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Systems Management @ Penn State

September 2013
Newsletter



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SysMan Team

Dave Keltner

This is a free monthly newsletter sharing things going on with the **SysMan** service and Penn State's implementation of **IBM Endpoint Manager**. We post these newsletters to the announcement list (L-SYSMAN-ANNOUNCEMENTS) and save them on the [SysMan SharePoint site](#). Feel free to forward this to colleagues you think might be interested.

SPECIAL GUEST POST: LINUX, LINUX... AND TEM?! OH MY!

by Scott Gallagher, Systems Administrator, Mac and Linux Systems Development Group, Classroom and Lab Computing

Oh my? No! *Oh Yesss!!* is more like it!

We are finally on the path, and have the full ability, to push items to our Linux machines with TEM. If you are as excited as we are about it, and judging that you're still reading this after seeing the heading with Linux in it, then keep on reading. We have used the powers of TEM to deploy packages, change configurations, and even change BIOS settings (if the vendor has supported tools) for managing our Red Hat machines. While this gets us the meat for what we want to do for our machines, don't forget about the potatoes, too! The potatoes in this instance are the reports that TEM can generate for you. For example, if you wanted to get information on all your Linux machines and see what version of the OS they are running, you could do this with a TEM report.

You can also utilize TEM for your Linux machines to create baselines so they stay consistent with your required configurations. Baselines will save you a lot of configuration and initial setup time, while aligning all of your infrastructure by ensuring all systems are the same. An example would be using a task to deploy updates to all your Linux boxes. In our cases we can issue the 'yum -y update' command to all our machines and have them do updates. This helps us from having to remember to set it via yum.conf or through a cron job on each and every single machine.

You can create a task or baseline that pushes changes to your Windows and Mac machines, and now to your Linux machines as well, giving you one place to harness all of your IT assets!

The March 2014 IT Pro Roundtable will feature Scott and how he and his group have utilized TEM in their environment. Stay tuned to future issues for more details. If you just can't wait, email clcmac@psu.edu.

ALL YOUR COMPUTERS ARE BELONG TO WSUS!

- [Russ Kainoskas](#)
- [Tony Neiderer](#)
- [Chris Sacksteder](#)
- [James Stewart](#)
- [John Tyndall](#)
Service Manager

Contact Us

- [Support Email](#)
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What More Could You Want?

The SysMan Team currently has 27 open projects for supporting and improving **Systems Management @ Penn State**.

What do you need? What else do you want to hear about? Interested in submitting a newsletter article? Please write to us with your questions, comments, concerns, and suggestions!

Back in July, we [mentioned](#) that any new SysMan systems built with the Build Key would start pointing to AIT's [WSUS](#) server (as opposed to CLC's). Well, we also wrote a task to take care of systems that were already built; however, it got lost in a sea of CLM and Software Sharing tasks, and we forgot about it. In an effort to stop getting death glares from our Windows Updates administrators every time we go get a cup of coffee, we figured we should address this.

YOUR MISSION, SHOULD YOU CHOOSE TO ACCEPT IT:

- Find the task "Set SysMan Build Key computers WSUS to PSU's WSUS" in the PSU site.
- See if any of your computers are relevant.
- If so, deploy the task to your **SysMan** computers.
- If not, never mind.
- Relish in the fact that your computers will have the latest Windows Updates.

OUR MISSION, SHOULD YOU CHOOSE TO NOT ACCEPT YOURS:

- We will remote rebuild your SysMan computers.
- LOL, JK. Just seeing if you're paying attention.
- We we will deploy the task ourselves on October 15.
- Relish in the fact that your computers will have the latest Windows Updates.

Note that this only applies to computers built with the SysMan Build Key, typically versions less than 900. Computers pointed to your local WSUS server (or none at all) are not affected.

WAKE ME UP BEFORE YOU GO-GO

Unless you were living under a rock (or didn't use Scheduled Wake-On-LAN), you might've noticed that Scheduled Wake-On-LAN was broken in BigFix/TEM/IEM. Hark, it is now fixed!

What does this mean for me?

Good thing you asked. If you were using Scheduled Wake-On-LAN, then you may need to recreate your policies in the "Schedule Wake-on-LAN" wizard.

If you have never created a Scheduled Wake-On-LAN policy before, then [click here](#) to find out how.

INTERMITTENT MEASUREMENTS OF THE CONSUMED EXPENDED RATES AT WHICH WORK IS DONE AT CONSTANT VELOCITIES FOR COMMON DIGITAL APPARATI: A COMPARATIVE EXAMINATION

Our ground-breaking research on Optiplex power consumption, first published here in [October, 2011](#), examined the cost of sleep vs. powering off, after we noted all tested desktop computers consumed significant power when powered off.

We recently noted that the new Optiplex 7010 consumes no measurable power when turned off (yes, but plugged in) and 1.4 watts when in

standby. By comparison, and Optiplex 790 was measured at 0.9 watts turned off and 1.7 in standby.

Please stand by while we work up new calculations and update the information presented in 2011. We expect that sleep is still most beneficial for most users, but that savings from hibernate or power off when a system is not in use for extended periods could save many pennies per year.

BOY, OH BOY! CLIENTS ON NON-BUILDKEY INSTALLATIONS

The other day we asked ourselves, "Can Anyone See why provisioning computers takes so long when using the MSI installer?" We Read forum posts, Encouraged each other when the going got tough, and Came up with 102 reasons, but none of them were good. We asked IBM, and they agknnowledged that it was a problem as well.

To make a long story short (too late): if you install the TEM client using the MSI installer, it might take a while for the computer to show up in the console. Once it finally shows up, though, it should be fine.

We recommend installing the client using the EXE installer since you can apply client settings at install time. For your convenience, we've added to the EXE installation folder on the UDrive a *clientsettings.cfg* file that should help with the initial provisioning process; this file needs to be in the same folder as the installer. Detailed instructions for this are [here](#). For more details about adding custom settings to the EXE installer, check out [this](#) article for Windows and [this](#) one for Macs.

Note: Build Key computers do not experience any of the slow provisioning. This usually happens when manually installing the client.

SYSMAN TRAINING

We have several free training seminars available to help you get started with and use the SysMan service:

Course	Next Training	Location	Registration
SysMan Boot Camp	October 10, 1PM-5PM	116 Wagner	Click here
Creating Custom Content	October 24, 1PM-5PM	116 Wagner	<Link TBD>
Software Packaging and Deployment	November 21, 1PM-5PM	116 Wagner	<Link TBD>

We try to offer these classes every 4-6 weeks based on demand, so if you can't make it to one of these sections (or if they're full), don't worry; there will usually be another section available soon. More details about these courses are on our [Training web page](#).

SYSMAN SOFTWARE SHARING UPDATES

We've updated several of the software packages that are provided through the SysMan [Software Sharing](#) service component, including:

- Install/Upgrade: Adobe Connect 9.1 Meeting Add-In - Windows - per user install
- Install/Upgrade: Adobe Flash Player 11.8.800.168 - Mac OS X
- Install/Upgrade: Adobe Flash Player 11.8.800.168 Plugin - Windows
- Install/Upgrade: Adobe Flash Player 11.8.800.174 ActiveX - Windows
- Install/Upgrade: Mozilla Thunderbird 17.0.8esr - Mac OS X
- Install/Upgrade: Mozilla Thunderbird 17.0.8esr - Windows
- Install/Upgrade: Oracle Java Runtime Environment (JRE) 7 update 40 (32-bit) - Windows
- Install/Upgrade: Oracle Java Runtime Environment (JRE) 7 update 40 (64-bit) - Windows
- Install/Upgrade: VideoLAN VLC Media Player 2.0.8 - Mac OS X
- Install/Upgrade: VideoLAN VLC Media Player 2.0.8 (32-bit) - Windows
- Install/Upgrade: VideoLAN VLC Media Player 2.0.8 (64-bit) - Windows x64

Our Software Sharing tasks recently went to their biometric screenings; we were appalled with the results and decided to *take initiative!* [Editor's Note: too soon] To start, the names are going on a diet: we've removed the "Software Sharing - " prefix as well as the explicit OS version suffix from the task names; however, we are setting the category to "Software Sharing", so you should still be able to search these packages using a query such as "software sharing jre windows".

These packages are available as tasks in the PSU site; detailed instructions on how to find them are on the [Software Sharing web page](#). The [Software Sharing list](#) provides additional information about how we created the tasks, if you're really interested. A total of 306 applications have been packaged for the service.

While these packages have been tested to ensure they install and open, please deploy them to a few test machines first to see if they work correctly in your environment. If you have any questions or suggestions for applications that might be a good fit for Software Sharing, please send them to us at sysman@psu.edu.

OPEN INFRASTRUCTURE ISSUES

In case you were interested (or even if you weren't), these are all of the current open issues we have with IBM Support:

Title	Date Opened	Explanation/Details
Imports not working correctly from IEM server	9/23/13	Software Usage Analysis (SUA) not consistently updating usage data.

Mac client data not always updating in console	9/16/13	Occasionally client data is not updated in the server and/or console although the client still checking in. Suspected relay bug.
WoL Medic not working	8/23/13	Scheduled WoL was not functional. PMR still open but will likely be closed shortly.
Running out of space on BES server due to uploads	8/8/13	Inquiry on how to move uploads folder to another volume on the root server. Also, we would like to see documentation on storage requirements for individual server components.
Masthead clean up	7/23/13	Requesting guidance regarding the cleanup of our masthead. We think it will accelerate clients' initial provisioning time.
Prefetch command not working correctly	7/16/13	Command occasionally causing failed or broken downloads.
REST API not working correctly	7/3/13	The API should help us with user management right and site permission assignments. Several functions are not working as designed.

If you run into any of these problems and think you can help out with supporting symptoms, logs, data, or whatever, let us know. We encourage SysMan users to report other undesirable occurrences to sysman@psu.edu.

This article was brought to you by the letters "I", "B", "M", "P", "M", and "R". Yes, "M&M's".

