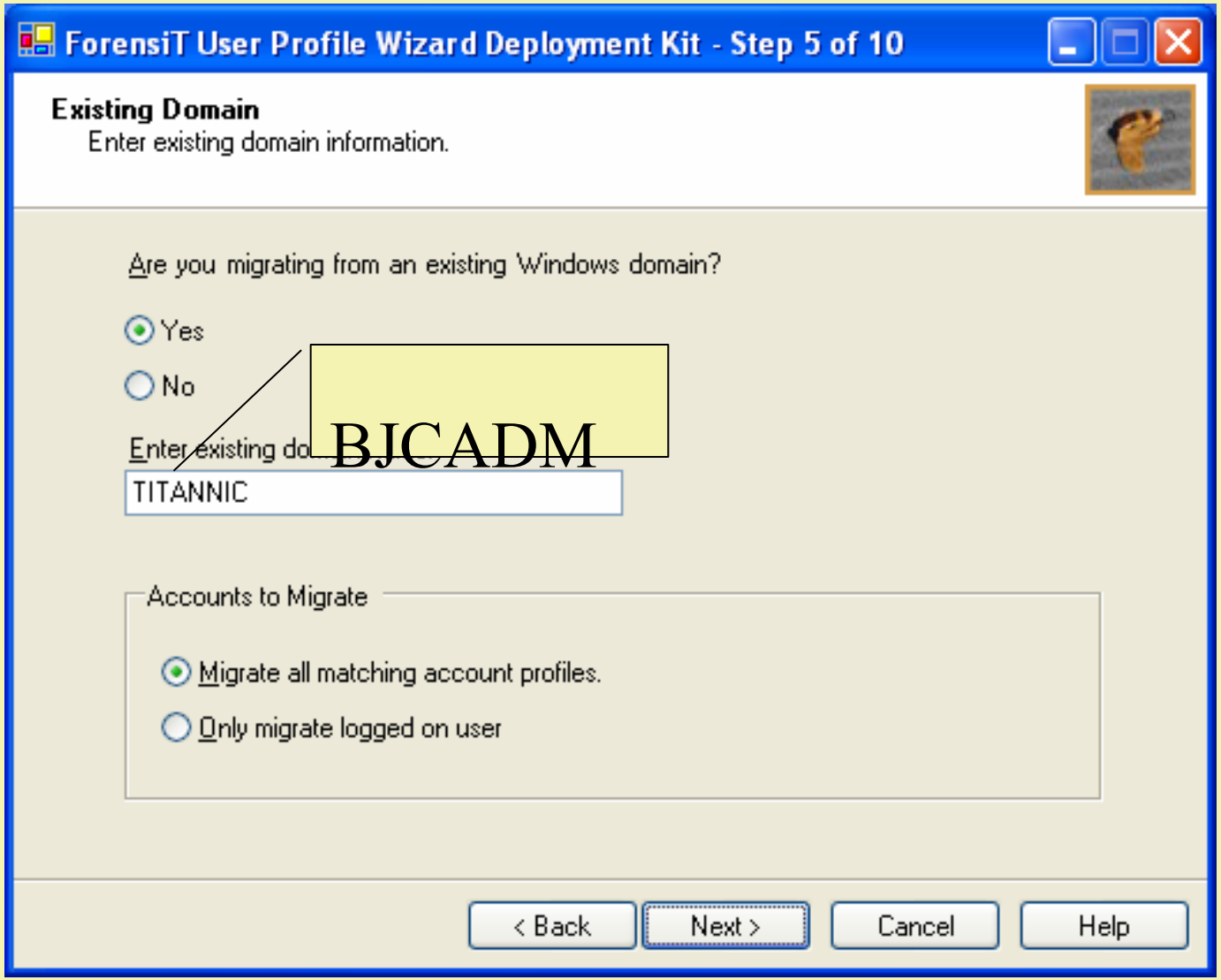

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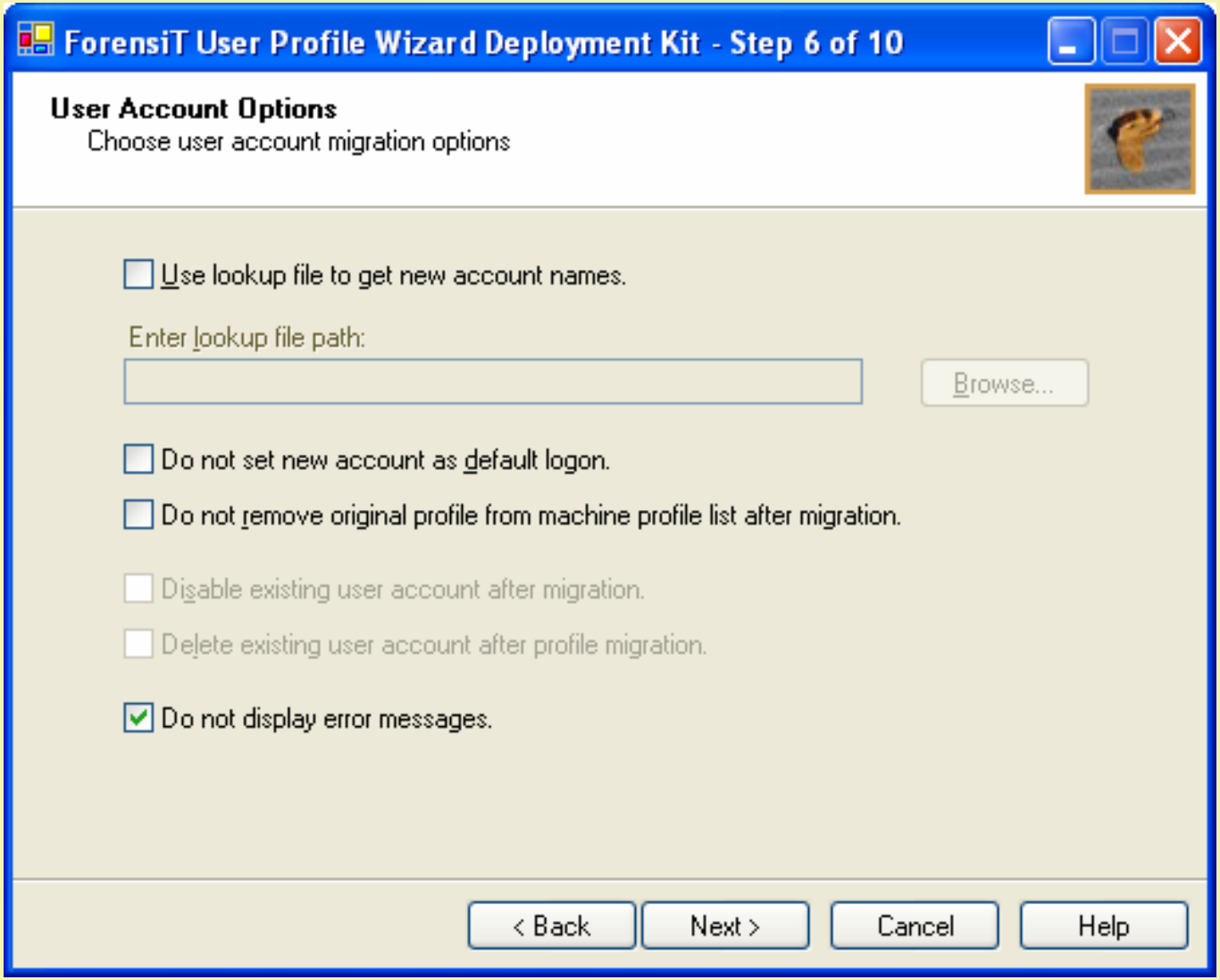
STEP 6 – USER ACCOUNT OPTIONS



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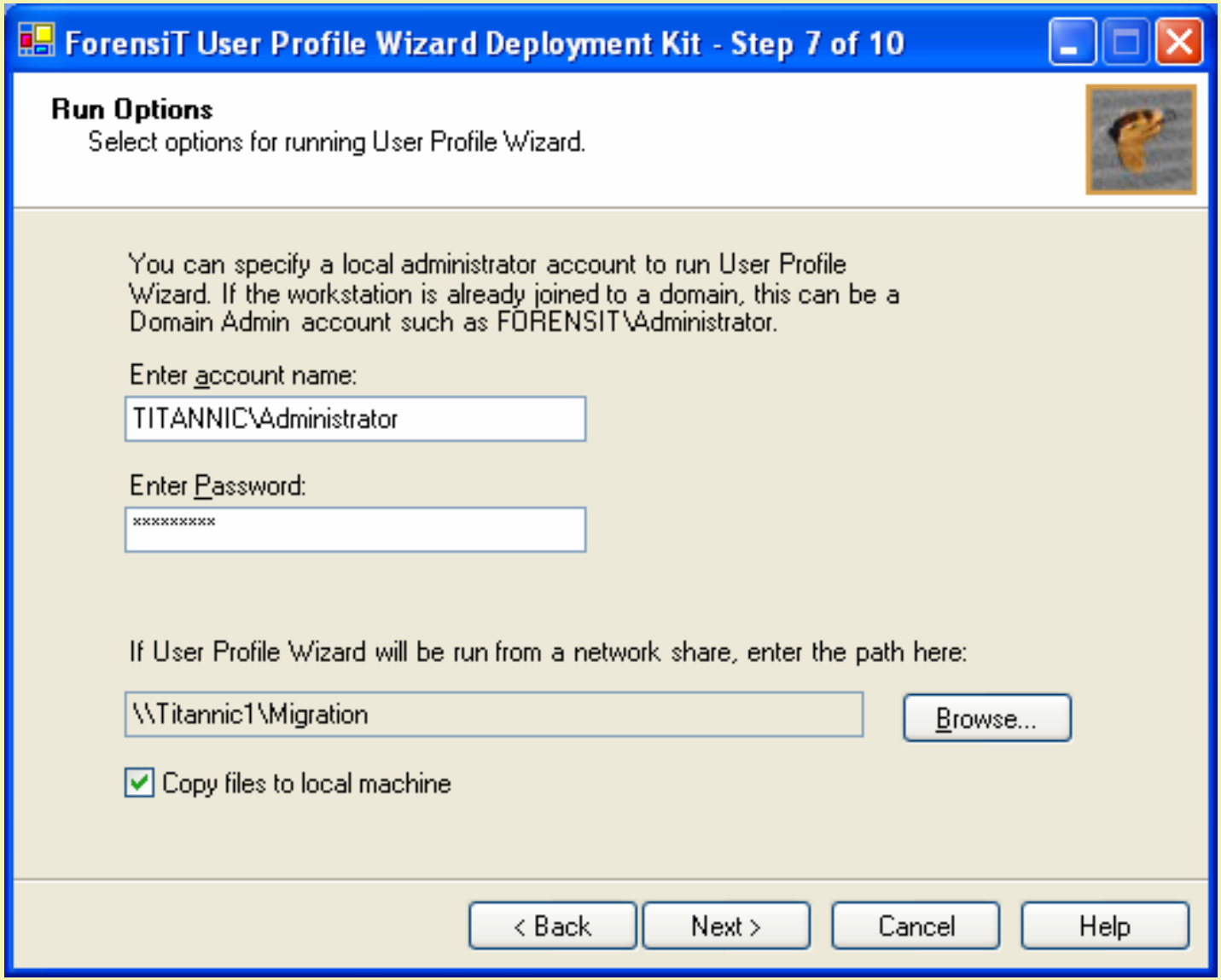
STEP 7 – RUN OPTIONS



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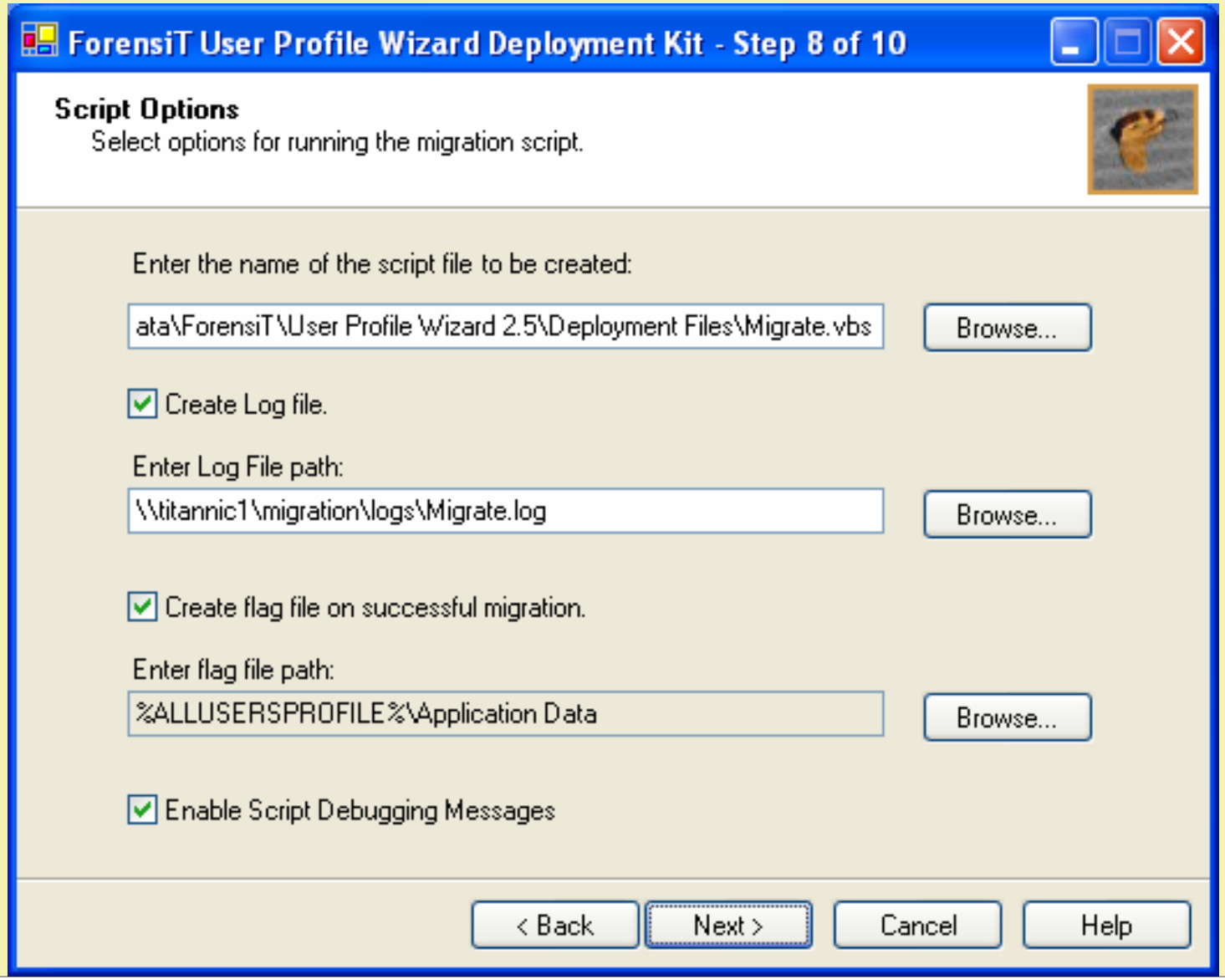
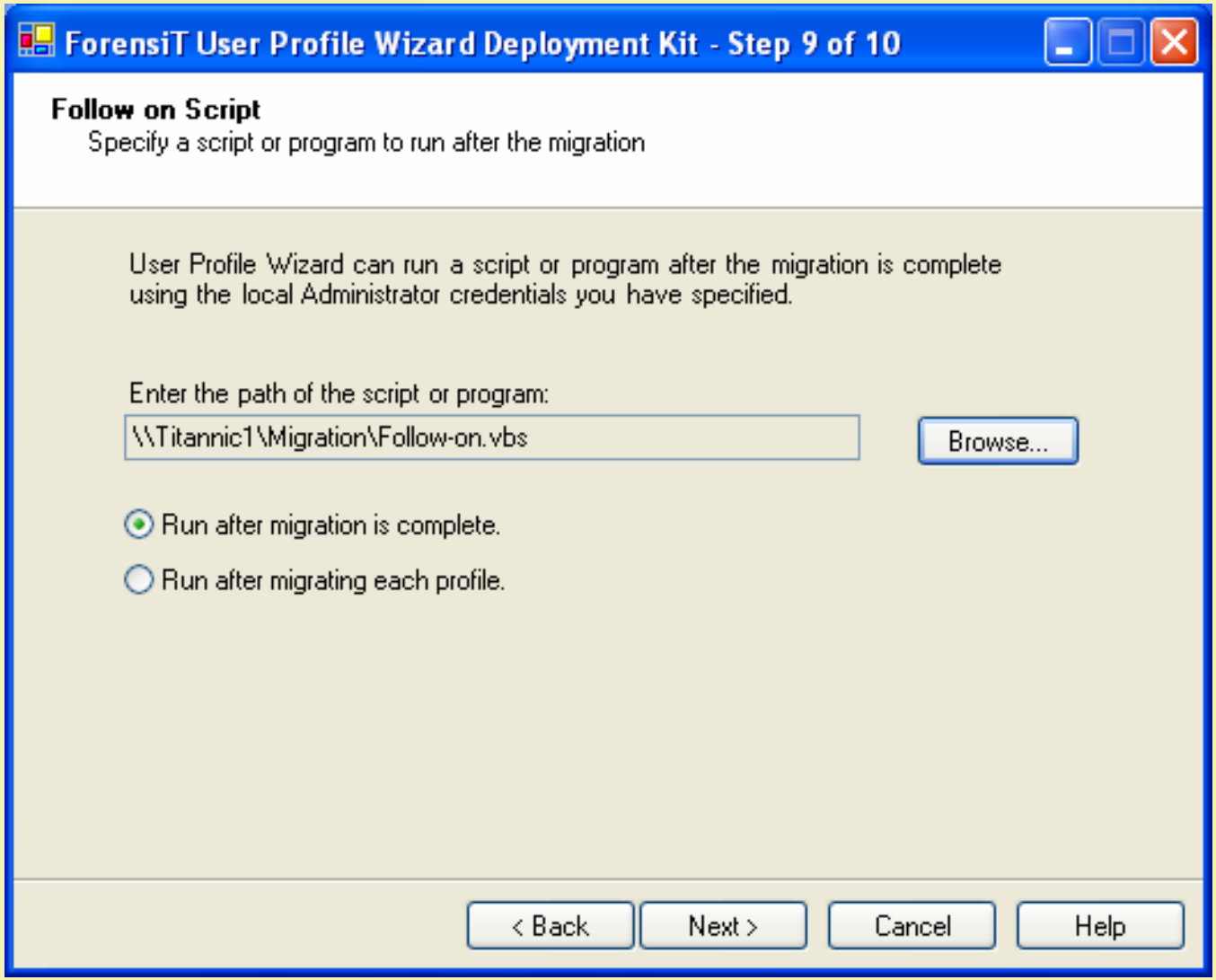
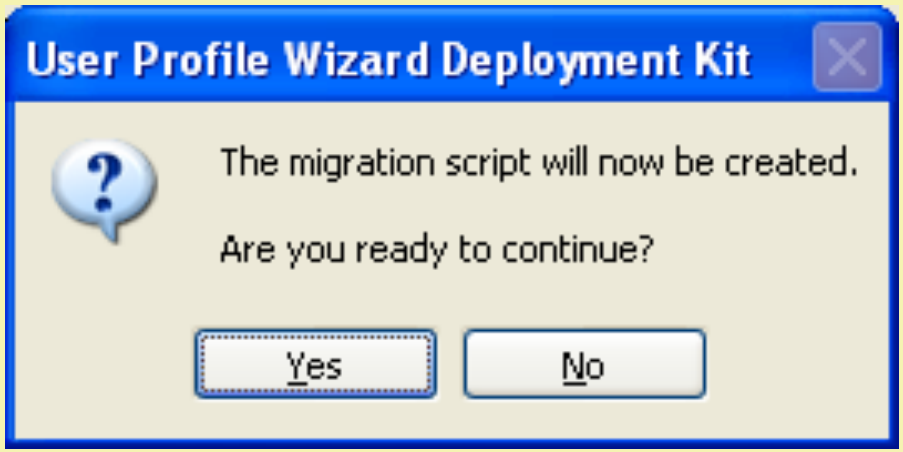
STEP 8 – SCRIPT OPTIONS



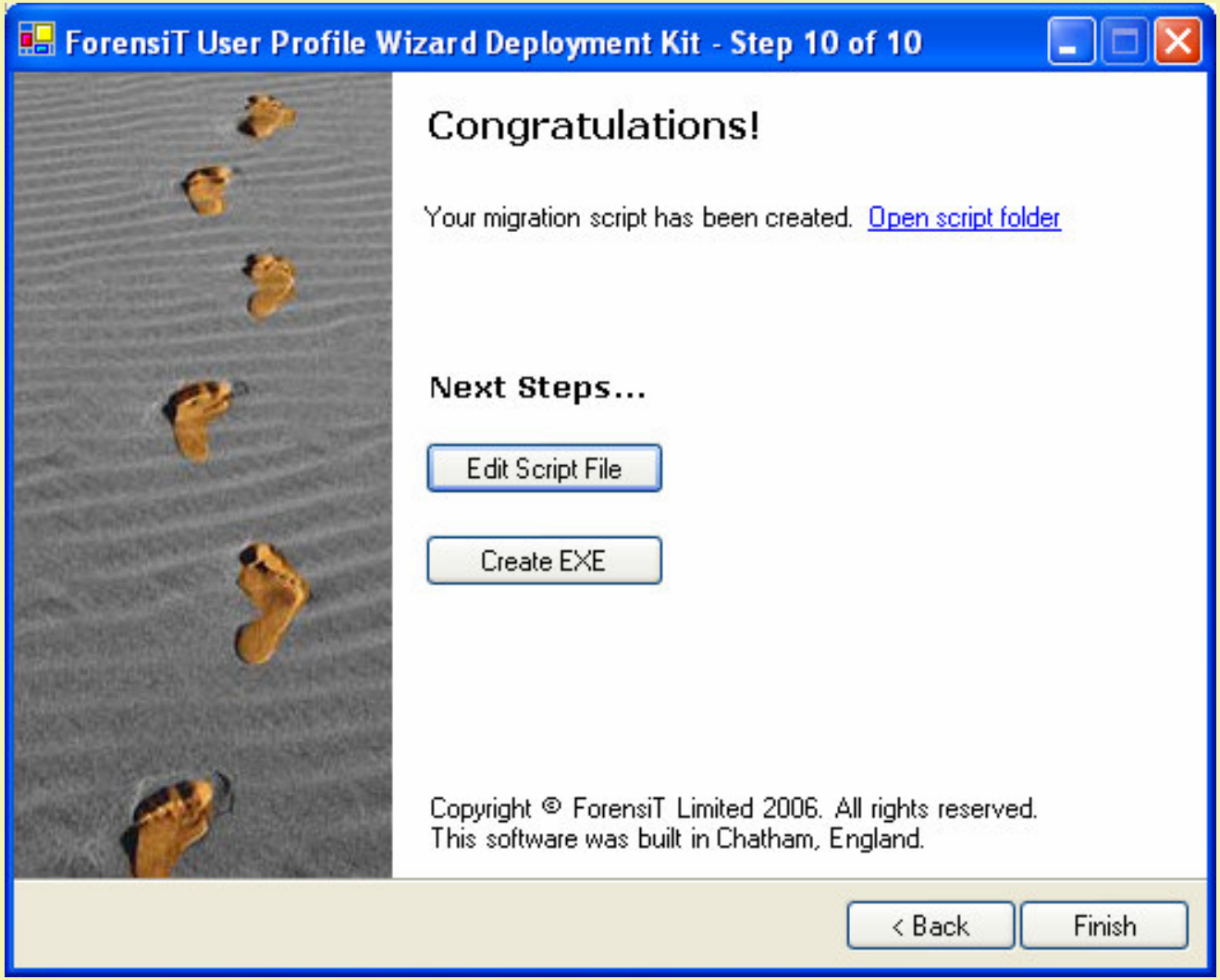
STEP 9 – FOLLOW ON SCRIPT



STEP 10 – SCRIPT CREATION



STEP 11 - CONFIGURATIONS



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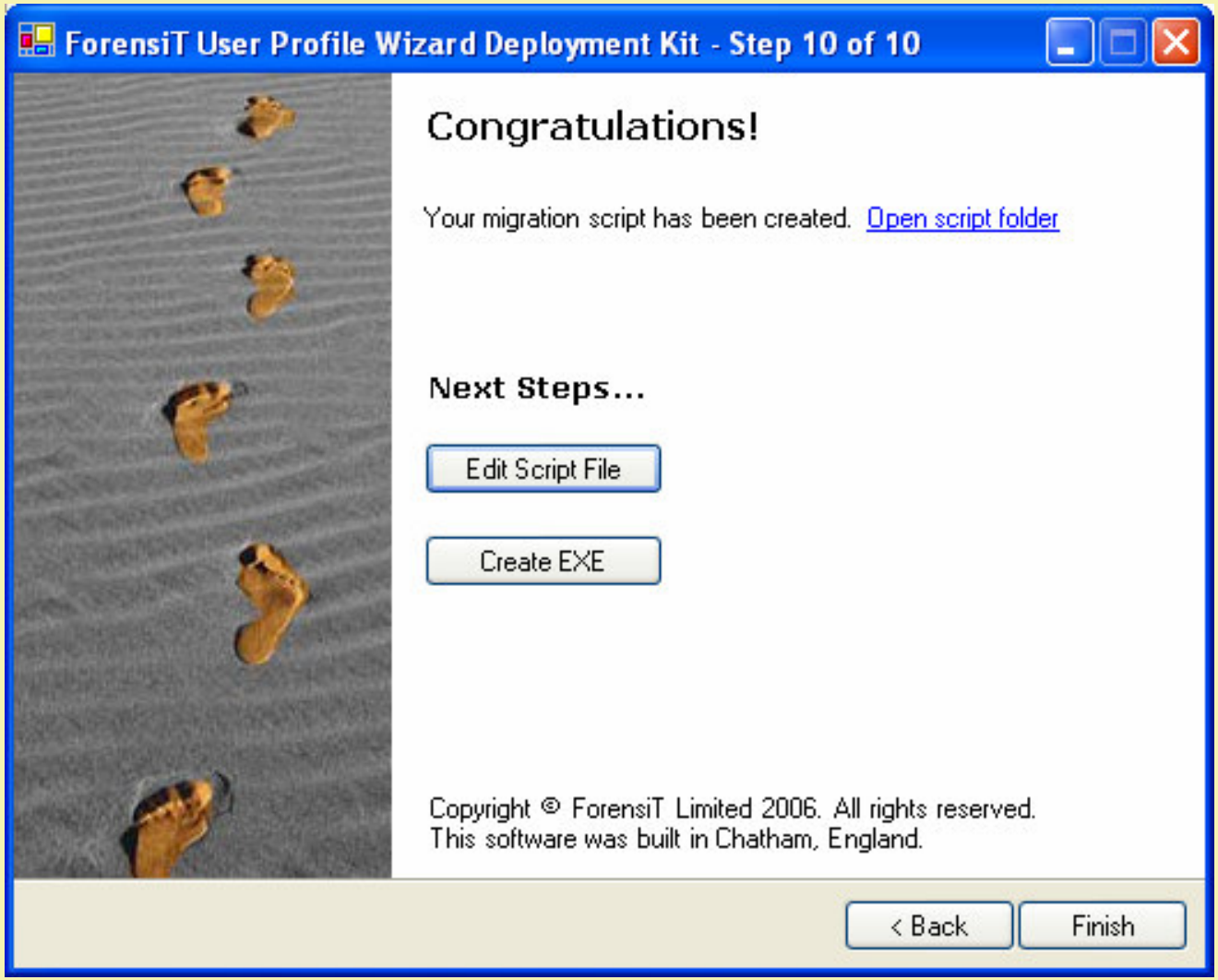

Questions

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WEB HOSTING DEBRIEF

Karen Jenkins & John Ellis

web hosting debrief

JANUARY 29TH – 30TH

SEQUENCE OF MAJOR EVENTS

- 10:00pm on 1/29 NFS server began showing signs of panic (failed pings)
- 1:00am on 1/30 server crashed
- 6:45am problem identified by systems team
- 7:00am SIR sent to IT-Alert
- 7:00am – 2:40pm troubleshooting
  - Solaris bug caused initial crash
  - Expired license key prevented server from restarting
- 2:40pm identified workaround
- 3:45pm service back up

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ISSUES & RESOLUTION

ISSUES

- Monitoring & paging not optimal on NFS server
- Storage/Veritas license key had expired, implemented workaround with free version

RESOLUTIONS/IMPROVEMENTS/RECOMMENDATIONS

- Implement more robust monitoring
- Implement recommended/latest cluster patch
- Improve recovery tests and pre-production checklists
- Purchase full license and upgrade to 5.1 release of Storage Foundation/ Veritas

Questions

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EMORY ENTERPRISE EXCHANGE

Jay Flanagan

EXCHANGE 2003 MIGRATION

- COMPLETED THE WEEKEND OF FEB. 1, 2008
- ALL 2003 USERS WERE MOVED TO EXCHANGE 2007 AND INTO ARCHIVING
- NO MAJOR PROBLEMS
- COUPLE OF ONGOING ISSUES
  - Calendar Slowness
    - Work Around
    - Fix
  - Delegates
    - Work Around
    - Fix

GROUPWISE MIGRATION

- SCHEDULED TO BEGIN AT 6PM ON FEB. 29, 2008
- ALL CALENDAR ITEMS AND CONTACTS WILL BE MIGRATED FIRST
- ALL USERS MIGRATED AND WILL BEGIN RECEIVING EMAIL IN EXCHANGE ON FRIDAY EVENING
- OLD AND ARCHIVED MAIL WILL THEN BEGIN FLOWING INTO MAILBOXES
- WILL TAKE APPROXIMATELY A MONTH FOR ALL USER'S OLD AND ARCHIVED MAIL TO BE MOVED

ACCESS

THE OUTLOOK 2007 ICON ON THE VDT

- Initial login to Outlook 2007 must be with University credentials. (For Clinical Faculty)

OUTLOOK WEB ACCESS AT HTTPS://OWA.EMORY.EDU (FOR CLINICAL FACULTY AND UNIVERSITY STAFF).

OUTLOOK WEB ACCESS AT HTTPS://EHCOWA.EMORY.EDU (FOR EMORY HEALTHCARE STAFF)

LOCAL SUPPORT CONFIGURED OUTLOOK 2007 CLIENT

GENERAL MIGRATION SUPPORT

EHC HELP

- Command Center
  - Available 9am-5pm on March 1st and 2nd
  - Phone – 8-INFO
- M-F 7AM – 8PM
  - On the ground help (PDA and general questions)
    - Emory University Hospital
    - Emory Crawford Long Hospital
    - Wesley Woods
    - The Emory Clinic (A, B, C Buildings)
    - WHSCAB
    - Local support
- Limited Support Available After Hours

UNIVERSITY HELP

- Call the Help Desk at 7-7777
- Create Help Desk Ticket via https://help.emory.edu

Questions