Windows Administrators Meeting
February 14, 2003
Minutes (taken by Steve Kunz)

Meeting Started (9:05)

Announcements

- User "Suspend" process is being run this week. Refer to the "NetID Guide" (http://www.ait.iastate.edu/win2000/admin/DraftNetIDGuide.pdf) for an explanation of this process and why some user objects may become suspended. This is a regular account maintenance process. In addition, refer to "Managing Users Within a College/Departmental Organizational Unit (http://www.ait.iastate.edu/win2000/admin/UserMgmtInOUs.pdf) for information on what to do with staff user objects when people leave your department.
- A DFS server share for MCA software was reported as being very slow for transferring files. The problem was analyzed and fixed by Al Day (AIT) and Vince Oliver (ADP).

"An Interesting Month …"

The month since the last meeting was very "interesting". The "SQL Slammer Worm" hit many SQL servers on campus Jan 24. A Kerberos Denial-of-Service attack occurred against many domain controllers Feb 4 (11:30 AM - 3:30 PM, port 88). An unknown Denial-of-Service attack appeared again Feb 5 (4:30 PM - 9:30 PM). Both DOS attacks were pre-empted (and caused no outage to the enterprise domain) due to quick work by the networking people and their network analysis tools and techniques.

Kunz talked about the continual occurrence of hacking attempts against Windows systems on campus via "SMB" authentication/file-sharing protocols. He detailed how some event-logs may indicate a login failure occurred but do not provide a good IP address in the log entry (only a "machine name" which may be spoofed). John Clark (ISBR) indicated he is using "LanGuard" to detect intrusion attempts and correctly identify such systems.

Web Browser Selection Follow-up (Kunz)

The "Netscape vs. Mozilla" issue raised during previous meetings underwent yet another change. People at previous meetings felt Mozilla was the preferred web-browser to distribute. In the final analysis this switch could not be done due to the strong support issues we have with WebCT (used for computer-based classroom training). The WebCT technical support person indicates the Mozilla will probably never be on the "list of approved web-browsers" for WebCT (IE and Netscape seem to be their long-term commitments). In addition, the next version of WebCT may check for "approved" web-browsers and warn of incompatibility when the user starts

a session. Considering the support implications for WebCT, the decision to stick with Netscape has been made. A distribution of Mozilla will still be available on the "Advanced" Scout-kit lists.

Adobe Acrobat Licensing

The issue of AIT offering a site-licensed (or reduced-cost license) product to edit PDF files was raised at a previous meeting. Jeremy McKinley (jeremymc@iastate.edu) talked about reduced-price licensing options for Adobe Acrobat. Kunz asked McKinley to forward some documents on licensing Adobe Acrobat for inclusion in these minutes. They are appended. Contact Jeremy McKinley (294-4520, Durham 191) for more info.

Exchange 2000 Status (DeRoos – ADP)

The Exchange 2000 project continues to proceed. During the past week ADP and CARD joined their common Exchange organization to the enterprise AD structure. The next step in the process is to set up a "recipient connection agreement" for CARD. Final steps in the conversion should be completed in a week or two.

Departmental Exchange 5.5 admins should be coordinating with Kevin DeRoos (kderoos@iastate.edu) on joining the enterprise Exchange 2000 organization. Departments wishing to bring up Exchange 2000 for the first time should anticipate documentation (provided by ADP/AIT) outlining how to join the enterprise Exchange 2000 organization. Two departments have volunteered to assist in documenting this process.

Kunz and DeRoos talked about a "user object container name rename" that occurred within the past week that related to the Exchange 2000 migration process. In the past, user object container names had a "distinguished name" with the following format:

    CN=joeuser,OU=DEPT,OU=COLLEGE,DC=iastate,DC=edu

An undetected side effect of the MailEnable-ADMT-ADC processes we have gone through resulted in the container name being renamed to match the "display name" of the user object. So, the above container name became something like:

    CN=User\, Joe [DEPT],OU=DEPT,OU=COLLEGE,…

For the most part people should not notice this internal object-name change UNLESS they are writing scripts based on the "distinguished name" string AND some portion of the string contains characters that needed to be "escaped" for the script to work properly. It turns out that a few "official university department abbreviations" contain "forward slashes" that must be "escaped" (such as "PRV/U").

AIT and ADP apologize for any problems this may have caused. The container-name change was not detected in any of the lab-work or testing we did during this migration process. It is unknown as yet as to whether we will eventually try to convert the container names back to the original (shorter) values in the future.

Open Discussion

(There was no time left for open discussion)

Important Additional Information – Mac OS X Exchange Client

[The following information was intended to be announced at the meeting but was skipped due to lack of time – SLK]

Microsoft announced on February 11 plans to offer enhanced functionality between Entourage X for Mac OS X. Entourage X will be available in English, Japanese, French, German, Spanish and Swedish in summer 2003 and will be compatible with versions of Exchange 2000 and higher. Outlook 2001 for Mac will continue to be the Exchange solution for users of Mac OS 9.

See URL http://www.microsoft.com/presspass/press/2003/Feb03/02-11ExchangeSolutionPR.asp for the complete announcement.

Meeting Adjourned (about 10:10)

Next meeting is March 14.

Adobe Acrobat Licensing Information
Source: MPC

Here are the part numbers and prices for Acrobat licenses under the current agreement:

09943296X9	Acrobat ALL MLP Maint 2y UE 2Y	$11.00	1	ALL	MLP	C-ED 24 Mos. Maint.
09943298X9	Acrobat ALL MLP Maint 2y UE CONC 2Y	$13.00	1	ALL	MLP	C-ED 24 Mos. Maint.
54010284XD	Acrobat 5.0 MAC New License UE	$21.00	1	5	MAC	CLP Ed. Level D
54010286XD	Acrobat 5.0 MAC New License UE CONC	$26.00	1	5	MAC	CLP Ed. Level D
54010285XD	Acrobat 5.0 WIN New License UE	$21.00	1	5	WIN	CLP Ed. Level D
54010287XD	Acrobat 5.0 WIN New License UE CONC	$26.00	1	5	WIN	CLP Ed. Level D

The important things to note: The first to lines are the maintenance parts. The others are the actual licenses Mac and Windows license as per CPU and concurrent parts. The parts listed with "CONC" in the description are server installed concurrent usage licenses. The maintenance pricing is prorated on a 6-month basis. Above are the full 24-month costs. Also attached is a PDF of the contractual information and guidelines.

Below are the breakdowns on the Acrobat only licenses:

09943295U2	Acrobat ALL MLP Maint UE 1Y	ALL	MLP	PPM	1Y	S - Ed 12 Mos. Maint	$5.00
54010284UA	Acrobat 5.0 MAC New License UE	5.0	MAC	AOO		SLP Ed A (500-999)	$16.00
54010284UB	Acrobat 5.0 MAC New License UE	5.0	MAC	AOO		SLP Ed B (1000 - 2499)	$12.00
54010284UC	Acrobat 5.0 MAC New License UE	5.0	MAC	AOO		SLP Ed C (2500+)	$8.00
54010285UA	Acrobat 5.0	5.0	WIN	AOO		SLP Ed A	$16.00

	WIN New License UE					(500-999)	
54010285UB	Acrobat 5.0 WIN New License UE	5.0	WIN	AOO		SLP Ed B (1000 - 2499)	$12.00
54010285UC	Acrobat 5.0 WIN New License UE	5.0	WIN	AOO		SLP Ed C (2500+)	$8.00

This is the contract we have not yet entered into. If someone or a group of someones were to come together to reach the initial minimums then others could buy in whatever quantities after the contract is in place. This second license agreement has a significant cost saving over time but requires a large initial investment.

The following "Contractual Information and Guidelines" also apply:

Adobe CLP
All Prices shown are listed in U.S. Funds
Ordering Information and Guidelines:
The Adobe CLP program requires special authorization by both the reseller and end user. Do not quote pricing unless these authorizations have been approved and executed by Adobe Systems.
• **Vendor Authorization required:** Yes. Additional Addendum needs to be submitted as well.
• **Return Policy:** Returns must be requested with in 30 days of the DSC invoice date. Media and documentation must be physically returned to DSC using an RMA number. All license and maintenance returns must be authorized by Adobe. A completed original Letter of Destruction is required for these returns.
• **Orders -** must be accompanied by all end user information including - ship/bill to address, contact name, contact address, phone number, purchase order, **email** address, **and** the end users CLP contract number.
• **Minimum Order:** There is no minimum order. The end user does however have to commit to purchase 1000 points worth of product, over the course of 2 years.
• **Minimum Re-order:** There is no minimum.
• **Mix and Match:** You may mix and match product titles, platforms, uplifts, and maintenance
• **Maintenance/Subscription/Upgrade Insurance:** Yes, Maintenance is available. All maintenance purchased will expire at the same time as the original 2 year contract. Maintenance purchased during the middle of the contract is prorated to expire at the same time as the original 2 year contract.
• **Upgrades:** On some products, or with a valid maintenance contract. See price list for details.
• **Contract Number/Registration number/serial number required: CLP contract number is required.**
• **Cumulative Pricing:** No.

• **Established Pricing:** No.

• **Shipping Info and Timeframe -** Media will ship in 24 to 48 hours, subject to availability. Media will ship via UPS ground, direct to the end user only. Licenses are accessible via the internet

• **License Fulfillment:** The System Administrator listed on the end user's contract, receives an email from Adobe upon the execution of the contract. This email provides a web url, login, password, and contract number. With this information, the system administrator will be able to generate one serial number, per product, per platform, for every Adobe title available. It is this person's responsibility to then distribute these serial numbers to the appropriate individuals. There are *no* additional license emails delivered.

• **Media and Documentation/Manuals:** Must be purchased in addition to the licensing.

• **Additional media:** Available with initial order or with subsequent orders.

• **Additional documentation/manuals:** Available with initial order or with subsequent orders.

• **Documentation available on the CD for download:** Yes

• **Tech Support:** Adobe's Tech Support Directory phone number is : 800-879-3219

• **Concurrency:** Yes. It is available as a separate product.

• **Trial Download of Software Available:** No.

MISCELLANEOUS INFO:

• **Products and pricing can change without notice.**

The end user must also sign a contract with Adobe for authorization to purchase in this program.