

**Information Technology Council**  
Humboldt State University

Meeting Notes for: September 8, 2009 from 2:00 to 4:00 P.M., NHE 106

Members Present: Mark Hendricks (Chair), Jeremy Shellhase (Library), Greg Osburn proxy for Dale Sanford (SA), Megan McKenzie (CAHSS), Colby Smart (HR), Cassandra Tex (SDRC), Mike Bradley proxy for Rick Garcia (TNS)

Others Present: John Adorador (DITSS), Steve Darnall (CNRS), Bethany Rizzardi (DITSS), Chris Hansen (CAHSS), Josh Callahan (CITSS), Shawn Kohrman (DITSS), Anna Kircher (CIO), Molly Simpson (Recorder)

**I. Approval of the Minutes:**

June 9, 2009 minutes were approved as distributed (Osburn/Bradley).

**II. Report Items:**

**DSWAG:** Darnell noted that the group discussed how Sophos is working. For the most part, Sophos seems to be working well; however, there are still a few issues to work through.

The DSWAG group has members working on procedures for Win 7 and for Snow Leopard.

**NAG:** Hendricks reported that the IT Council had voted to approve Campus Manger changes to allow Win 7, OS 10, and Snow Leopard on August 21st. This has been added to the procedures on the Moodle ITC site..

**Encryption Working Group EWG:** Hansen noted that the group is currently working on documentation for acceptable methods of encryption. The group plans to create a draft procedure.

**Private/Protected Data Inventory:** tabled.

**III. Discussion Items**

**October 1<sup>st</sup> Border Firewall Closure:** Hendricks reviewed letter approved by the IT Council. In accordance with the Border Closure plan, the Council was asked to evaluate the status of the project. Callahan noted that scans are being done to check exceptions. TNS will call areas to discuss. Kircher expressed concern some campus business or academic functions might be affected by the closure. Careful review with TNS will be necessary. Hendricks referred back to the letter noting that final go/no-go decision will be made by the CIO before the closure is implemented.

**Feedback – Information Security Awareness Training:** Kircher asked if anyone had any feedback on the training. Next step would be to roll out to more people on campus. Smart noted that he found the training valuable; however he felt it could be improved if practical alternatives were provided. Discussion ensued regarding security training and best practices.

**ITRP2 Wireless Update:** Callahan reported on the funding issues regarding this project. The Chancellor’s Office will no longer be able to include all of the original parts due to funding deficits. For now, only the Datacenter firewalls are still on track for completion. The campus is still waiting to find out what other parts they will cover.

**IT Council Changes:** Hendricks revisited the subject of making changes to the Council to make the meetings more effective. Discussion ensued regarding historical changes and possible ways to improve the current structure. Possible changes suggested:

- More work and discussion in IT Council meetings
- Agenda and minutes distributed timely (weeks before the meeting)
- Clarification of what are acceptable agenda items for these meetings
- Area representatives – update reports
- “bring your Administrator to meeting” day

Kircher asked for more feedback on what we could cover in the meetings that attendees would find useful.

#### **IV. New Business:**

**VPN Deployment:** Rizzardi reported that as part of the border firewall closure project, HSU is deploying a VPN (Virtual Private Network). This solution will accommodate Staff and faculty who are already connecting to their workstations remotely; however the campus is encouraging people to use Network folders as opposed to RDP whenever possible. The VPN will be accessible via a web browser. Java will be required. Users will login to <https://vpn.humboldt.edu> beginning September 30<sup>th</sup>. ITS will not provide end-user instructions for configuration. We will refer end-users to their ITC. ITS will provide ITCs with instructions for any non-standard configurations that may be required.

**SMTPS Migration:** Rizzardi told the Council that on October 18<sup>th</sup> port 465 will be required. Wilhite is providing information on how many users are not using port 465. ITS may need ITCs assistance to determine users who could be affected by this change. This is for off campus only. The on campus migration date is not until April 2010. Currently it is not known how Sophos will be affected by this.

**Web Server Migration:** Rizzardi reported that the go-live date for the new web server would be October 19<sup>th</sup>. As of next month, tools will be available to request access. New accounts will only be granted upon completion of accessibility training. Training modules required are based on roles. Smart stated that he could mention this in the upcoming Dreamweaver classes.

**LDAP Upgrade:** Hendricks reviewed the structural changes the upgrade would have on LDAP noting that the password control will now have a three minute lockout if 50+ password attempts occur within three minutes.. He noted that the upgrade would be part of the monthly maintenance window on September 20<sup>th</sup>. Applications unavailable during the upgrade will include: PeopleSoft, Zimbra, Moodle, EZ Prozy.

**LDAP & AD Group Changes:** Hendricks reviewed changes to the current group structure noting that it will now mirror the HSU Model for AD. Paths in LDAP have changed to match the current structure of AD.

**V. Announcements:**

**Monthly Maintenance Window: Hendricks:** 9/20/09 5:00 A.M. to 11:00 A.M. – normal patches and LDAP upgrade.

**VI. Adjournment:** 3:20 P.M. (Bradley/Shellhase)

# Virtual Private Network (VPN)

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As part of the border firewall closure project, HSU is deploying a Virtual Private Network (VPN) server, which will allow staff and faculty who are already using Remote Desktop or VNC to connect to their office computers to make that connection in a secure manner.

Initially, the primary purpose of this server will be to accommodate existing remote desktop connection type activities. Over time, additional applications will be added.

## Remote Desktop vs. Network Folders

This solution is aimed to accommodate folks who are already connecting to their workstations remotely. We are not encouraging people to use remote desktop technologies. If someone needs access to their files, we would encourage that person to use Network Folders ([www.humboldt.edu/folders](http://www.humboldt.edu/folders)).

## When will the VPN be available

The VPN will be available by September 30

## What will be available:

- Links to RDP and VNC to “My Computer”
- Links to Network Folder (sftp)
- Mapped drive to the Network Folder (for Windows users)
- Other applications will be added over time

## How to connect

The VPN is accessed via a web browser. Java is required. No other software installation is necessary.

Users will login to <https://vpn.humboldt.edu>. On initial use, the IP address or DNS name of the workstation will need to be added as “My Computer”. After that, users can simply connect to their workstation using the links on the Application tab.

Detailed instructions will be available.

## Who can use the VPN

All staff and faculty will have accounts.

## ITC Configuration required

ITS will not provide end-user instructions for configuring a workstation to be accessed via Remote Desktop or VNC. We will refer end-users to their ITC for configuration. We WILL provide ITCs with instructions for any non-standard configuration that may be required (alternate port, etc.)

## September 3, 2009 DSWAG Summary

### Sophos Anti Virus Help Desk Console

The Sophos help desk console will not run on Vista or Win 7. It can be installed computers with Win 2003 or XP. If you want to run the console, email John Adorador with the host name of the machine that will be using the console and the name of the top level OUs you need to administer. John will temporarily need administrative rights to the host to make the registry settings for access to the console.

### OS Migration Assessment Procedure for Windows 7

Mason Long, John Adorador, Dave Pearson (unconfirmed) and Steve Darnall agreed to initiate the assessment procedure for Windows 7.

### OS Migration Assessment Procedure for Snow Leopard

Mason Long and Chris Hansen agreed to initiate the assessment procedure for Snow Leopard.

### Banner and Memory Protection

This week some users have experienced Banner killing their web browsers (memory access errors). Reinstalls of jinit, Java, and the cert text file have not resolved the issue. Neither has trying different versions of Java. Turning off memory protection for the browser works; but this is a temporary fix at best.