**Email archive for UBLIS 503 SysAdmin 2015 fall**

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| 2015-11-28 | **LIS 503 SysAdmin. End-of-semester course evaluations**It would be helpful to have your evaluation of the course and comments. I realize that with only three students anonymity cannot be guaranteed.I do appreciate feedback, both good and bad, and will never hold it against a student. As the email message from the chair pointed out, faculty will not see the evaluations until grades are submitted.You should receive an email message about the course evaluations. I encourage you to submit your evaluations towards the end of the evaluation period so that you can consider the entire course.The website for course evaluations ishttp://www.buffalo.edu/course-evaluation/students.htmlThank you,Dagobert |
| 2015-11-18 | **LIS 503 SysAdmin. Permission to share materials with textbook authors**All,I would like to share with the textbook authors your learning blogs with my comments and your reflective papers with my comments. I am not quite sure yet how I can most easily combine all the material on the Slack site into one document, but however I do it, I can leave your name in the document or I can take it out. I will not share your material without your emailed permission to do so. So please let me knowCan I share with the textbook authors, to be treated as confidential by them,your learning blogs with your name without your nameyour paper with your name without your nameDagobert |
| 2015-11-17 | **LIS 503 SysAdmin learning blogs plus other things**All,Sorry for the delay in commenting on the learning blogs that have been submitted. Raul's is very extensive, so I copied to a Word document to enter detailed comments. I uploaded the Word file to the Slack 503 site (available under files); I also attached it, so you have choices in accessing the file.Now to the final task in the course, learning about Sharepoint and doing something with itAs I mentioned before, Sharepoint by Microsoft is a widely used system, so it is good to know something about it. This is also an exercise in finding out about systems. I am not going to teach you about this. I hope you are already in the process of finding out. The three of you are the team. I will play the role of the manager waiting for the team to tell me what Sharepoint can do for a company.So please work together on this using Slack to communicate. Use the help and tutorials found on the Sharepoint site and search Google for more (third-party materials are sometimes better). Come up with a list of Sharepoint functions, considering all the add-ons that can be installed. Think about configuration options and figure out how the configuration works. I will chime in once I see some traffic on Slack, but so far there is deafening silence.My approach to learning and teaching is that students do work in a course to learn, not to collect points towards a grade. For some of you I have seen learning progress through your blogs. I will evaluate your final reflection paper for a grade. The last day for grades is Monday, Dec. 8. Please submit your paper in time for me to give you feedback and, if appropriate, ask for some elaboration or other improvements. I am happy to review drafts at any time.Dagobert |
| 2015-10-29 | **LIS 503 SysAdmin Fwd: Certified Data Center Training Seminar - 2016 NOW AVAILABLE**No endorsement. I forward this because it has good information on data center technology and the different areas of expertise needed. The body of the message was not handled well by my legacy email program, so I extracted the essentials to the attached Word documentDS |
| 2015-10-26 | **LIS 503. Change in calendar**All,I made a mistake when I first devised the calendar for the course. The Sharepoint platform provides many different services, so it would make more sense to read about different services before working on configuring Sharepoint.There are six weeks left in the semester. They will be scheduled as follows (the calendar with the revisions will be up by Wednesday, Oct. 28)        Weeks 9 and 10  Readings (and learning blogs) on services        Weeks  11 and 12        Configuring Sharepoint. We will use Sharepoint as a Web service        Weeks 13 and 14 Review. Complete term paper (as originally scheduled)You will do the Sharepoint configuration as a team using Slack to communicate. In the meantime, you could look on the Web for good introductions to Sharepoint and more detailed documentation you will need for the assignment. Please share URLs to what you find on Slack.And a reminder: It is ok to be late with your learning blog, but please send me a private email message to let me know where you stand.If you have questions, please let me know. I am available for phone conversations - not this week as I will be in Lisbon presenting a paper at the UDC seminar, but otherwise I am very flexible about times.DS |
| 2015-10-19 | **LIS 503Fwd: Is Your IT Service Desk Buried?**FYI.Just an example of a promotional email message. I probably got this because I was searching the Web for ITSM software.DSFrom: HEAT Software Webinars <dorothy.carr@heatsoftware.com>Subject: Is Your IT Service Desk Buried?**3 Proven Ways to Unbury Your IT Service Desk****Live Webcast****Wednesday, October 21** Managing IT services has rarely been as challenging as it is today. Many IT organizations are being called upon to improve service levels ­ while controlling costs at the same time! With no additional resources, an IT Service department can get buried in help tickets and service requests.In this webinar, you'll learn about three approaches IT organizations can take to streamline incoming service inquiries. These time-tested techniques help you improve productivity, efficiency and agility so you can handle escalating demands without increasing costs. Join us to learn how to: m-buried.png* Cut the backlog of tickets
* Increase first call resolution
* Reduce mis-assigned tickets
* Create more self-service opportunities
* Modernize the user experience
* Focus more on business issues and outcomes

**Webinar**: 3 Proven Ways to Unbury Your IT Service Desk**Date**: Wednesday, October 21**Time**: 1pm Eastern / 12pm Central / 11am Mountain / 10am Pacific |
| 2015-10-18 | **LIS 503 SysAdmin Week 8 starting W Oct. 21**All,The questions to ponder are posted. An additional reading is posted on the course website and also attached. Look at least at the base reading, listed first. It gives many pointers you can pursue at your option; I recommend that you read at least the Wikipedia article.On the exercise **adding a plug in to Slack**May I suggest that you share in post on the Slack 503 group what you find out about possible plug ins and how to add them to  / integrate them with Slack. Everybody could learn a bit more from a conversation.DS |
| 2015-10-14 | **LIS 503 – Virtual machines on a PC**Just ran across this product entirely by accident. No endorsement, just thought it is interesting.[http://store.vmware.com/store/vmware/en\_US/DisplayProductDetailsPage/ThemeID.2485600/productID.323700100](http://store.vmware.com/store/vmware/en_US/DisplayProductDetailsPage/ThemeID.2485600/productID.323700100%22%20%5Ct%20%22_blank)DS |
| 2015-10-13 | **LIS 503 Sys Admin. 1 Learning blogs and 2 Reminder: Exercise on Slack add-on apps**All,1 I am very pleased to see how all of you are submitting thoughtful learning blogs now. I was unable to comment for a while, but I have now commented on all the learning blogs, in some cases very briefly, in others at some length. Reading the blogs from your colleagues and my comments should enhance your learning.The reflection questions for week 7 will be up shortly.Just one small comment on Slack. As I write comments on your learning blogs, I think it would be really useful to have a commenting function that works as it does in Word, so I could highlight a block of text and then make a marginal not pertaining to that text.**2 Reminder that you also have an exercise for weeks 7 an 8** (also lighter readings from the textbook)*Exercise*At some point, no later than Weeks 7/8, read some documentation for Slack, then configure Slack to use some add-on/plug-in apps such as Dropbox and what else you might find useful. The earlier you do this, the earlier you will reap the benefits.It is time to start that now. You can choose to do this individually or as a team, using Slack to collaborate. This exercise serves the learning objective of being able to find documentation, understand the documentation, and then take some action. So here you need to 1 Find Slack documentation on available add-on/plug-in apps and what these apps do2 Read and understand the documentation about how to set up Slack to install an app (integrate an app into Slack, thus increasing Slack functionality)3 Install the app4 Write brief documentation to introduce the Slack team to the new functionality so everyone can use it.Let me know if you have any questions.Dagobert |
| 2015-10-12 | **Fwd: Certified Data center Training Seminar – 2016 NOW AVAILABLE**Without endorsement, just for information.For the content of the message, go to [http://www.dc-techpros.com/files/index.html](http://www.dc-techpros.com/files/index.html%22%20%5Ct%20%22_blank)From: David <david@tech-trainings.com>To: dsoergel@buffalo.eduDate: Mon, 12 Oct 2015 09:18:32 +0000Subject: Certified Data Center Training Seminar - 2016 NOW AVAILABLE[s.com](http://s.com/%22%20%5Ct%20%22_blank)X-PM-Spam-Prob: X: 13%[TechXact | World's Data Center Powerhouse](http://tracking.tech-trainings.com/tracking/click?msgid=n1ry3u-4yqmf4zotrp549&target=http%3a%2f%2fwww.dc-techpros.com%2ffiles%2findex.html" \t "_blank)[TM](http://tracking.tech-trainings.com/tracking/click?msgid=n1ry3u-4yqmf4zotrp549&target=http%3a%2f%2fwww.dc-techpros.com%2ffiles%2findex.html" \t "_blank)   DALLAS •¢ WASHINGTON DC SAN FRANCISCO • LOS ANGELES ââ€¢ SEATTLE []  [] [] Official Data Center Training Seminars DCOMÂ® **Oct 12th-16th, 2015 - Washington DC CLOSING SOON** DCIEÂ®, DCIEÂ® & DCTPÂ® BOOTCAMP **Nov 30th- Dec 9th, 2015 - Washington DC** |
| 2015-09-25 | **LIS 503 Sys Admin Week 3 + 4. Supplemental course requirement. Feedback on edition 3**I have added a number of comments to learning blogs from the beginning. Some of these are in the general channel rather than the private 503 group. Just navigate to the group (navigation panel on the left), then add a post.In case you have not figured it out for yourself, when you mouse over the blank space on the top right of a post, several options appear. One tells you how many comments; click on that - the comment(s) will appear in the right-hand pane. You may have to scroll up to the beginning.Please feel free to add your own comments (Slack also has "reactions"; I have not tried that yet, but since learning Slack, as an example of learning a new piece of software is part of the course, you might.**Supplemental course  requirement**If you cannot submit an assignment or learning blog or whatever on time, please send me an email message (just to me, not to the class) with an account what you have accomplished since the last task you completed and how you plan to catch up. I still believe that for online students there should be some flexibility in scheduling, but I also learned that there needs to be accountability for each student. If I do not hear from a student at all, I do not know what that student's situation is, and, with respect to that student, I feel like driving through the night on an unfamiliar road, not knowing where I am going or when I will get there. (A variation on Yogi Berra "If you don't know where you are going, you might wind up somewhere else.")**Feedback on edition 3**In exchange for letting us get a sneak preview of the beginnings of edition 3 of the text, could you send be some feedback, either just to me (through email or through a private message in Slack) or through a post in the Slack 503 group.Dagobert |
| 2015-09-18 | **Fwd: Microsoft Outlook App, Plugin for JIRA, and Much More. LIS 503 SysAdmin**

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All,TeamViewer ( [https://www.teamviewer.com](https://www.teamviewer.com/%22%20%5Ct%20%22_blank)) is a piece of software and a service similar to Slack. As a system administrator you need to keep up to data on developments in this area to select the best option for your users.The attached paper compares four such services.DS |
| 2015-09-18 | **Fwd: 4 Free Hours of Expert RHCSA & RHCE Training. LIS 503 SysAdmin**Four Free Hours of Expert RHCSA & RHCE TrainingRed Hat expert trainer Sander Van Vugt delivers four free hours of expert Red Hat training in **free video archives** you can watch now on PearsonITCertification.com. Plus, **save up to 45%** on best-selling Red Hat products as you prepare for RHCSA or RHCE certification.**[Sander van Vugt](http://e.pearson.info/pub/cc?_ri_=X0Gzc2X%3DYQpglLjHJlTQGgzdMT3attlmYT1Fjl3B2D81phWWPsgkD0PsUP6M2kWOzeDtfkoR5VXtpKX%3DSSRSWCCA&_ei_=EolaGGF4SNMvxFF7KucKuWMib0NZbafC8JrWEIFPpaGkgj8yJAxX_haOjs4eRK1U3aTRwkGl3W1GOdxtL7xIn3aEye3I4RSv6bCgCkKvq3xlpM9ANqzM." \t "_blank)** is an independent Linux trainer, author and consultant living in the Netherlands. Sander has written numerous books about different Linux related topics, and many articles for Linux publications around the world. Sander has been teaching Red Hat, SUSE and LPI Linux classes since 1994. As a consultant he is specialized in Linux High Availability solutions and Performance Optimization. More information about Sander is on his website at [www.sandervanvugt.com](http://e.pearson.info/pub/cc?_ri_=X0Gzc2X%3DYQpglLjHJlTQGgzdMT3attlmYT1Fjl3B2D81phWWPsgkD0PsUP6M2kWOzeDtfkoR5VXtpKX%3DSSRSWCCB&_ei_=EolaGGF4SNMvxFF7KucKuWMib0NZbafC8JrWEIFPpaGkgj8yJAxX_haOjs4eRK1U3aTRwkGl3W1GOdxtL7xIn3aEye3I4RSv6bCgCkKvq3xlpM9ANqzM." \t "_blank). Watch Free Classes from Sander van Vugt* [Working with ACLs and Special Permissions (RHCSA)](http://e.pearson.info/pub/cc?_ri_=X0Gzc2X%3DYQpglLjHJlTQGgzdMT3attlmYT1Fjl3B2D81phWWPsgkD0PsUP6M2kWOzeDtfkoR5VXtpKX%3DSSRSWCCC&_ei_=EolaGGF4SNMvxFF7KucKuWMib0NZbafC8JrWEIFPpaGkgj8yJAxX_haOjs4eRK1U3aTRwkGl3W1GOdxtL7xIn3aEye3I4RSv6bCgCkKvq3xlpM9ANqzM." \t "_blank)
* [Fixing SELinux Issues (RHCSA and RHCE)](http://e.pearson.info/pub/cc?_ri_=X0Gzc2X%3DYQpglLjHJlTQGgzdMT3attlmYT1Fjl3B2D81phWWPsgkD0PsUP6M2kWOzeDtfkoR5VXtpKX%3DSSRSWCCD&_ei_=EolaGGF4SNMvxFF7KucKuWMib0NZbafC8JrWEIFPpaGkgj8yJAxX_haOjs4eRK1U3aTRwkGl3W1GOdxtL7xIn3aEye3I4RSv6bCgCkKvq3xlpM9ANqzM." \t "_blank)
* [Working with systemd (RHCSA and RHCE)](http://e.pearson.info/pub/cc?_ri_=X0Gzc2X%3DYQpglLjHJlTQGgzdMT3attlmYT1Fjl3B2D81phWWPsgkD0PsUP6M2kWOzeDtfkoR5VXtpKX%3DSSRSWCDR&_ei_=EolaGGF4SNMvxFF7KucKuWMib0NZbafC8JrWEIFPpaGkgj8yJAxX_haOjs4eRK1U3aTRwkGl3W1GOdxtL7xIn3aEye3I4RSv6bCgCkKvq3xlpM9ANqzM." \t "_blank)
* [Setting up automount With and Without systemd (RHCSA and RHCE)](http://e.pearson.info/pub/cc?_ri_=X0Gzc2X%3DYQpglLjHJlTQGgzdMT3attlmYT1Fjl3B2D81phWWPsgkD0PsUP6M2kWOzeDtfkoR5VXtpKX%3DSSRSWCDS&_ei_=EolaGGF4SNMvxFF7KucKuWMib0NZbafC8JrWEIFPpaGkgj8yJAxX_haOjs4eRK1U3aTRwkGl3W1GOdxtL7xIn3aEye3I4RSv6bCgCkKvq3xlpM9ANqzM." \t "_blank)

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| 2015-09-16 | **LIS 503 SysAdmin learning blogs**All,The learning blogs are an essential component of the course. They are the means by which you solidify your own learning and interact with your fellow students. (It is also nice for me as the instructor to hear about what your are learning and get some feedback.) It may take a bit of "learning to learn" tor you to fully flesh out the learning blogs. Do mention the most important concepts you learned that week and how are you going use them. Reread the instructions about learning blogs.If you have not submitted your Week 2 learning blog: Since to my knowledge no one submitted a Week 1 learning blog, so feel free to cover both weeks now.Dagobert |
| 2015-09-10 | **LIS 503 SysAdmin Update**All,Here are some notes on the course**Slack**To repeat, I am using Slack for two reasons1 After a short learning curve, it takes less time (fewer steps) to do things than UBlearns2 In this course, I want you to get some experience with collaboration software so you are able to assess such software and to introduce suitable software in an organization. Later I will ask you to set up integration with other applications, for example, Dropbox.Please post everything to the LIS 503 group, not to the general channel. That way, everything will be together in one place and visible only to LIS 503 students,not to other groups (in this case LIS 514)You should see a dark purplish side bar at the left where you can select your group (or at least you see LIS 503. If you are not in that screen. click on the *launch* icon in the upper right corner; Slack will reload.**Learning blogs. Instructions tweaked** (new version on website and attached)Due at the end of every class week (W). Please post to Slack as instructed.I have replaced the learning blog instructions with a slightly updated version (also attached); you can ignore this. The main changes: 1 I gave another option for dealing with text you want to keep private: Put such text in comments; when you copy and paste from a Word document into a Slack post, comments are not carried along.2 On page 3, I created a template for blog entries, but this is a double-edged sword. On the one hand, it may make life easier, on the other it may stifle your creativity. (In many situations, document templates have only advantages.)**Assignments**I am aware that one assignment says to submit to UBlearns. That is a mistake, language I forgot to remove. As I said in an email message, send assignments as attachments to "Amy Miller" <anmiller@buffalo.edu>, <dsoergel@buffalo.edu>. Amy will post introductions to Slack. Other assignments will not be posted or shared with other students without your permission; if you want an assignment to be shared, please so indicate with submission.**Email archive**There is a Word document on Slack which is an archive of all email messages I send to the class, newest first. This is a table with the date in the first column, so you can sort the messages into date ascending order. Amy will update the document throughout the semester.**Syllabus extension added** (on website and attached)Syllabus Extension. Instructor capsule bio. Teaching statement. The course as a learning community. Strictly optional**Textbook Table of Contents tweaked** (new version on website and attached)I did one last tweak: the overview TOC of edition 2 is now on one pageI will update the calendar week-by-week, soon getting ahead several weeks.Let me know if you have questionsDagobert |
| 2015-09-09 | **LIS 503 Advise on how to read the textbook**All,As you start reading the textbook and we gauge how much reading is reasonable per week, I thought it appropriate to communicate a bit of advice, most likely reinforcing what you know already. You do not need to remember every detail laid out in the textbook. For example, when you read about options for providing server hardware or use of server hardware, you do not need to understand much less remember every detail of how different alternatives (for example, virtual machines) work or what their advantages and disadvantages are. You do need to understand and remember that there are several options for achieving a given function and, on a general level, the nature of these options. You also need to take away a general idea of how options are evaluated. With that knowledge you can then recognize situations where alternatives should be explored and where decisions need to be made. Then you go back to the textbook to remind yourself of a first level of detail, and then you need to find additional sources (possibly experts in the question at hand). So get the big picture, do not sweat the detail. Having the detailed outline open as you read a chapter helps.I hope this helps dealing with the volume.DS |
| 2015-09-07 | **LIS 503 SysAdmin, Week 2, addendum completed** Another background utility you might look into is AutoHotKey.You need not answer all weekly questions or do all exercises. Just do some and share the results. |
| 2015-09-07 | **LIS 503 SysAdmin Week 2**All,I am still running a bit behind getting everything on the website, so here is what you need for Week 2.Attached are the following documents:A nicely formatted table of contents of the textbook (this will not appear on the website for copyright reasons)A version of the pdf with the available draft chapters from edition 3 of the textbook. In this version I have inserted some blank pages to that the page numbers given in the outline agree with the pdf page numbers (this will not appear on the website for copyright reasons)A slightly updated version of the Learning Blog Instructions. Additions in read. The main addition is that each week I will pose several questions and small exercises that relate to what you have read.**For Week 2Readings**TPOSANA 2. ed., PrefaceTPOSANA 3. ed. (pdf), Part 2 Workstation Fleet Management, p. 15 - 137 (some of this may carry over to Week 3; will need to calibrate how much is the right amount of reading per week)**Questions / exercises**about configuring productivity software optimally for your usersHow can you create a Setup customization file (.msp file) to configure user settings to customize the user's environment in Office 2013How can this be customized for individual users and still keep workstations fungible (mutually interchangeable)What preference settings would you use to adapt to your users and the kind of documents they produce. Do you know all the preferences for Word and where each can be set?Do you know how to create macros in Word and assign them to key strokes to make users' work easier?For example, on my computer I defined the following key strokes for Word:         Alt-PgDn         Cursor to top of next page         Alt-T            When in a table, set top and bottom row margins to .04" (the Word default of 0 makes for squished tables)         Alt-R            Inserts row in a table         Ctrl-Alt-R      Deletes row in a tableGet some information on KU tools for office and determine how useful these add-ins would be.Give users the ability to get anything they can print into a pdf. Adobe Acrobat Professional installs a "printer" *Adobe pdf*. Just do Ctrl-P, select *Adobe pdf* from the printer list, click on Print, and voila, you will be asked for a name for your new pdf file, and there you have it. Very handy for Web pages you want to preserve. But Adobe Acrobat Professional is expensive. Find tools, preferably free or inexpensive ones, that offer similar functionality. You could then make a suitable tool part of a standard workstation configurations |
| 2015-09-02 | LIS 503 SysAdmin Start upAll,The materials for the first week are ready, with some supplemental information in this message.Go to the course website www.dsoergel.com/ublis503You will find what you need there, among other things the syllabus, Lectures 1.1a and 1.1b, more instructions, and Assignment 0 (an example for Assignment 0 is attached to this message). The best thing is to right-click on the links, selectSave target as, and save to a directory for the course on your own computer.Assignment 1, which is also due next week W, is not posted yet, but it is very simple:Write down all system administration tasks for your home computing and who performs them.Submit assignments as email to "Amy Miller" <anmiller@buffalo.edu> and <dsoergel@buffalo.edu>.Assignment deadlines are flexible. Since no points are given for assignments, no points can be deducted for late assignments. You are all adults and in charge ot your learning. However, assignments are required and are one source of evidence for your understanding of concepts. Also, learning blogs should be submitted in time to be part of the conversation.If anything does not work, please let Amy and me know immediately. Also remember that I am more than happy to answer questions by any mode of communication you choose.Let me know how it goes. |
| 2015-08-28 | **LIS 503 System Administration**All,As indicated earlier, the course website with the syllabus, an introductory lecture, and initial assignments will be up on W Sept. 2. If this was a seated class, it would meet on W.I also emailed you about the textbook.The Practice of System and Network Administration (TPOSANA)After an introductory lecture giving a high-level overview of system administration, we will follow the textbook closely, reading, discussing, an looking at some examples. The book is from 2007, but it focuses on principles, and the principles still apply.Thanks to the graciousness of the authors and the publisher,I have obtained a pdf of the beginning part of the third edition; this pdf is attached.  Please do not distribute this pdf to anybody; to do so would violate the trust that the authors and the publisher have placed in me personally. In return, I have promised feedback to the authors; any observations and suggestions from you after you do the reading would be most helpful.This is not yet assigned as a reading. In any event, it will make more sense after the introductory overview. |
| 2015-08-17 | **LIS 503 System Administration in a Networked Environment**Hello and welcome to this course.The course will focus on general principles that stay the same over time; it will not deal with technical details of implementation that change rapidly. The course will follow closely the required text.  I want to tie the course closely to issues you encounter (or expect to encounter) at work. As we discuss chapters of the text, assignments will ask you to identify issues in your own workplace and discuss how problems could be addresses based on what you learned.**Required text**Limoncelli, Thomas A.; Chalup, Strata R.; Hogan, Christina J. 2007**The Practice of System and Network Administration, Second Edition 2nd Edition. Updated and Revised.**Addison-Wesley Professional (July 15, 2007). 39, 1011 p.ISBN-10: 0321492668ISBN-13: 978-0321492661**Supplemental text**Limoncelli, Thomas A.; Chalup, Strata R.; Hogan, Christina J. 2014**The Practice of Cloud System Administration: Designing and Operating Large Distributed Systems, Volume 2**Addison-Wesley Professional; 1 edition (September 13, 2014). 30, 524 p.ISBN-10: 032194318XISBN-13: 978-0321943187 |