University Technology Services

IT Briefing

Thursday, February 21, 2008
# Agenda for February 2008

## Updates & Announcements

- **Using EmoryUNIVAD**
- **Migrating to EmoryUNIVAD**
- **Web Hosting Outage**
- **Exchange Updates**

## Key Presenters

- Karen Jenkins
- Weiming Lu
- Larry Frazer / Dwayne Hamrick
- Karen Jenkins / John Ellis
- Jay Flanagan
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!
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
Using emoryunivad yesterday.
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
using emoryunivad
WORK WITH COMPUTER ACCOUNTS
CREATE COMPUTER ACCOUNTS

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

COLLEGE COMPUTER NAME CONVENTION

DEPARTMENT CODE-\texttt{NETID OR ROOM NUMBER-\text{NUM NUM LETTER}}

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

RENAME COMPUTERS - NOT REQUIRING DISJOIN AND REJOIN
EMORYUNIVAD
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
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.
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.
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)
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”
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
TIPS

• PLAN OUR 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
MIGRATING TO EMORYUNIVAD

Larry Frazer & Dwayne Hamrick
WHY MIGRATE?

• DUPLICATION OF RESOURCES
• MORE SERVICES ORIENTED
• LESS POINTS OF FAILURE
• IDENTITY
• SINGLE SIGN-ON
What is the reason for migrating to Emory University's system?

- Duplication of resources
- More service-oriented
- Less points of failure
- Identity
- Single sign-on

Why migrate?
• 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/
WE NEED TO MIGRATE 700 WORKSTATIONS FROM BJCADM DOMAIN TO EMORYUNIVAD DOMAIN. ADDITIONALLY, WE WILL DISCUSS MIGRATING ALL PROFILES AND CHANGING COMPUTER NAMES.
STEP 1 – INSTALL DEPLOYMENT KIT

INSTALL AS ADMINISTRATOR ON NT, W2K, XP, OR VISTA
STEP 2 – DOMAIN INFORMATION

Are you migrating to a new domain?

- Yes
- No

Enter the name of the new domain:

olympic.corp.com

Join Domain

< Back  Next >  Cancel  Help
migrating to emoryunivad

STEP 2 – DOMAIN INFORMATION

Are you migrating to a new domain?
- Yes
- No

Enter the name of the new domain:
olympic.corp.com

Join Domain
STEP 3 – DOMAIN ADMINISTRATOR

[Image of a computer window showing the ForensiT User Profile Wizard Deployment Kit - Step 3 of 10. The window is titled 'Domain Administrator' and contains the following text:

Domain Administrator
Enter credentials for accessing the new domain.

Enter name of an account with the necessary permissions to access the domain. This can be an NT account name such as FORENSIT\Administrator or a UPN name, such as Administrator@ForensiT.com.

Enter account name:
OLYMPIC\Migrate

Enter Password:
********

[Buttons: Back, Next, Cancel, Help]
STEP 4 – WORKSTATION INFORMATION

If you want to add workstations to a specific AD container enter the full AD's Path of the container, e.g. CN=Workstation1,OU=Workstations,DC=uk,DC=forensit,DC=com

Enter AD's Path:
OU=Workstations,DC=olympic,DC=corp,DC=com

Use lookup file to get new computer names.

Enter lookup file path:
\\titanic\migration\names.csv

Next
STEP 4 – WORKSTATION INFORMATION

OU=Secretary,OU=Finance and Administration,DC=Eu,DC=Emory,DC=Edu

OU=Workstations,DC=olympic,DC=corp,DC=com

Use lookup file to get new computer names.

Enter lookup file path:

\\titanic\migration\names.csv
migrating to emoryunivad

STEP 5 – EXISTING DOMAIN
migrating to emoryunivad

STEP 5 – EXISTING DOMAIN

Are you migrating from an existing Windows domain?

- Yes
- No

Enter existing domain name:

TITANNIC

Accounts to Migrate

- Migrate all matching account profiles.
- Only migrate logged on user
STEP 5 – EXISTING DOMAIN

Are you migrating from an existing Windows domain?
- Yes
- No

Enter existing domain information:

Enter domain: TITANNIC

Accounts to Migrate
- Migrate all matching account profiles.
- Only migrate logged on user
STEP 6 – USER ACCOUNT OPTIONS

Choose user account migration options

- Use lookup file to get new account names.
- Do not set new account as default logon.
- Do not remove original profile from machine profile list after migration.
- Disable existing user account after migration.
- Delete existing user account after profile migration.
- Do not display error messages.
STEP 7 – RUN OPTIONS

Run Options
Select options for running User Profile Wizard.

You can specify a local administrator account to run User Profile Wizard. If the workstation is already joined to a domain, this can be a Domain Admin account such as FORENSIT\Administrator.

Enter account name:
TITANNIC\Administrator

Enter Password:
********

If User Profile Wizard will be run from a network share, enter the path here:
\Titannic1\Migration

Copy files to local machine

< Back  Next >  Cancel  Help
STEP 8 – SCRIPT OPTIONS

**Script Options**

Select options for running the migration script.

- **Enter the name of the script file to be created:**
  - `ata\ForensiT\User Profile Wizard 2.5\Deployment Files\Migrate.vbs`

- **Create Log file.**
  - **Enter Log File path:**
    - `\titanic1\migration\logs\Migrate.log`

- **Create flag file on successful migration.**
  - **Enter flag file path:**
    - `%ALLUSERSPROFILE%\Application Data`

- **Enable Script Debugging Messages**

[Next button]
migrating to emoryunivad

STEP 9 – FOLLOW ON SCRIPT

Follow on Script
Specify a script or program to run after the migration

User Profile Wizard can run a script or program after the migration is complete using the local Administrator credentials you have specified.

Enter the path of the script or program:
\\Titannic1\Migration\Follow-on.vbs

- Run after migration is complete.
- Run after migrating each profile.
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STEP 10 – SCRIPT CREATION

User Profile Wizard Deployment Kit

The migration script will now be created. Are you ready to continue?

Yes  No
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STEP 11 - CONFIGURATIONS

Congratulations!

Your migration script has been created. [Open script folder]

Next Steps...

- Edit Script File
- Create EXE

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STEP 11 - CONFIGURATIONS

Congratulations!

Your migration script has been created. [Open script folder]

Next Steps...

- Edit Script File
- Create EXE

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Questions
WEB HOSTING DEBRIEF

Karen Jenkins & John Ellis
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
web hosting debrief

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
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
enterprise exchange
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
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
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