CCSG Meeting Notes—January 26, 2010

D. Carlile, moderating
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1. Welcome and Acknowledgements

Today’s contributors: Mike Lohrbach, Kent Ziebell, and Frank Poduska of ITS

2. Announcements

a. HUP (Home Use Program)

We have signed an agreement for the Microsoft Home Use Program (HUP). The Work-at-Home Rights (WAHR) program gave you low-cost Office and Windows that you could use at home only if it was for ISU work purposes. HUP allows you to get a copy of Windows or Macintosh Office for your personal use. It’s a much simpler process. No signature is required (as there was with WAHR); you pay with a credit card and download the software. Media is also available.

To get it, send an email to mca@iastate.edu and ask about HUP; you will be sent a program code. Go to hup.microsoft.com and enter your iastate.edu email address and the code. Microsoft then sends a live link to your Iowa State email address, you enter your credit card info (cost is $9.95), and they send you a download link. Download, install, and you’ve got Office Enterprise.

Q: Does this apply for grad students?
A: They must be ISU employees. TAs and RAs are considered part-time staff, so they are eligible. If you're not an ISU employee, you're not eligible.

Q: What about purchasing Windows or an OS?
A: You can get Windows or an OS for a reduced rate from Tech CYte through the Microsoft Select program; cost for Windows is $40–50. This does not include personal use at home.

Q: [Jim Wellman] Does this download an ISO or something that can be taken home from here?
A: Don’t know; we haven’t had anyone try it.

Q: [Beata Pruski] What about upgrades? Is the 2010 upgrade free?
A: We don’t know that yet.

Q: Grad students can have Gmail addresses. What do they enter as their email address?
A: They should use their @iastate.edu address.

Q: [Jim Wellman] Can the code be distributed or posted somewhere?
A: No, it must be distributed to the individual purchasing the software.

Q: If you have five machines at home, can you get five copies?
A: No, only one copy.

Q: Can we burn a backup disk? Can it be installed on a replacement computer?
A: We think so, as long as you pass the "Genuine Windows" test. We'll find out the answers to these questions.

b. SPSS
We have a shared concurrent use server up for a trial; it's free for your use until June 30, 2010. It will serve 500 concurrent seats, which is probably enough for our 1000 registered users.

If we move from "right to copy"/single-seat to concurrent licenses, we'll need to come up with $100,000 for that. Everyone is trying to figure out budgets, people are asking what it's going to cost, and we don't know yet. We need to know total cost and number of people who will use the licenses. Cost could be as high as $125,000 if we do concurrent licenses and pay maintenance on what we have. We're discussing how we might find that fund that. Dan has sent email to a number of people to discuss about how we'd pay for that.

If we stay with our current licensing model, it will cost about $25,000. However, it will soon become impossible to install SPSS on new machines. The software license in that model is node-locked.

Q: Is there an unlocking package to remove SPSS from a machine to move it?  
A: No. This became apparent in a department before the start of fall term.

Q: [Marty Teply] CAC proposals are due soon; should I ask LASCAC for $125,000 for SPSS? I'll be getting Final Cut Pro for about $100,000 for the entire university.  
A: That would be great.

Originally there was a premium for new seats and a lower cost for maintenance. We may have to start over next year, ask for a premium plus maintenance, switch to the concurrent model, and then go back to paying the smaller maintenance cost. We don't know how much it will cost until we know how many seats we will have.

Journalism has already done this. LAS would like to combine and consolidate licenses. Arne Hallem is a signatory to the email that Dan sent out. Marty will put a ballpark figure in his proposal (due tomorrow).

SPSS was just purchased by IBM; it seems like they may have eliminated educational pricing. You can get SAS for $8. Contact Dan Carlile or Julie Kirts for more info.

Q: What is the cost of non-educational pricing?  
A: Maybe $1600 for the base product (it's called PASW now).

c. Solution Center
An Exchange migration project is ongoing; we needed to make some changes to assist us in the conversion process. One change is how phone calls are handled.

Those with contracted support should continue to call 515-294-8034. Others calling the general support number, 515-294-4000, will get a choice of options: 1 for Exchange help, 2 for password changes, and 3 for all other questions. The Exchange help option will be answered by fulltime staff. Password changes will be done by fulltime staff, but student staff will assist with answering that phone line when the load is heavy. Other questions are usually handled/routed by student staff. During busy times, you may notice a sound or slight delay as the phone system switches from one hunt group to another.
The password line actually has three groups with it—two operators have been trained in password changes, plus some other people. We didn't want passwords to go to voice mail; if a student answers the call, they will find a fulltime person to change your password for you.

Q: Is this a fulltime or temporary change?
A: That hasn't been decided. One preference is that once the Exchange migration project is completed, we would move password assistance to option 1, faculty/staff help to option 2, and students to option 3.

3. Discussion: Exchange Migration Report

Mike Lohrbach and Kent Ziebell

We have 4,950 users migrated to Exchange 2007 at this point; we've been in contact with most of the Exchange server admins concerning migration. An email is being sent to all POP users concerning migration (about 2,300).

We should have the remaining Exchange servers migrated by the end of the week; ITS servers should be moved tomorrow. Mike thanked the IT staff on campus for their help. If there are issues yet, forward them on to us.

There are 2,247 users on the POP servers. A-K will be getting email this afternoon, the rest will go out tomorrow.

Q: Can faculty and staff forward their email off campus?
A: Yes. If they have their email forwarded off campus now, we will leave it as it is. Ames Lab employees who are forwarding can continue, or can forward to Exchange.

About 30 WebMail users migrated yesterday; any problems were fixed last night. The old WebMail messages will appear in a WebMail folder in Exchange after the migration.

Q: How soon does this have to be done?
A: The target is early February, but we won't turn off the POP servers until October. People out of the country can wait a while.

Q: [Marty Teply] Moved my mail over Friday and it stops forwarding. He is telling his clients to use Exchange mail exclusively until February 4, and he'll figure out how to do forwarding. He'll need major upgrades to get clients up to speed.
A: As soon as they get the email that the migration is finished, they can change the forwarding.

Marty would like to get his staff on a primary system so that he can handle his 300 users, and deal with moving to elsewhere later. All his users are on the POP servers right now.

Q: I have several classes of users. For those that never want to read their email in Exchange, I'm using a server rule to redirect to elsewhere.
A: We'd rather do that in the client, but it can be done on the server.

Q: I have someone using exmh. Will his mail get migrated?
A: The mail in exmh is in a different folder. Kent Ziebell or Jason White can help you with
that. The mail folder could be renamed to look like WebMail. Tracy has done this process before.

Q: Did you have to mess with end-of-line characters to do that?
A: No. Ask Beata and she'll try that.

Q: You can set up a server-side rule to forward; we did that and got bounced messages from off-campus because it's redirecting and looks like a mail relay.
A: We noticed that yesterday, so that's probably not the way to do it. It will come in from outside, hit the server, go to mailhub and out again, looking like a relay.

Q: Is a redirect the same as a forward?
A: A redirect preserves the sender; a forward puts the recipient as sender.

Q: I've always had an Exchange account. I have professors who are angry with me because they don't want an Exchange account. My student is telling people just to migrate to Thunderbird.
A: They still need to create an Exchange account and point Thunderbird to it.
Q: What should they do?
A: If they're WebMail users, they may be happiest with OWA (Outlook Web Access).

We met with people in the Music and EEOB departments this morning, giving them lots of information and offered help. We can do that for anyone who wants this.

Q: Some faculty are using Eudora; moving them will be really difficult, configuring Eudora would be a lot easier. Are there instructions for that?
A: Yes, there are instructions for that at www.it.iastate.edu/exchange/; they'll still need to migrate their mail to Exchange. They should do that late in the afternoon, come in the next morning, read mail one last time on the POP servers, and then reconfigure to look at Exchange.

Note: If you configure Outlook 2003 and don't check to make sure you're in Exchange mode, it will automatically set it for POP mode.

Q: Need a link to OWA on the ISU website.
A: We're talking to Diana Pounds. [Note: This has been done.]

Q: [Jim Wellman] If we're going to say it's possible to forward your mail, we need to tell people that they will lose mail from Exchange users.
A: That's right, we need something to fix that. Some users wanted to keep Exchange and WebMail separate for business and personal uses. Kent agrees that we need to work on that.

Q: What does Ames Lab use?
A: We don't know, but think it's an Exchange server.

Q: What is policy on updating GAL (global address list)?
A: It's updated four times a day (4 and 8 a.m., 12 noon, and 4 p.m.). People running in cached mode will need to re-download that offline address book. If they don't, the offline address book won't know about migrated users, and the mail will bounce. The solution is to have the person sending the mail to do Send/Receive Offline Address Book. Another trick is to put single quotes around addresses, or to use netid@mail.iastate.edu instead if you know
they’re migrated. We’ll probably see that more; there’s documentation on the way.

If you close Outlook and reopen it, it will update the address book. If you leave it open, it will not.

Nicknames are also a problem. In Outlook, when you type an address it gets put into the nicknames file, and it will be invalid if it auto-populates an address of someone who’s migrated.

Q: We found out that a significant number of staff had forwarded their email. Is there a process to undo people who accidentally created an Exchange account?
A: We have to convert them manually at the moment. We don’t want people doing the migration when they are forwarding off campus. Until there’s a policy that forces us to stay on campus, you should leave people who have forwarded off-campus alone.

Q: [John Dickerson] Are there concerns about the size of mailboxes some users have?
A: You may see performance problems with large mailboxes; we’re looking at getting an archiver to move some of those messages out of the Exchange server. We don’t think that people should use PST files in the long run; they’ll risk losing them in a hard drive failure if the files are local.

Q: What is our backup policy?
A: We keep backups for seven days. Deleted items and deleted mailboxes are retained for 30 days past the deletion date.

Q: [Jim Coyle] I do my own backups to other volumes; can I do that with Exchange?
A: Yes, you can do it with Outlook manually or using a rule. It comes down in Outlook as a PST file, and would be searchable in Outlook. Thunderbird can also synchronize everything locally; it uses an mbox format.

Some of us may have end users who may benefit from training. We have videos and documents on the IT website; there are also links on lynda.com, and there’s face-to-face training in 89 Durham Center. We will come to your department or Jim Twetten can supply you with our materials if you’d like to do it yourself.

4. New Business

Q: [Jim Wellman] We have been working with machines on the NATwork and having difficulty with browsers getting DNS. It looked at first like it was dropping packets, but it’s not resolving DNS names correctly and holding connections.
A: Dan will have someone from NetComm contact Jim.

NetPrint is officially deactivated. It is no longer possible to print to a NetPrint printer. We started migrating people from NetPrint last summer, and officially turned it off on January 7.

5. Next Meeting

The next meeting is scheduled for 2 p.m. on February 23, 2010 in 206 Durham Center.