

WNAG

Meeting: 2017-07-19

Present: Jim Johnston (Chair), Anton Romantsov (Secretary), Lowell Williamson, Bernie Rutter, Allan Fleming, Nevil Bromley, Ray White, Manfred Grisebach, David Aldwinckle, Dave Hinton, Mike Patterson

Previous Business

Dave H: Both RODCs have been retired, and the AD Site removed. IST brought to Engineering Computing's (EC) attention that one of the Engineering filers had connected to an RODC and determined there would be a production failure within 7 days, due to a samba bug. The RODC was removed.

Dave H: We upgraded hardware on two virtual Nexus DCs to ensure that everything staying in the memory to avoid performance degradation: RAM increased from 12GB to 32, CPUs from 4 to 8. Planning upgrade RAM on the physical DCs as well.

Engineering Issues documented:

Hon's GPMC issue - GPMC ticket with Microsoft has been closed since too much time had been used, but has since been re-opened.

Erick's ldap issue - Erick said that there were ldap requests that had latency up to one second and we think this is due to packet drops. Dave A will investigate this further. Looking for link saturation, adding extra links to increase available bandwidth. Steve doing testing too. We're doing Math upgrades this week and have more for next week.

Win7 workstations issue – requires a workstation hotfix for RODC, some of issues we can't do anything about because they are on outdated Win7 machines that require a hotfix; Win10 machines weren't affected.

Samba shares issue – No new issues have been reported since April, have monitoring on filers

Architecture issue – Connectivity issues with campus when single fiber connection broken to campus. A fix to that is getting a second fiber. David Hinton says putting a DC there won't help, they still won't be able to use resources in main campus.

It was noted during the meeting that Engineering has not provided any additional documentation to IST to show any new issues since the June 19th meeting with Engineering and IST.

Ray: We're not much better off than we were three month ago. Some issues are been looked at but we don't seem to have progressed very far.

Nevil: If Eng wanted a normal DC, it should be on the agenda ahead of time, so we can discuss it here.

Jim: This sounds reasonable.

Jim: Is your request now to have a normal DC?

Ray: I don't have the answer to this yet.

Jim: Once we have a formal request, we can discuss it here.

New Business

Manfred: Podium PC: I have not heard back from anyone, so assuming all good. Library CVX 3 not compatible with Matlab R2017a, are we Ok with this?

Jim: Now sure, I have to go back and check. Trying to push the upgrade to the new version.

Manfred: I will send another update soon.

Nevil: Which version of Windows?

Manfred: 1607 is still CBB, so we keep it.

Nevil: How do you get a list of instructors?

Manfred: From central UW communications lists.

Jim: Do you have a log of who logs on to podiums?

Manfred: No, but I haven't heard of any issues in 4 years. If someone wasn't getting the communications, we likely would have known by now.

Jim: Moving to the next item.

Manfred: windows.uwaterloo.ca needs a revision. Couldn't move to WCMS before because of script permission challenges there. Propose to move what we can to WCMS. I would like to get this completed before I retire. Tools are used by Academic Support reps, who report problems when necessary.

Dave H: Adam is looking to add some PowerShell tools to replace the Nexus Web Tools.

Jim: Please provide suggestions for this site and let Manfred know.

Jim: Any other?

Manfred: Question – workstations services is a small group, we get support requests from faculties and other groups for help, but in most faculties we don't have permissions to even move computers between OUs as required. Maybe think about adding ist-WorkstationServices-Admin group to your OUs so we can help you and your clients directly.

Jim: We use some of IST queues in RT and have IST stuff doing things for us.

Dave H: On the same topic – on the root of Academic OU linked two GPOs that Eng created long time ago. We noticed that majority of faculties have blocked the inheritance on their OUs below. We would like those two GPOs to sit on the OUs that require it, not on the root of the Academic. There should be no GPO applied at the root of Academic OU without discussion here. We will gather additional info and report here before making changes. It is not a good situation when upper level GPOs don't apply because of the blocked inheritance.

Jim: Next..

Dave A: Nexustest DNS – in Infoblox we changed from authoritative zone to forwarding zone, so now it matches the setup we have in Nexus. May have minimal impact on clients.

Dave H: You can now resolve a Nexustest machine from your Nexus machine. Beware to use the correct DNS when doing your testing!

Manfred: The SharePoint GPO changes we made recently have not replaced the "AS-SharePoint" GPO yet Would like to proceed if all are OK with this.

Jim: Given that functionality is added, there shouldn't be a problem proceeding.

Manfred: I'll split them up into two GPOs then, one for users, and a second one for computers, and announce, so people can link to them as desired.

Nevil: We have noticed in Arts that LearnLock has caused DNS lookup issues on Windows 10 1607 machines and also has not blocked some (2 or 3) Chrome browsers in a 55 seat lab of Windows 7 machines. A new version is expected from Erick Engelke in October.

Jim: 32 vs 64 bit apps? Any apps held off on 32bit? Legacy code for some apps, suggest simplification and standardization.

Jim: Bitlocker: how people use it?

Nevil: In office and on laptops.

Jim: In Math majority of them get it, but we have no tracking. I'll start looking into this.

Manfred: The MBAM server will help give visibility on where Bitlocker is applied.

Manfred: Regarding laptop management

Manfred: Our client tools don't have enough info to proceed properly in most cases. Some clients refrain from joining Nexus. We need more information provided to them about pros and cons of doing this. Others have laptops that are off campus for 6-months or more. To help them, we will create a new category and advise them on how to proceed. In ALL cases, laptops should be joined to Nexus when built, and before they are sent out, including Macs.

Manfred: VPN is not within SCCM boundaries. Clients are designed by IST to fail over to Microsoft to get updates, when not within our boundaries.

Dave A: campus VPN client - looking to review later this year, looking at some vendors.

Jim: if we can automate VPN client replacement that would be great.

Dave A: campus switch replacement has been discussed.

Old Business

None