CCSG Meeting Notes—October 27, 2009
D. Carlile, moderating
J. Balvanz, recording

I. Welcome and Acknowledgements
CCSG would like to acknowledge the following contributors to today’s meeting: Jim Wellman, Aero E.; Steve Kunz – ITS.

II. Announcements

A. Enhancements to the Licensed Software Website

Another new item is the “Don’t See It Here?” item under “Can’t Find My Software”. The page at http://www.it.iastate.edu/sldb/view.php?id=20 gives details on who to contact if you’re looking for software that isn’t listed.

Dan Carlile and Julie Kirts have created a “Microsoft Bid Results 2009” page (http://www.it.iastate.edu/sldb/view.php?id=37), which includes a list of all the Microsoft products under the new MCA contract. SHI is the new fulfillment vendor. The Excel file represents a very small subset of everything in the Microsoft catalog, but these are the things that have specifically been quoted by SHI for annual lease. The unit price is the annual lease cost, which runs from September 1 to August 31, with the price pro-rated if you sign on after September 1.

The spreadsheet is sorted by SKU number, giving the price for that item, and there’s a short description. You can also view a page sorted by description. This isn’t an exhaustive list of Microsoft products, but it includes all the items that have been bid by any Regents institution. If a product isn’t listed, Dan Carlile or Julie Kirts can get a quote for you from SHI.

University Book Store uses a different channel for purchasing Microsoft products and have prices for everything. The Select program they use is a retail program for software purchases. You buy the software and don’t have to renew a lease, but you can’t get a free upgrade when a new version is released.

The MCA is a volume purchase program. You don’t “buy” the software but instead pay an annual lease fee. The lease has to be renewed every year, but you have the right to upgrades when a new version comes out. If you get something through the MCA, you must purchase that software for everyone in the department. Depending on how many copies you need and the differences in price, that may cost less than through the bookstore. There are point minimums for volume purchases, which means that more than one department may be needed to get enough volume.

The way to find the best price for your needs is to do a comparison. It may cost less to buy a small number of copies rather than lease. Other times, the MCA lease price is so competitive
that it provides the most economical route for departments to get software.

Q: What happens at the end of an MCA lease?
A: Dan maintains a list of enrollments and will ask you before they expire if you want to renew the enrollment and bill you. If you discontinue the lease, you need to remove the software.

Q: Will the software stop running?
A: Only Windows Vista and 7 can disable themselves. The others keep running, but you’re violating the license agreement. If you buy through the Microsoft Select Program, that doesn’t happen; there are no upgrade rights (which MCA has) but it won’t ever expire. You’ll have to decide which is right for you.

B. PaperCut Project
There are now more than 400 printers using PaperCut, with a monthly printing volume of about what NetPrint did in a semester.

Q: How do I request that a printer be added to the PaperCut system?
A: It’s now a link on the PaperCut webpage that leads to a series of forms to add, change, or delete a printer in PaperCut right in ASW. Fill in the blanks, and it will be put into HEAT and forwarded to the PaperCut support team. You’ll get the HEAT tracking number in an email, and you’ll get an email indicating that your ticket has been closed when the setup is finished. You’ll probably get a call or email for clarification and confirmation from Matt McGregor at some point in the process.

Information for setting up the Windows or Macintosh client can be found via the IT website under Software -> Downloads (Windows or Macintosh). If it’s a Windows machine in the Active Directory, it will show up in the Add Printer wizard. You need to install the PaperCut client.

Q [Russ Hoffman]: Who has Ricoh copy/scanner/printers?
A: Russ was connected with Carl, who does.

C. SPSS License Changes
SPSS changed the way they managed their licenses a year or two ago, and perpetual licenses stopped being perpetual; the software would only install a couple of times because it goes to check in to a server to find out how many times it’s been installed. This means that the software is node-locked to the machine it’s first installed on.

This has caused some problems (and cost) when a computer lab was upgraded to new machines, and the SPSS software wouldn’t install. The lab administrator had to re-purchase SPSS licenses for the whole lab.

To address they, we’ve been working with SPSS and they have offered to loan us a networked version until July 1. Dan Carlile, Sly Upah, and Greg Buttery will put together a system that will get us through until then. If you have SPSS, they will be contacting you to consider migrating to a networked version running on a central license server.

SPSS version 18 is now available.
D. Dell Server Presentation
The scheduled presenter couldn’t come because of illness. Dan will reschedule the presentation and announce that as soon as possible.

E. Scout Changes (Steve Kunz)
Scout is a tool for configuration and installation of software, written locally and around since 1997. Originally for Windows 3.11 and Windows 95, we have continued to update it through Windows Vista.

Scout has installed somewhere between 650,000 and 700,000 packages since then. However, with the coming of Windows 7, we have decided to discontinue development and replace it with a webpage containing downloadable software. It’s divided into Current, Mature, and Advanced software just like Scout was. There’s also an “Other” category for things that ITS doesn’t support but that people might find useful. For the moment Scout is under “Other” but that’s going to change as we phase out Scout. The schedule is as follows:

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov 2, 2009</td>
<td>We’ll remove the Scout link from the software download page at <a href="http://www.it.iastate.edu/downloads/">http://www.it.iastate.edu/downloads/</a> .</td>
</tr>
<tr>
<td>Jan 11, 2010</td>
<td>Scout 9.0 will disappear from the “Other Software” area of the Downloads page.</td>
</tr>
<tr>
<td>May 31, 2010</td>
<td>The Scout server will be shut down, and Scout will no longer work.</td>
</tr>
</tbody>
</table>

We’ll have a lot of notes in other areas, and will include it in the Scout message-of-the-day every month so those still using Scout will know that it’s going away.

Q [Marie Mayer]: Much of the software included in Scout was pre-configured; will it still be?
A: Sometimes yes, sometimes no. The original reason for pre-configuration has decreased. The most complex package to get installed was Eudora Pro, and we’re discontinuing support on that. VirusScan (or rather, VirusScan’s predecessor, Dr. Solomon’s Antivirus Toolkit) didn’t used to have automatic updates; you had to install a new package to get signature updates. Now VirusScan can update itself. So does Cisco AnyConnect. Back in the day we used to install Netscape Navigator so you could browse the web; now Windows comes with its own web browser, and we don’t have to install one for you. And if you want an alternate browser like Firefox or Chrome, installing them has become easy and they also keep themselves up-to-date. Scout isn’t as important as it was back in 1997.

Q [Jim Wellman]: Can we uninstall Scout and all the other packages?
A: Scout can be removed at any time. All Scout does is run the stock installers for you, click the buttons, and write configuration files where we could. You can remove the software with Add/Remove Programs just like any other program.

Q: Most people don’t remember how to remove the Scout components. What about the little dog icon?
A: Kerberos for Windows is required for Eudora, FileZilla, etc. The little dog was the symbol for Kerberos (sometimes spelled Cerberus) that guarded the gates of Hades in Greek mythology. (The dog has been replaced in the most recent version of Kerberos for Windows with the Network Identity Manager, the little rectangle with a silhouette of a person standing in front of it when you have credentials.) If you uninstall Scout, it will leave Kerberos for Windows installed because it is needed for all the stuff that requires Kerberos to work.
Q: What software requires Kerberos?

A: Here’s the list:

• Eudora
• Mozilla Thunderbird (to read KPOP mail)
• FileZilla
• OpenAFS
• kpoprelay
• kftpd
• WinZephyr
• HostExplorer

Without Scout, you’ll have to install Kerberos for Windows before installing these packages; that installer will do the customization those packages need.

Scout was just a robot installer utility; the actual packages were the original software installers, usually without any customization. We just pushed the buttons for you. [Most of the license agreements prohibited changing the installation package. One exception was VirusScan Enterprise, which comes with a tool for customizing installation packages called the Installation Designer. – jlb]

F. The iastate.edu Kerberos vs. Active Directory Kerberos (John Hascall)

This is a heads-up. We are getting started on resolving the iastate.edu Kerberos vs. Windows Active Directory Kerberos problem. If you don’t know what that means, you won’t care; if you do, you’ll be happy. It is a big job and will take some time; we’ll keep you posted.

III. Discussion

Q [Assen Todorov]: About the automatic system that sends emails (BAYU)...in the lab environment, when the computers are registered with the same Net-ID, how can you pinpoint which computer is the problem machine? He is getting email alerts on some of his machines, how do we get more info?

A: We don’t send any identity information right now; we were considering putting the MAC address into the email but haven’t done it.

Q [Marie Mayer]: Could you identify the logged-in user from the computer login time?

A [Paul Lustgraaf]: That information is only available to the security people.

Q [Jim Wellman]: For that email to be useful, it’d need MAC address, time, and date; we can find the individual from that.

A: One hindrance is that according to the license for the use of BAYU, it cannot be used for prosecution.

A [Bill Frazier]: I don’t think this would be a problem because the owner of the machine is asking for the information. You aren’t using the data in and of itself for an enforcement purpose.

BAYU isn’t designed for this; the granularity isn’t really small enough. The model is to send one email a day for information purposes; this isn’t a good fit to that.

We’ll send the comments to Andy Weisskopf, who was the manager on the BAYU project.
IV. Next Meeting

Next meeting is November 24 at 2 p.m., 206 Durham Center.
Meeting ended at 3:03 p.m.