Ian Veach for Mike Smith
Kelly Ogilvie for Steve Zideck (kogilvie@tmcc.edu)

Paul Nakayu
Topics:
Sudo commands.
Pioneer/Fallon login name change procedures.
Compromised accounts on Fallon.

1. Sudo commands.
   As mentioned at the Help Desk Round Table meeting, three sudo (substitute user/superuser do) commands are available for campus help desk use on the Pioneer and Fallon servers:

   sudo quotack LOGIN
   sudo diskusage LOGIN
   sudo killimap HOST LOGIN

   where HOST is either "Pioneer" or "Fallon" and LOGIN is the user login (e.g. "jsmith2").

   Each command is entered at the % prompt after logging in to the HOST via SSH.

   The sudo quotack (quota check) command is useful for determining whether an account is near or over quota and whether the grace period has expired.
The sudo diskusage command is useful for guiding a user to those directories or mail folders where their disk usage is highest so they can target their efforts to free up space.

The sudo killimap (kill IMAP) command is useful for freeing up the e-mail inbox for an account when it is in a read-only state because of hung or competing IMAP processes. Symptoms of this include slow access, the inability to purge deleted messages, and repeated notifications of new e-mail for the same messages. Unlike quotack and diskusage which only return information, the killimap command clears all IMAP processes running for the account and can knock the account holder out of an active Webmail or other IMAP-based e-mail session, potentially causing them to lose work if they happen to be composing a message.

Please reply with a list of your help desk staff members’ user logins on Pioneer and/or Fallon and indicate which of the sudo commands described above each should be allowed to run.

You can enter the command

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sudo -l
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(with a lowercase L) at the % prompt to see which sudo commands, if any, you are already configured to use.

2. Pioneer/Fallon login name change procedures. The original request from NSC. SCS will refer name changes back to the campus as we cannot see or confirm that they have/will contact the registrars office.

3. Compromised accounts on Fallon. When we discover that an account has been compromised, we will lock the account, send a note to the account. Notify campus. If no campus, we will send to HDRT list.

Ian Veach

Topic: What is the plan (or the latest information) regarding student email?

No solid date(s) for the migration of SCS based accounts for web and email. This project has a lot of unknowns right now, so there really are no dates to report. Chris Gaub (Ian’s management) confirmed this.

Chris also said that each Help Desk/Service Desk should contact their campus CTO for more information. While SCS is working with campuses, these are all campus driven solutions (even the ones SCS is involved with - we are supporting them, and not running the project). The campuses are the ones with the lead on the projects.

Currently, it is believed that these institutions are working in this direction: UNLV - probably Gmail. UNR - will just use the 'students' email (use what ever they have when they arrive)
Kelly Ogilvie

Topic: How is TMCC’s implementation of Gmail going?

TMCC – Using Gmail since June 19
G-Day was the switch over date, done between semesters, during the lull. Lots of planning. Communication to staff, admin, and groups on campus. Had to update DBs and applications that use email addresses. Made the break, one day, no more use of old accounts. All further communication after G-Day went to new accounts. Old accts are still there for former students, did not want them to lose previous email. SIS is still using the old Fallon address. We wanted to play it safe, test the water before jumping in. We are not assisting with WebMail migration but have no plan to cut it off. We automatically create the account for the student. We used our existing naming convention for the former students, but are now using a new naming convention going forward. We have self-service for password resets. Our Help Desk can reset passwords as well. Admins can create and delete accts. Our only cost was in hours, other than that, no cost. Google hosted, no hardware. Includes the full Google package, Sites, Groups, Calendar, etc. (we get all the standard features you would get as a Gmail user). Reception, so far, has been good. Google provides support, lots of help, and demos. Account could exist forever, but we lock the account if there is no attendance for some time. Then delete it after 2 years. Address is @mail.TMCC.edu. May look at using Google Calendars in the future.

Currently only students have Gmail accounts provided by TMCC. All staff and faculty are assigned network email accounts that are managed and stored in-house.

No ads, only a “web clip” which is customizable by the user and can display things like dictionary.com’s word of the day, or CNN.com’s latest article (screen shot attached).
Robert Prior

Topic:
I would like to know if anyone is using thin/zero clients and what their experiences have been.

No one has. Robert has experience with them from two previous positions and has found them to be beneficial for hostile environments (warehouses, areas open to the outdoors) as well as areas where support staff are limited. Bandwidth is the key. Unless there is decent throughput, don't consider this option. Maintenance is a breeze.

Thank you to all who presented and attended.
Next meet in approximately 3 months.