WNAG

Meeting: 2017-02-15
Present: Jim Johnston (Chair), Manfred Griesbach, Anton Romantsov (Secretary), Lowell Williamson,
Steve Nickerson, Bernie Rutter, Ray White, Allan Fleming, Mike Patterson, David Aldwinckle

Previous Business

SCCM/Webstore logs – no issues reported
LibreOffice removal from podiums – not removed yet

New Business

Prefacing workstation local admin accounts with #

Manfred: Local admin accounts change prefix to # sign to differentiate from Nexus accounts, does
anyone have a problem with # sign?
Jim: Some issues with *nix comments… but welcome the idea to difference with domain accounts.
Ray: Was the # sign ever used for that purpose?
Jim: Maybe long time ago.
Manfred: We had issues before with "!" with some app. vendors in the past, not anymore…
Jim: Any other character?
Ray: Does it replace anything in WatIAM?
Manfred: No.
Lowell: How about using a word, e.g. "admin" as a suffix?
Anton: Maybe use "la_" (for local admin) prefix?
Manfred: We will check.

Other

Mike: Microsoft delayed current patches this month due to issues found last minute.
Ray: We're having issues upgrading Window 10 1511 to 1607 build, process halts with inaccessible boot
device error.
Lowell: Use a Microsoft tool to manually force the upgrade, but you can't automate process if doing
upgrade this way.
Manfred: We have a case opened on certain issues related to upgrade process.

Jim: Other notes?
Lowell: We've got about one hundred machines which are W10 ready. We not able to use WSUS to
install Win10, but we will give people another option to upgrade this summer.
Lowell: Win10 Education license issue when upgrading over Win7 Enterprise.
Manfred: Will check with Microsoft why the key didn't work.

Manfred: We're about to implement a logoff GPO, which will take care of bookmarks and signature
templates.

Allan: Getting intermittent DNS timeout issues when looking for mx records for existing users (see agenda for rt numbers).
Jim: When it started?
Allan: Fairly recent.
Dave: The rt from late January (the log error is mx can't get IP for existing user, "no dns data"), we did packet capture on the resolver side and found no DNS timeouts, and each query had the expected response. Unix team is looking on the application side now. To my knowledge this is the only host in our DC that is showing this problem. If the issue was widespread, that would cause huge effect.
Ray: Our problems started more recently, in December… Getting dropped connections, not specific to email but with email too.
Mike: Which DNS are you using?
Ray: It's happening with Infoblox and Nexus DNS, running a capture to record when it happens next time.
Allan: Also sometimes problem joining computers to domain.
Dave: Which mail server, IST or your own?
Jim: With both.

Jim: From our side things are stable in general. Sometimes getting issue with SID enumeration, unexpectedly a user doesn't exist. The issue with joining domain - Windows clients typically join first time, but Macs not always… retrying 30 minutes later works fine.
Dave: Those clients using Infoblox DNS?
Jim: Most likely.
Dave: Try starting a capture before attempting domain join.
Ray: Maybe load related?
Dave: Load on DNS is very low…. Still can be a link saturation issue.
Lowell: Does it have something to do with issues connecting to NetApp shares?
Dave: This is unrelated to NetApp issues.
Jim: About NetApp – got problems with local cache, after changing permission must wait until the cache expires, NetApp messed up with CIFS lately.
Dave: The issues we have seen related to packets that are leaving DCs and not reaching NetApp.

Jim: DSN timeout issue, do we have any suggestions?
Dave: Original issue with MX, separate issue with domain authentication not happening.
Jim: Something may be changing on Windows side?
Manfred: Windows firewall rules could be changing…. Since switching to a new GPO-based way to map drive no issues on our side.
Ray: You mapping drives with GPOs?
Manfred: We use a new method, I can send which one exactly later. We changed logon scripts as well.
Lowell: Can you share more details on that?
Manfred: Look at AcSup GPOs for how we do it with mapping drives and logon scripts.
Anton: It's better to use latest machines (Windows version) to work with GPOs.