

University Technology Services



IT Briefing

Thursday, February 21, 2008

IT briefing

AGENDA FOR FEBRUARY 2008

UPDATES &
ANNOUNCEMENTS

USING EMORYUNIVAD

MIGRATING TO
EMORYUNIVAD

WEB HOSTING OUTAGE

EXCHANGE UPDATES

KAREN JENKINS

WEIMING LU

LARRY FRAZER / DWAYNE
HAMRICK

KAREN JENKINS / JOHN ELLIS

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!



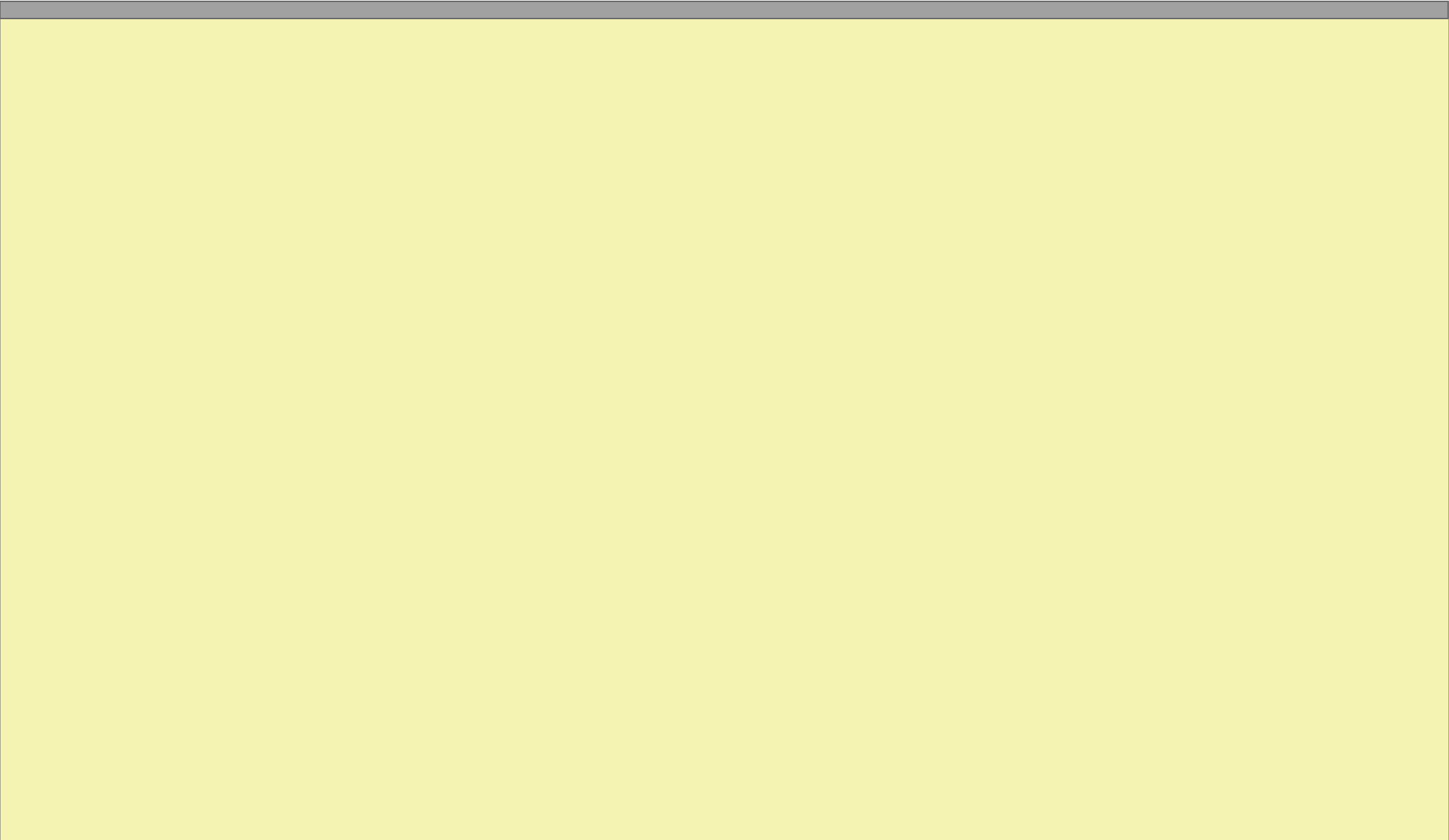
EMORY COLLEGE & EMORYUNIVAD

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ABOUT EMORY COLLEGE

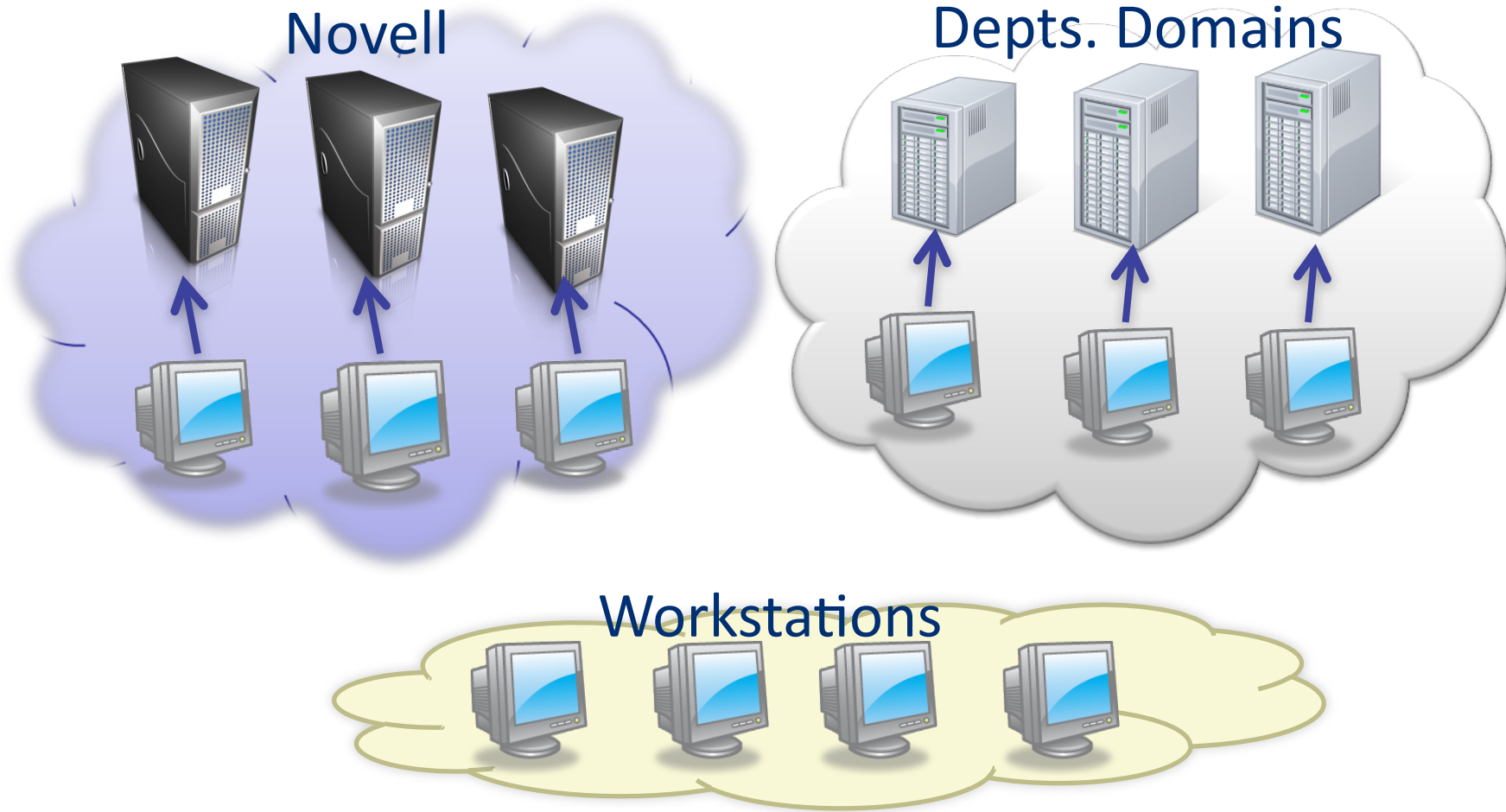


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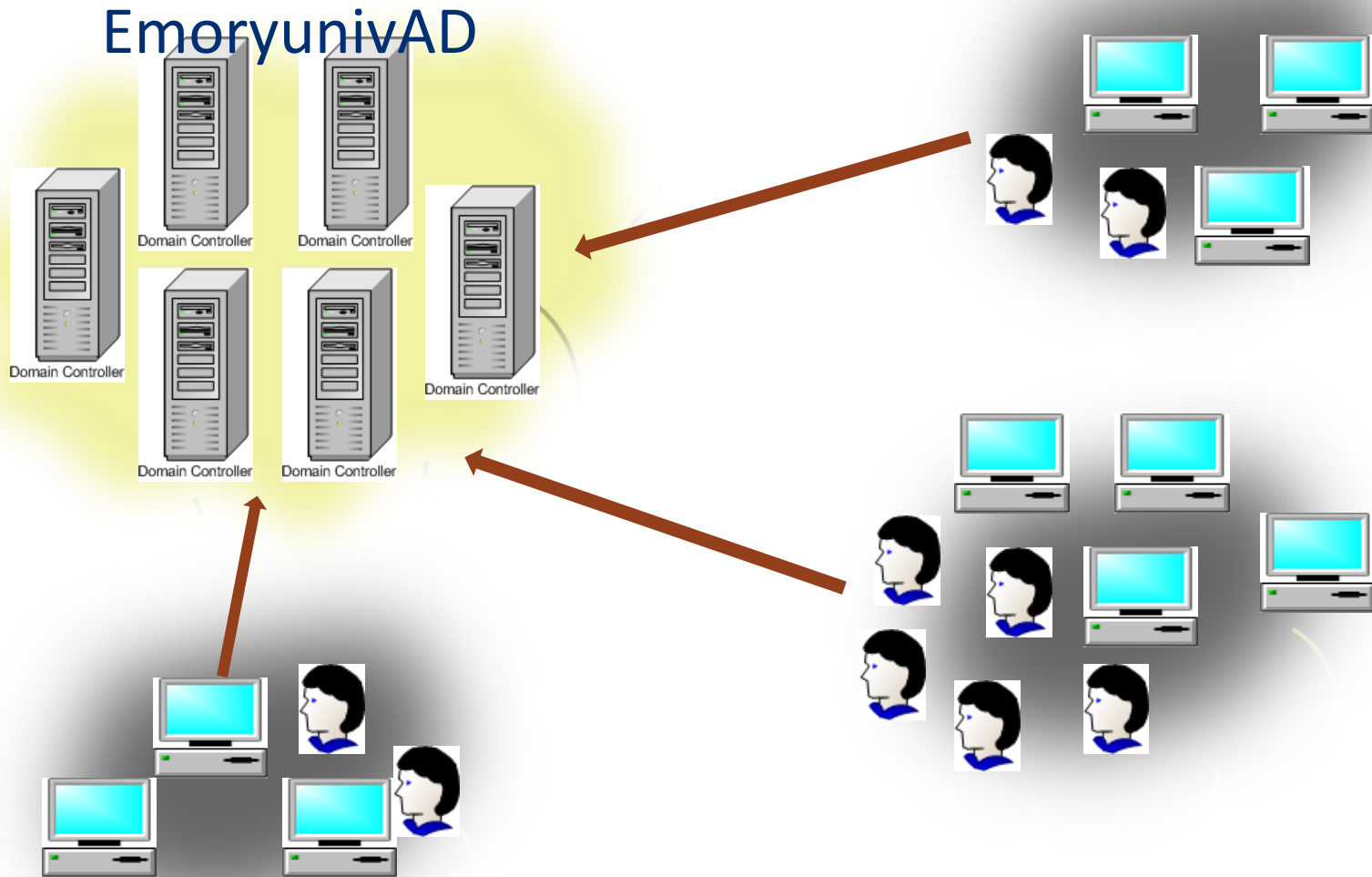
ABOUT EMORY COLLEGE

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

using emoryunivad YESTERDAY



using emoryunivad 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)

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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

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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

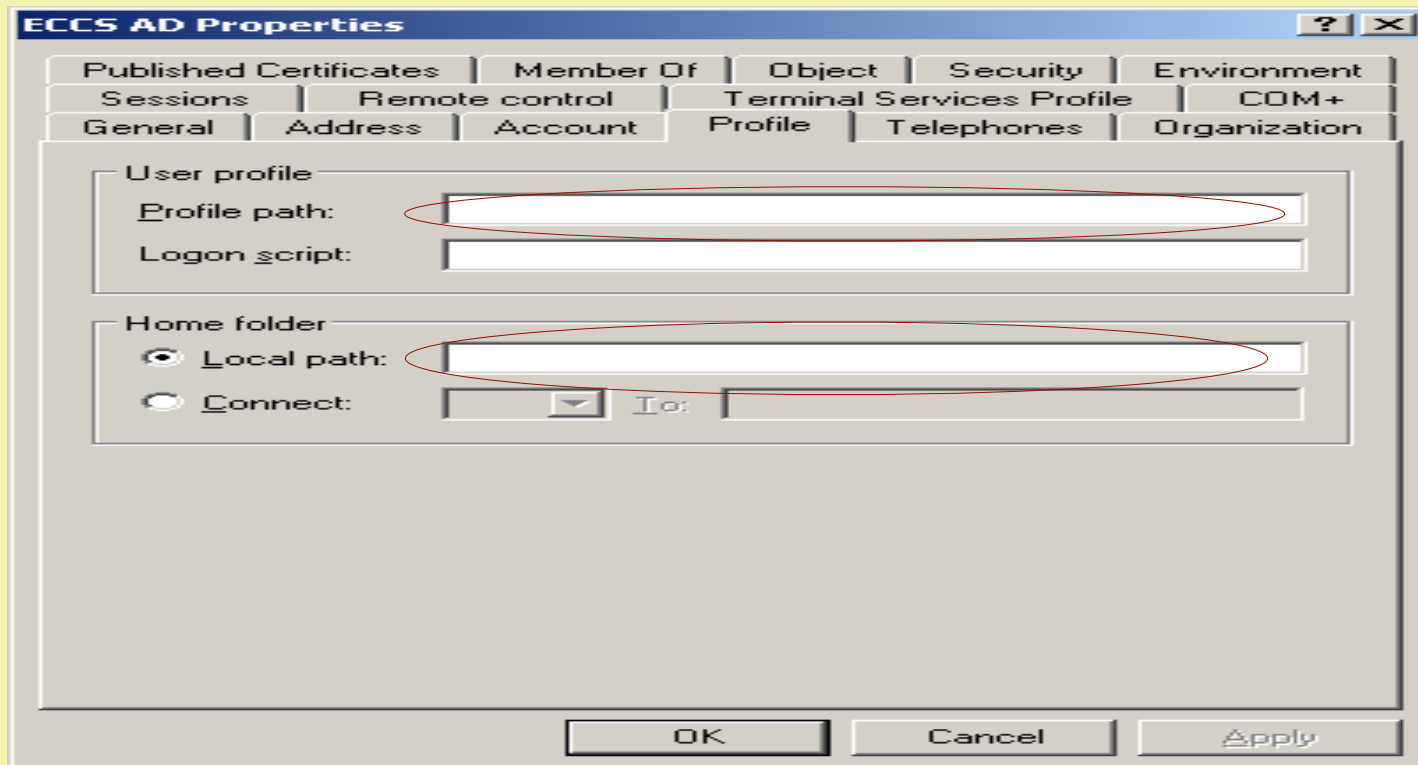
RENAME COMPUTERS - NOT REQUIRING DISJOIN AND REJOIN EMORYUNIVAD

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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

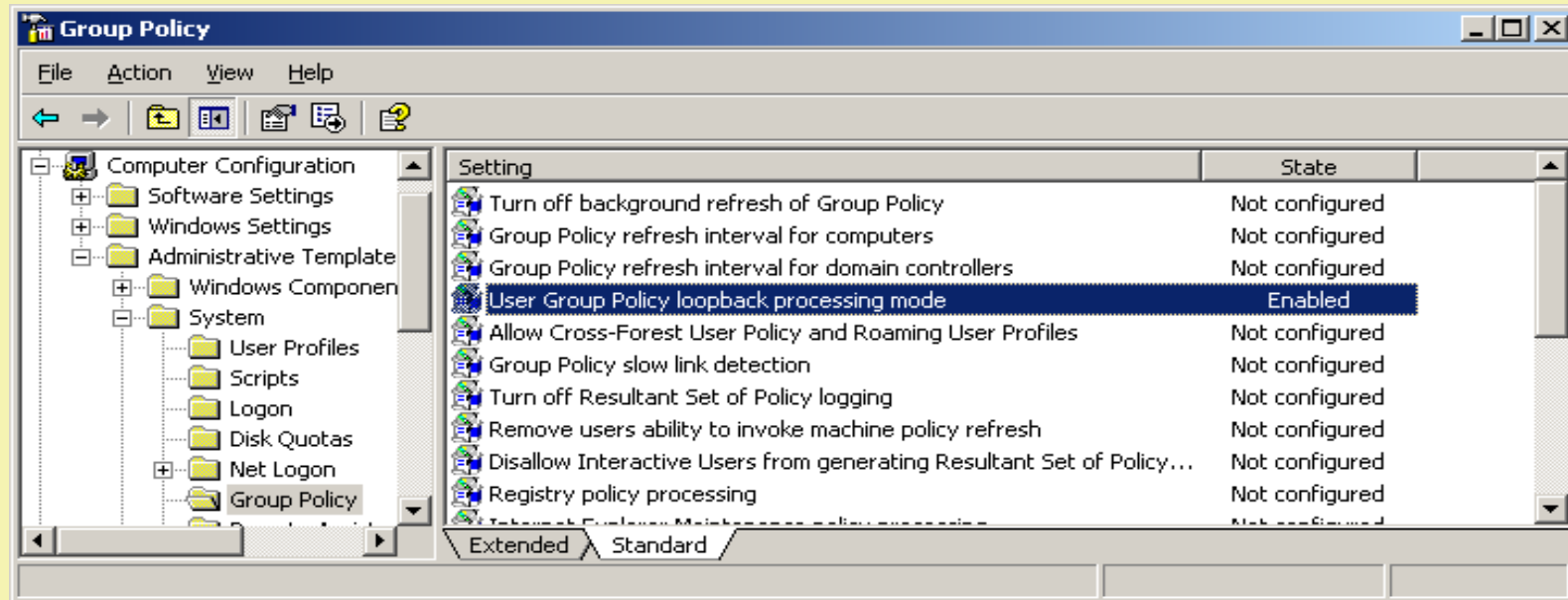
- How to apply GPO associated with users, if users not in department OU container
- How to map user home folder
- How to apply login scripts for department users

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.

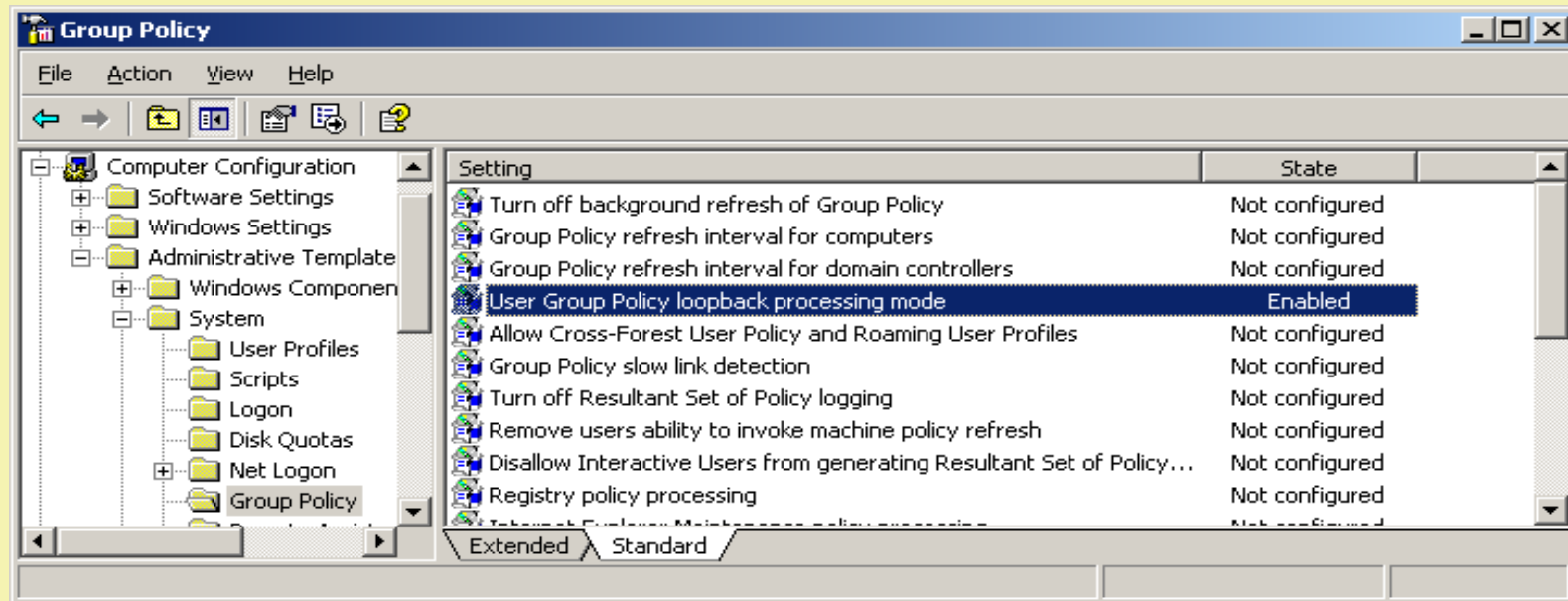
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GROUP POLICY LOOPBACK PROCESSING



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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”, “GPRESET”

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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/](http://www.kixtart.org/)
- HELPFUL COMMAND:
 - net use /persistent:no
 - net use * /delete /y

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TIPS

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

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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

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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

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WHY MIGRATE?

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

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ALLOCATION OF RESOURCES

WHY MIGRATE?

SERVICES ORIENTED

POINTS OF FAILURE

TY

SIGN-ON

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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

ForensiT User Profile Wizard Deployment Kit - Step 2 of 10

Domain Information
Enter information about the new domain

Are you migrating to a new domain?

Yes
 No

Enter the name of the new domain:

Join Domain

< Back Next > Cancel Help

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STEP 2 – DOMAIN INFORMATION

ForensiT User Profile Wizard Deployment Kit - Step 2 of 10

Domain Information

Enter information about the new domain

Are you migrating to a new domain?

Yes
 No

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

Join Domain

EMORYUNIVAD

< Back Next > Cancel Help

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STEP 3 – DOMAIN ADMINISTRATOR

ForensiT User Profile Wizard Deployment Kit - Step 3 of 10

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 a NT account name such as FORENSIT\Administrator or a UPN name, such as Administrator@ForensiT.com.

Enter account name:

Enter Password:

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STEP 4 – WORKSTATION INFORMATION

ForensiT User Profile Wizard Deployment Kit - Step 4 of 10

Workstation Information

Enter workstation information.

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

Enter ADsPath:

Use lookup file to get new computer names.

Enter lookup file path:

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STEP 4 – WORKSTATION INFORMATION

ForensiT User Profile Wizard Deployment Kit - Step 4 of 10

Workstation Information
 Enter workstation information.

If you want to migrate user profiles to a container in the Active Directory, enter the container name in the following text box. For example, OU=Secretary,OU=Finance and Administration,DC=Eu,DC=Emory,DC=Edu

Enter ADsPath:

Use lookup file to get new computer names.

Enter lookup file path:

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STEP 5 – EXISTING DOMAIN



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STEP 5 – EXISTING DOMAIN

ForensiT User Profile Wizard Deployment Kit - Step 5 of 10

Existing Domain
Enter existing domain information.

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

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STEP 5 – EXISTING DOMAIN

ForensiT User Profile Wizard Deployment Kit - Step 5 of 10

Existing Domain

Enter existing domain information.

Are you migrating from an existing Windows domain?

Yes
 No

Enter existing domain name: **BJCADM**

TITANNIC

Accounts to Migrate

Migrate all matching account profiles.
 Only migrate logged on user

< Back Next > Cancel Help

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STEP 6 – USER ACCOUNT OPTIONS

ForensiT User Profile Wizard Deployment Kit - Step 6 of 10

User Account Options

Choose user account migration options

Use lookup file to get new account names.

Enter lookup file path:

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.

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STEP 7 – RUN OPTIONS

ForensiT User Profile Wizard Deployment Kit - Step 7 of 10

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:

Enter Password:

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

Copy files to local machine

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STEP 8 – SCRIPT OPTIONS

ForensiT User Profile Wizard Deployment Kit - Step 8 of 10

Script Options

Select options for running the migration script.

Enter the name of the script file to be created:

Create Log file.

Enter Log File path:

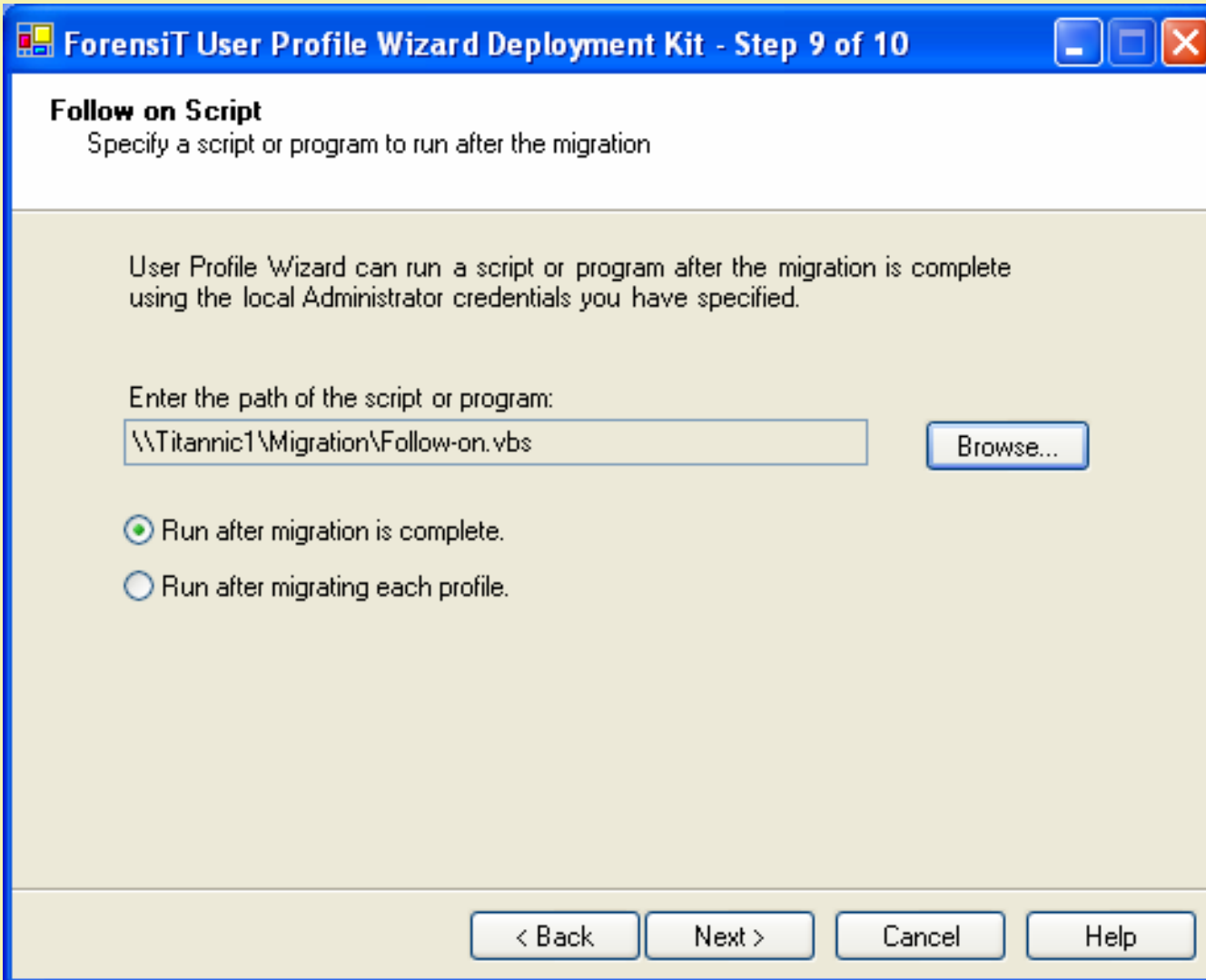
Create flag file on successful migration.

Enter flag file path:

Enable Script Debugging Messages

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STEP 9 – FOLLOW ON SCRIPT



ForensiT User Profile Wizard Deployment Kit - Step 9 of 10

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

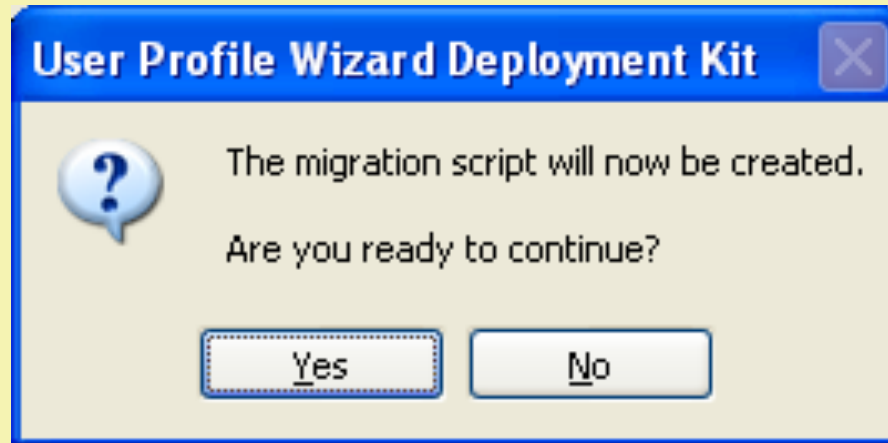
User Profile Wizard can run a script or program after the migration is complete using the local Administrator credentials you have specified.

Enter the path of the script or program:

Run after migration is complete.
 Run after migrating each profile.

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STEP 10 – SCRIPT CREATION



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STEP 11 - CONFIGURATIONS



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STEP 11 - CONFIGURATIONS





Questions



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

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

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Questions



EMORY ENTERPRISE EXCHANGE

Jay Flanagan

enterprise exchange

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

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

enterprise exchange

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](https://owa.emory.edu)
(FOR CLINICAL FACULTY AND UNIVERSITY STAFF).

OUTLOOK WEB ACCESS AT [HTTPS://
EHCOWA.EMORY.EDU](https://ehcowa.emory.edu) (FOR EMORY HEALTHCARE
STAFF)

LOCAL SUPPORT CONFIGURED OUTLOOK 2007 CLIENT

enterprise exchange

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>

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Questions