

Frequently Asked Questions for Departments moving from Novell to Microsoft AD

Purpose:

The Novell file servers have served SNHU very well for many years. However the equipment is showing signs of wear and the lack of modern capabilities are beginning to fully show through. As such, the Department of Computing Resources has decided, in the best interest of the SNHU community, to retire the Novell system in favor of Microsoft's Server offering. Below is a list of Frequently Asked Questions concerning the new system.

FAQ:

Now that Novell is gone, how do I login?

Press Ctrl-Alt-Delete (at the same time) to access the login screen. To clarify, one must press and hold both the Control and Alt keys on the keyboard, and press the Delete key.

What username and password do I use?

The new system uses your e-mail username and password to login.

Why don't I need a password to use Outlook anymore?

The new system uses your system login to authenticate you against the e-mail system, removing the need to have to login again.

Where's the Everyone Drive?

The Everyone Drive will remain on the Novell system until approx. half of the departments are moved to the new system. Until that time, for the departments already moved to the new system, only 1 or 2 people will have access to the Everyone Drive on Novell. Each department will designate the person to access the Everyone Drive.

Once we get to the halfway point, the Everyone Drive will be moved to the new system. At that time, Computing Resources will need to visit or script the change for everyone to connect. More information on this will be forthcoming.

When the migration is complete for all Departments, everyone that had access to the Everyone Drive will once again have access.

How do I change my password?

At anytime while logged on, press the Ctrl-Alt-Delete key combination to access the "Windows Security" dialog box. From here, select the "Change Password..." button, and follow the prompts.

Important; changing this password changes your e-mail password, which in turn changes it for all systems currently utilizing the e-mail password (i.e. WebMail, PenPal, MyRwp, etc.)

Why does my computer lock after a period of time?

This is an enhanced security feature in the new system designed to prevent unauthorized access to files, programs, and information you may have on your computer. As an SNHU community member, we have a responsibility to protect SNHU, Staff, Faculty, and student data; and restrict access accordingly.

The Information Security Committee (aka. InfoSec) has been created to review security requirements, and make recommendations for additional security enhancements in the future. The new system defaults to a 30 minute screen lock.

In general, it is good security practice to always lock your screen whenever you leave your desk/office for an extended period of time such as meetings, lunch, etc. The default time is designed to lock the screen in the event you are away longer than expected. To lock your own screen yourself, Press and hold the windows key + L.

What happened to my Drive letters?

We are no longer using drive letters (aka drive mapping) to access network resources. Instead, use “My Network Places” to access server folders. The D drive will now be the “DepartmentName on Enterprise” and the H Drive will now be “Your e-mail username on Enterprise”.

Was	Now
E:\D\Data\Lib	“ShapiroLibrary on Enterprise”
G:\H\Doejo	“j.doe on Enterprise”

How do I access my Department files (aka D Drive)?

The new system utilizes the “My Network Places” option in Windows XP. This icon is usually found on the desktop, if not it can be found under the Start menu.

How does this affect Work Study’s and Grad Assistant’s?

In an event to know who is actually logging on, and to prevent so called “group” accounts, each Work Study (WS) and Grad Assistant (GA) will be issued their own individual accounts.

Our current model is to issue a “group” account to each department, which in turn gives to each WS and GA for access to files on our computer systems/network. Although convenient for the departments, there are a few IT related problems with this model.

- Passwords on group account are hardly, if ever changed. Thus, a WS or GA from last year can still access systems/files using the group account.
- As more people use group accounts, there is no tracking of who is actually using the account at any given time. There is little to no accountability in the event of an incident.
- Simply put, a bad IT Security practice for networked systems

The solution will be that every WS and GA will be issued a separate account. These accounts will be their firstname.lastname preceded by WS_ or GA_ accordingly. WS and GA will not be e-mail enabled.

Friday, July 17, 2009

For example, John and Jane Doe are both WS for Conference Services. In the past they both used the account wsconsvr, with the same password for years. Since the password hasn't been changed, the previous 10 WS still know the password, and potentially would have access to our system/network.

Starting with the move from Novell to Microsoft AD, John and Jane will use their own accounts to login; ws_john.doe and ws_jane.doe. This provides SNHU with increased security in that we now know who is using the systems under which credentials at any given time. In the event of a security event, we can more accurately narrow down which account was used.

How do Work Study's or Grad Assistant's get their own accounts?

At the time computing resources comes through to actually move each department, WS and GA accounts will be issued to all WS and GA currently working at that time.

How will new accounts be created for Work Study's or Grad Assistant's in the future?

To obtain an account for a WS or GA, the Department Manager or Director must e-mail the helpdesk at helpdesk@snhu.edu prior to the expected start date. Please include:

- If they are a Work study or a Grad Assistant (i.e., Grad Assist)
- Full name of the WS or GA (i.e., Susan Harris)
- Expected end of employment date (i.e., August 31, 2010)

An account will be issued based on the included information (i.e., GA_susan.harris, with an account expiration for August 31st, 2010.)

What if a Work Study or Grad Assistant leaves before the expected end of employment date given at the time the account was created?

If a WS or GA leaves before originally expected, the Department Manager or Director must e-mail the helpdesk at helpdesk@snhu.edu with the WS or GA's name and the date the person left. Their account will be disabled to prevent any unauthorized access.

What if a Work Study or Grad Assistant stays longer than the expected end of employment date given at the time the account was created?

If a WS or GA stays longer than originally expected, the Department Manager or Director must e-mail the helpdesk at helpdesk@snhu.edu with the WS or GA's name and the new date the person is expected to leave. Their account will be adjusted accordingly.