UPPSALA
UNIVERSITET

SOP – Supporting a new organization

1 Purpose

This is a documentation of the steps taken to support the IT-infrastructure for a new organization (*ORG*) and mainly their Windows-clients. Some steps may not be applicable – just skip them or discuss what should be done.

2 System administrators

- Apply for USER-AD administration account for BMCI. This account is used in Zenworks, BlueCat and USER-AD.
- Get permission to order storage from the head of department.

3 Network

- Order Vlan and subnet via Netsupport. Remember to check for unused IP-ranges at BMC first.
- Set up IP-helpers to the shared DHCP-servers running BlueCat when ordering the Vlan and open up to TFTP-server by contacting netsupport@its.uu.se.
- Set *(DHCPv4 Service) Next Server* to **130.238.7.37** (tftp.its.uu.se) by sending a mail to domainmaster@uu.se
- Apply for membership in UU-IPAM-group in *Medarbetarportalen…*
- BlueCat (https://ipam.uu.se/) - set *(DHCPv4 Client) Boot File Name (67)* to **bmc/pxelinux.0**
- BlueCat - set up a whitelist named **BMCI-ORG-Whitelist.**
- BlueCat - Add the computers MAC-addresses to the whitelist.
- Send mail to **domainmaster@uu.se** to add the whitelist to the Vlan.
- BlueCat - Bulk-add names for the IPs for the Vlan with a CSV-file in the following format:
    add;org-238-164.org.uu.se.; ;A;130.238.238.164
    add;org-238-165.org.uu.se.; ;A;130.238.238.165
    …
- Either set up a DHCP range (do not check to split around static) on these addresses.
- Or let the DHCP-range split around static and set up dynamic DNS via DHCP. If this is done via ddns-hostname the names may look static anyway. Follow instructions in UU-IPAM document **ddns.pdf** for BlueCat. Contacting domainmaster@uu.se is recommended. Example:
    ddns-hostname = concat("ip-",binary-to-ascii(10,8,"",substring(leased-address,2,1)),"-",binary-to-ascii(10,8,"",substring(leased-address,3,1)));
- Add the *autoconfig.**org**.uu.se IN CNAME autoconfig.**bmc**.uu.se* to get Thunderbird to accept automatic configuration settings when adding new accounts.

4 Active Directory

- Create the OU *LocalIT\BMCI\ORG and LocalIT\BMCI\ORG\Roaming-NoAppData*
- Give **bmc-autoadmin-group** permission for *this object and all descendant objects* to *Create computer objects* and *Delete computer objects* and permission for *descendant computer objects* to *Full control.*
- Follow the instructions in the Configuration routine titled **Folder Redirection without Appdata GPO.**
- Create also the groups *ORG*-GG-UsersNotIn*AKKA* where **AKKA** is the AKKA-group and *ORG* is the organization acronym.
- Perhaps create a group for local system administrators for just this OU named **LocalIT\BMCI\Groups***ORG***-GG-LokalAdmin** and then a GPO for this at **LocalIT\BMCI\ManagedClients***ORG***\BMCI-LocalAdmin_INV-C.**

5 Storage

- Order storage from IT-division at **uppdrag@its.uu.se**
- Create **ORG-GG-UsersNotInAKKA** where AKKA is the AKKA-group number with external users.
- Populate the groups **ORG-GG-FSCommon-RW ORG-GG-FSUsers-RW ORG-GG-FSProfileRW** with the Akka-groups for the organization. Add the **ORG-GG-UsersNotInAKKA** to these too.
- Create the group **ORG-GG-FSCommon-MAP** that has the ORG-GG-UsersNotInAKKA as well as any AKKA-groups containing all the members in the organization that which to map.
- Add the administrator-account or group (*BMC Computing Dept*) to the groups **ORG-GG-FSAdmins**
- Add the administrators normal account to the group **bmc-autoadmin-group**.
- With that administrator, create directories in the **ORG-Common** share for every group with different ACL. Call the group **ORG-Dir-DirectoryName.** Use Akka-groups for the group members when possible so that the responsible person for the organization in Akka can add and remove members (via Akka) without involving BMC-IT.
- Change the LoginScript to mount the home directory based on computer prefix.

6 MDT

- Ask Tobias to add the gateway IP for all the organizations subnets to the MDT console so the ORG prefix will be set automatically in MDT.

7 PrintGUI

- Add possible TCP/IP-printers to the PrintGUI.txt at \\user.uu.se\BMCI\Apps_Printers_PC\PrinterList.txt
- Use computer name prefix or gateway IP to automatically add the printers for the clients.

8 Zenworks

- Add Zenworks access to administrator account by adding administrator to the USER\BMC-Zenadmins group.
- Add folder at Devices/Workstations/BMC/ORG
- Change settings in Zenworks so that computers with ORG- prefix end up in this folder.
- Add the department ORG- prefix to the *LicenseTrigger* packages so that the computer may be identified when installing the packages. This is done in \\user.uu.se\BMCI\Common\Apps_Install_PC_Auto\Blat Trigger Part 1\blat.cmd
- Add the default package groups to this folder.
- Add rules for getting the clients in the right Zenworks folder in Configuration / Registration / Registration Rules / BMC-*ORG*
    - o Add rule for Host Name starts with *ORG-*
    - o Add perhaps rules for IP Address starts with the organizations IP-range there is. This is only based on characters and not subnets which makes it hard to divide subnets smaller than /24.
    - o Add perhaps rule for DNS name to end in the domain name if it is unique.
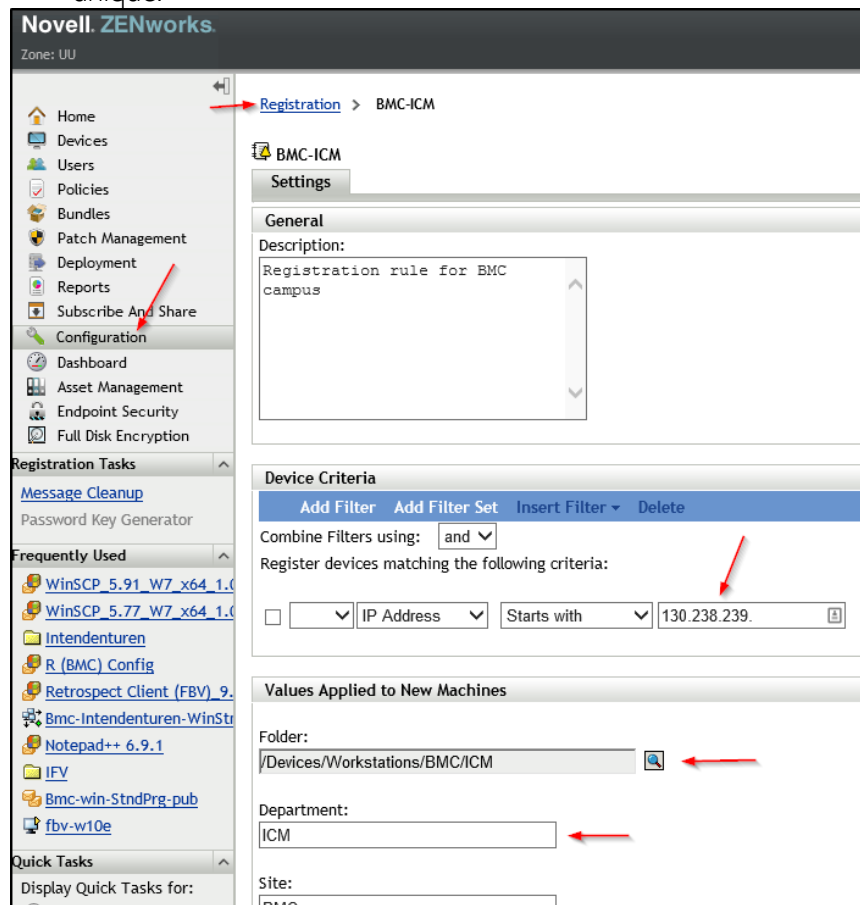
9 Reinstall computer
- Add a network socket to the Vlan by mailing helpdesk@bmc.uu.se.

- Remove the computers old accounts from Zenworks and USER-AD if there are any.
- Now it should be possible to reinstall a computer using MDT. Change prefix to **ORG-**.

10 Troubleshooting

- No IP? Check BlueCat. Does it still have the old lease?
- No Folder Redirection? Check that the computer ended up at the right place in the Active Directory!
- No packages in Zenworks Application Window? Check that the computer is in the right place in Zenworks!