

Windows Administrators Meeting

April 11, 2008

Notes (taken by Steve Kunz)

Meeting Started (9:00)

Announcements

- The “NetID expiration process” started Wednesday, April 9. This process expires (deletes at the Enterprise level) NetIDs that belong to people no longer eligible for an account (or sponsored accounts that have not been renewed since suspension). The deletion is not without warning. All such accounts were sent email during prior to suspension in the past. Expiration (deletion) is the final step in the process. While expiration started April 9, it will not be complete for a few weeks (disabling email is the first step). See Section 7 (“Suspension of Accounts”) in “The Care and Feeding of Iowa State Net-IDs” document at <http://www.ait.iastate.edu/pubs/ggs317/ggs317.pdf>

[Note: This announcement resulted in a 30 minute discussion that will be covered in the next section]

Suspension/Expiration of Long-Term Service Accounts [Multiple Participants]

During the announcement of the beginning of the “expiration process” Webb Wilke [RES H] brought up an issue related to the provisioning of NetIDs. Webb stated that it was very troublesome to have “non-permanent” accounts and lists. Many times there are NetIDs (or Acropolis lists) created for “services” or “college/departmental functions” that should not go away for any reason. Many are currently “exception” or “sponsored” accounts that require yearly renewal. Many times these accounts either don’t have people reading the email sent to them, or the people who receive the email don’t understand what needs to be done to renew the account (or the importance of the action). As a result, critical services get broken when the account is eventually suspended and expired (or when the owner of a list goes away and the list is deleted).

Other people in the meeting commented many times the knowledge of what an account is used for is “lost” when staff positions change and a new person replaces them. It was noted that “orphaned lists” can go away without anyone being aware (since the list is owned by someone who has already left the university and is probably not reading “suspension and expiration” emails).

Frank Poduska [ITS] discussed the need for suspending/expiring accounts and talked about efforts of dealing with this in the past. The current “free with yearly renewal confirmation” currently seems the best for provisioning exception/sponsored accounts. Without some sort of “end of life provisioning” accounts grow without bound. A good discussion began covering both sides of the issue.

Jim Wellman [AER E] brought up a related problem he has seen with the reusing of previously expired NetIDs. Some people (especially students) will register their ISU NetID-based email address with non-ISU services (banks, merchants, mailing lists, etc.), leave the university, have their account suspended and later expired. A new student can then register for the same NetID and they begin getting email sent by the

non-ISU service, sometimes helpfully offering to “reset a forgotten password” (it is mailed to the re-used email address). Jim felt at a minimum some sort of “user education” is required in this area in that hooking ISU email to outside services may not be the best idea.

In the end Frank Poduska and Steve Kunz said they would bring the issues up within ITS to see what might be done. Kunz commented that this issue should probably be brought up before a wider IT admin audience in a future CCSG meeting.

Questions/Concerns About Upcoming ITS Changes [Kunz]

Steve Kunz [ITS] briefly discussed each of the important ITS service-changes that will be happening in the coming weeks. Specifically:

- New Kerberos-5 Scout-Server (Tuesday, April 15, 2008)
- LDAP “Simple Binds” (shut-off Tuesday, May 13, 2008)
- Kerberos-4 Authentication (shut-off Thursday, May 15, 2008)

There were few concerns/questions. Steve Heideman [CHEM] asked if the “ldap.iastate.edu” server would honor “simple binds”. Kunz said it has not honored “simple binds” for some time (probably last August).

One new piece of information Kunz and Beata Pruski [ITS] raised was the fact that on the date of the “Kerberos-4 shutdown” (May 15) all Windows systems using “Kerberos for Windows” will require a “registry tweak” to prevent getting an error during Kerberos authentication. The error relates to the fact the existing “Kerberos for Windows” setup needs to get both Kerberos-5 and Kerberos-4 tickets. This is done because during the transition period there exists a mix of services that need either Kerberos-4 or Kerberos-5 credentials and it was required to have both (these can be seen in the “Network Identity Manager” window). What really happens is that the “Kerberos for Windows” package gets Kerberos-5 credentials and then (based on a registry setting) performs a “Kerberos-5-to-4 conversion” to obtain Kerberos-4 credentials. On May 15 this conversion will begin to fail. ITS will provide scripts (probably available from a web-server) that will disable the “Kerberos-5-to-4 conversion”. More information will be available as the time approaches.

Open Discussion

Jim Wellman [AER E] asked if there was any information about a problem with ITS LDAP services in relation to their Linux systems yesterday morning (Thursday, April 10) sometime after 10:30-11:00. The only issue ITS staff was aware of was some DNS server problems that were resolved about noon. This was likely the cause.

Webb Wilke [RES H] asked if anyone else was seeing “network problems” which exhibited itself as “lost communications”. They are apparently seeing it in Linden Hall and other areas. Nobody else expressed any major complaints and Webb says they are working with ITS Network Services.

Jim Wellman [AER E] commented that an ITS-supported script that will convert WebMail items to Outlook (Express) format fails at 10,000 messages. Frank Poduska [ITS] said he would follow up on it.

Dave Orman [CNDE] asked when the “ait” term would be removed from the ITS “Tech Notes” repository “tech.ait.iastate.edu”. Kunz will see if he can get an alias created with the right name.

Meeting Adjourned (10:00)

Next meeting is scheduled for May 9.