There will be a meeting after this one with the PaperCut managers in which we will talk more about how you use it. We have several people who've successfully migrated their printer base.

Announcements

New feature, using a cell phone to help reset the Net-ID password
John Hascall, ITS)

The Solution Center does more than 10,000 password resets per year. We added the challenge question to ASW to help people with resets, but remembering the challenge question can sometimes pose a problem.

Soon (sometime in September) you will be able to enter a cell phone number in ASW during registration. The phone, of course, must be enabled to handle text messages. ASW will then text that phone number a verification code, which you'll enter into ASW to complete the process. (If you registered a long time ago, there will also be a way to add a phone number to an existing Net-ID or change the phone number later.)

If you need to reset your password, you can ask ASW at the "ResetPassword" page to "Text Me". It will then send a verification code as a text message to your cell phone of record; then you enter the verification code into the password reset page. If the code matches the one just sent to that cell phone number, you'll be given the page to reset your password.

Q: Is there a limit on the number of texts?
A: Yes, 5 in 24 hours. We limit it for security reasons and because it costs us $0.04 to send the text message.

Q: Can we get an addition to the registration page to see if a Net-ID is available?
A: John will look into that.

Q: Is the phone number stored in the Active Directory?
A: No.

Q: Is the phone number stored where we can get at it?
A: It will be available to some admins but probably not everyone.
Other reminders from Dan Carlile

iPhone developer event
One more reminder will be sent out, at the beginning of September, about this event sponsored by Apple and coordinated by Steve Kovarik.

PaperCut project update:
Engineering already has 300+ printers on line with PaperCut. Psychology is joining. If you're interested, stay for the meeting after this one. PaperCut is primarily used for labs, but it could be used in admin offices as well.

BAYU (Be Aware You're Uploading)
Paul Lustgraaf (ITS) gave update on behalf of Andy Weisskopf (ITS).

BAYU is a system to let people know that they appear to be using peer-to-peer networking to share files with others on the Internet. People aren't always aware of the fact that, unless correctly configured, P2P not only lets you download things from the Net but allows others to get files from your machine. Sometimes that's good (like when you're sharing open source software and other freely-distributable materials) and sometimes that's bad (as when you're sharing copyrighted stuff you don't have the rights to). What BAYU does is gets information from the packet shapers and determines whether or not an application on a machine seems to be uploading using P2P. If a machine is over a certain threshold of outbound traffic, the system will look up the Net-ID associated with the machine and send a message to the Net-ID. There's a webpage with information and an opt-out option if you don't want to get the messages.

BAYU was turned on August 17. An email went out to all new freshmen and transfer students; another email was sent to returning students, and one will go out to all students this week. We're also doing posters around campus.

The threshold is on the order of 75 MB in 15 minutes. We've already sent out several hundred messages. This is currently active only on the packet-shaped networks (dorms and NATwork on campus). Almost all newly registered student machines are using NAT.

Q: How often are the reminders sent out?
A: Every 15 minutes, with only one message per identified machine in 24 hours.

Micronet Scout and the future of software distribution
Frank Poduska (ITS)

You may have noticed that we have made changes to the IT website. We're also making a change to the way people get software, moving away from Micronet Scout to a more modern, web-based distribution system. Scout still exists for the moment; but now you can just download everything without using Scout.

The old idea of mature/current/advanced software still exists on the webpages. This is a step down the road of working with packages that require installing other packages to work. This doesn't solve the Kerberos domain problem, but is a harbinger of things to come. Scout itself is probably going to be called a mature package soon; we won't develop a Scout for Windows 7.

Q: Will these things still do configuration like Scout did?
A: The VirusScan easy-install certainly does (though the original installer doesn't). We may be adding configuration to a few more, but others (like JMP) just don't need such things since we don't configure them anyway. The goal is probably to create those packages where they're required.

Licensed software page

There have been additions to the Licensed Software page: StudyMate Author (online quizzes for WebCT, from CELT); Microsoft Visual Studio (part of the Microsoft Campus Agreement); BioDraw and ChemDraw (those are renewed until 2012); Mathematica (per-seat charge to be announced, spearheaded by Dr. Arne Hallem); MS Office for Students (Design, Business, and Engineering -- takes effect for Engineering beginning Sept 1, available RSN, doubled number of eligible students); SAS for Windows ($8/seat annual charge, with work-at-home rights). Watch that page, there will be more changes.

The official CCSG group photo

Dan had trouble getting this photo to display and didn't actually succeed until the end of the meeting.

CyMail update

August 4 CyMail went live; students registering for email since then have been provisioned with Google Mail accounts. A few days later we enabled migration, and that's been going well. We have about 3100 students forwarding to CyMail, 730 new accounts, and the balance are migrants. Yesterday alone we migrated 300 students. The links are easy to find from the IT page; the FAQ answers most of the students' questions. (Much of the
FAQ points to Google links). You can also set up mail clients with SSL-enabled POP and IMAP.

If faculty and staff follow the migration link in ASW, they will get the message "Your Net-ID does not appear to be eligible for CyMail at this time." That's correct, staff can't have CyMail accounts at this point. We're still negotiating that with Google; there are privacy and export issues that still have to be resolved. (Staff can, of course, still forward their mail to a normal Google Mail account.)

Q: What's the backend for this mail system?
A: Students are authenticated locally with Shibboleth and Pubcookie, with a one-way password sync to Google (for use with POP, IMAP, and Google Talk). Only a password hash is sent to Google, not the original password. The email is stored on Google servers, with the domain "iastate.edu". There are several hundred business processes that depend on addresses ending in "@iastate.edu", so we really needed that. ITS can do some limited administration on the Google mail system (changing passwords, suspending and reactivating accounts, etc.).

Q: Where does the mail get redirected?
A: We send the message through the current despam and devirus machines just as we were before, then it gets sorted and student emails are redirected to Google. To cut down the cost of antivirus, we may be using Sophos' devirus system in the future.

Q: Is "email.iastate.edu" the Google domain? I got some bounces to "netid@email.iastate.edu".
A: Yes, email.iastate.edu is the "real" CyMail domain.

Q: Are students still impacted by the greylisting delay?
A: Yes, it still goes through that stack. From mail from Google you won't see that because Google's servers are all whitelisted. If you're coming in from another service, you will still be subject to the same delay.

Q: What's the current count?
A: Jason says about 3300 right now.

Out at Vet College the students seem happy to get off of WebMail.

**Keyserver retirement**

We have started to get off of one of our older licensing servers: keyserver.ait.iastate.edu (aka adesk). We have a new licensing server that's been around since last summer: license-1.iastate.edu. All of the new software has been deployed with that license server built in. But not everyone updates software; there are 80-90 users (mostly in FPM) that are
still pointing to the old keyserver. If you have an older install of the Autodesk stuff, you should be moving them to the new server. Dan will start contacting people soon to encourage them to move before their service is interrupted.

Names and departments during the CCSG meeting

Dan Carlile would like to propose that from this point forward that people would state their name and department when asking questions so that the lucky note-taker will be able to properly attribute. Deb Franck (ITS) proposed that we take a vote on it. Keith Swanson of CHS seconded. The vote, such as it was, passed.

Open Discussion

Deb Franck: Was there an agenda item related to Randy Wimba and RealPlayer?

Yes, there is information about Wimba and RealPlayer in his email. Unfortunately, no one from his group could come to speak for this. RealPlayer is not showing up in lab images, and lots of faculty members are using Real content in WebCT. This would make it hard for students in your labs to see this component of the lesson, and the WebCT group would like RealPlayer to appear everywhere. Dan will let that group have air time at the next meeting.

David Orman (CNDE): With all this licensed software, the license agreements often prohibit the use of the software for research. Please try to include or at least find out prices to include researchers. Often buying one copy of this wonderful stuff at standard pricing can cost up to $15,000/seat. There are often restrictions in software licenses. That's a good point and Dan will take a note of it.

Wayne Hauber, ITS: We had one of the machines we support in Roberts get infected with Torpig, which installs a rootkit (MEBRoot) that replaces the master boot record. This persisted despite the fact that we protected the machine with DriveShield and rebuilt it with Ghost. You should check whatever you use for imaging and verify that it replaces the master boot record.

Jim Wellman: This means that you really can't let all the lab users be administrators, even with DriveShield, because they will be able to install such things.

Wayne will post more info as it becomes available.

Next Meeting

Tuesday, September 22 at 2:00 p.m. in 206 Durham Center.
Meeting ended at 3:01 p.m.