

There is a presence of approximately 800 Mac workstations on the MUSC campus; these devices have been supported with a lower priority than their Microsoft Windows counterparts. To improve the support efforts Dr. Frank Clark recommends that we inventory the issues, devices and applications in detail to establish the base for action.

The following issues table is a draft that has been derived from the Mac SIG and a follow-up meeting of Curtis Wise, Roger Poston and Kurt Nendorf. For your review;

**MAC Support Issues**  
Updated Feb. 7, 2006

<u>Issues</u>	<u>Recommendation</u>	<u>Action</u>
Standardize the MAC OS to 10.3.X / 10.4.X	Maintain current licenses and upgrade plan	<p><i>Boot is currently not working, need to investigate and correct</i></p> <p><b>3/25/2005</b> – Mac OSX server ordered. Configuration provided by David Stanton.</p> <p><b>4/19/2005</b> – Server delivered.</p> <p><b>4/29/2005</b> – Mike Burgess completed Mac OSX server training.</p> <p><b>5/18/05</b> - Install servers with David Stanton's help. One will be regular file server, the other a web server.</p> <p><b>5/22/2005</b> - Apple Netboot server set up with Mac OS 10.4 by Mike Burgess, Bart Barrineau and David Stanton. Waiting for SMB / Samba connection problem to be fixed before announcing site is available to download 10.4 on campus.</p> <p><b>7/14/2005</b> – Netboot server has been tested for distributing Mac 10.4 and instructions are being written and will be communicated to Mac users. There will be no charge for distribution of Mac 10.4.</p> <p><b>8/5/2005</b> – final instructions on how to upgrade to Mac OS 10.4 from the Apple server was set to Dr. Wise for his approval and comments.</p> <p><b>8/10/2005</b> – Instructions published on <a href="http://www.musc.edu/infoservices/macosex/">http://www.musc.edu/infoservices/macosex/</a> on how to download and install Mac OS 10.4 from OCIO Apple Netboot server.</p>
All new Apps and upgrades need to run on the MAC	<ul style="list-style-type: none"> <li>• Communicate application changes or plans for change to the Dean's Council</li> <li>• Identify all users and verify</li> </ul>	<b>5/2/2005</b> – Greg Fisher's team has Mac w/ OSX for testing.

	<p>testing results</p> <ul style="list-style-type: none"> <li>• Any upgrades costs need to be centrally budgeted</li> <li>• Test products on all OS (Curtis Wise has a test lab)</li> </ul>	
Had to reset passwords on Kronos 3 times after the upgrade	Discover reason for resets and improve process	<b>6/3/2005</b> – could not find specific calls in Remedy that reference this problem.
Need single Web page information sheets	<p>(per Curtis Wise document)</p> <ul style="list-style-type: none"> <li>• Security Issues <ul style="list-style-type: none"> <li>○ How to place a machine within the network</li> <li>○ How to locate the wireless network</li> <li>○ How to download current Virex definitions</li> </ul> </li> <li>• Web servers <ul style="list-style-type: none"> <li>○ How to bring a new web server into the MUSC network</li> <li>○ Issue on Web CT</li> </ul> </li> <li>• Mail <ul style="list-style-type: none"> <li>○ Instructions for setting up a secure IMAP mail client</li> <li>○ Instructions for using the IMSP address book function in the Mac OS address book</li> </ul> </li> <li>• Digital Signature <ul style="list-style-type: none"> <li>○ When the digital signature application is deployed, it will work seamlessly from the Mac OS</li> </ul> </li> <li>• Homeroom <ul style="list-style-type: none"> <li>○ With the migration of 10.3x or higher, SMB should be the default protocol for transferring</li> </ul> </li> </ul>	<p><i>Define a method for people to request for instructions on topics to be published</i></p> <p><b>4/19/2005</b> – Spoke with George Spain about providing documentation and a method for people to request instructions.</p> <p><b>5/15/05</b> - G. Spain began major revision of Mac help page at <a href="http://www.musc.edu/infoservices/macosex">http://www.musc.edu/infoservices/macosex</a></p> <ul style="list-style-type: none"> <li>• Security Issues – <ul style="list-style-type: none"> <li>○ How to place a machine in the network was completed previously.</li> <li>○ How to locate a wireless network was completed previously.</li> <li>○ Download Virex definitions– in progress</li> </ul> </li> <li>• Web servers – <ul style="list-style-type: none"> <li>○ George still working on documentation.</li> <li>○ George could find no issue with WebCT</li> </ul> </li> <li>• Mail <ul style="list-style-type: none"> <li>○ Instructions of IMAPS done on 4/22/2005.</li> <li>○ Instruction of using IMSP address book function completed previously.</li> </ul> </li> <li>• Digital Signature <ul style="list-style-type: none"> <li>○ Not deployed</li> </ul> </li> <li>• Homeroom <ul style="list-style-type: none"> <li>○ Instructions for using SMB completed 4/22/2005.</li> </ul> </li> </ul>

	files to and from this utility	
Need to improve Mac skills within I/S, including security	<ul style="list-style-type: none"> <li>• Curtis Wise has offered real time experience training for I/S staff</li> <li>• Budgeted for Mac training in I/S</li> </ul>	<p><b>4/29/2005</b> – Mike Burgess completed formal Mac OSX Server training.</p> <p><b>5/26/2005</b> – Bart Barrineau, Mike Burgess, Kendal Brown, Scott Hege, George Spain, Carolus Barnett and Greg Murphy attended local Mac OS 10.4 seminar.</p>
MNA certificate expired causing access problems	Centralize management of certificates and software licensing to I/S Controller	<p><b>5/16/2005</b> – Prior to 2/17/2005 MUSC used a self-signed security certificate for access to secure IMAP e-mail. On 2/18/2005 a valid Verisign certificate was implemented for IMAPS, SMTPS, and IMSPS.</p>
Homeroom cannot be accessed unless SMB is used	Communicate instructions to access Homeroom from Mac	<p><b>4/22/2005</b> - Instructions on using SMB published on 4/22/2005. Instructions using AFP were already complete. See above for web location.</p>
Downloads from I/S site must be up-to-date including Tech Web server for technical patches	Assign ownership for download updates within I/S	<p><b>5/30/2005</b> – ITCs brought up TechWeb server as software download site on MUSC campus. (software.musc.edu) OCIO IS and ITCs will work together on site and ownership of software will be assigned to keep software up-to-date.</p> <p><b>7/8/2005</b> – All software with the exception of Mulberry and BBEdit has been updated on the OCIO software download page.</p> <p><b>7/15/2005</b> – received permission from Bare Bones Marketing to distribute freeware version of TextWrangler 2.0 on OCIO software page. This will replace BBEdit which is now a fee based software program.</p> <p><b>7/18/2005</b> – updated Firefox 1.0.5 for all platforms.</p> <p><b>8/5/2005</b> – all software on the OCIO software download page updated.</p>
Legacy systems need to be re-written or converted. Faculty needs I/S assistance	Need to inventory legacy systems and users to determine effort for upgrades	<p><b>4/25/2005</b> – Curtis Mathews is running network scan to gather Mac inventory.</p> <p><b>5/9/2005</b> – Cutis Mathews completed scan with the following numbers: OS9 – 230</p>

		and OSX – 385. Any Mac running a firewall would not be counted in this scan.
Tiger 10.4 SMB / Samba compatibility problems	Not able to map a drive to wwwdev.musc.edu or homeroom.musc.edu via SMB. Samba 3.02a running on Linux on web servers, Samba 3.07 running on Solaris on Homeroom.	<p><b>5/13/2005</b> - Sent message to Apple engineer David Stanton who escalated problem to Apple Technical Support. Problem does not seem to be confined just to MUSC.</p> <p><b>5/17/05</b> - Apple releases 10.4.1. This patch does not correct the Samba problem.</p> <p><b>5/25/2005</b> - Thomas Cramer discovered fix for problem and tested with George Spain. Waiting for return of Curt Matthews before publishing fix.</p> <p><b>6/3/2005</b> – Thomas Cramer sent Dr. Wise details concerning connecting to homeroom via SMB and two tcpdumps.</p> <p><b>6/4/2005</b> – Apple released Tiger 10.4.2_8c26 (developer’s release) but it does not fix the homeroom SMB problem.</p>
Not able to share files between PC and Mac workstations on Homeroom.	Problem: If a Windows filename is > 20 characters then a Mac can not see the file on Homeroom. If a Mac filename is > 20 characters then a PC can not see the file. This is with a PC using SMB to access Homeroom and a Mac using AFP to access Homeroom.	<p><b>7/15/2005</b> – OCIO will communicate instructions to Windows and Mac users on how to avoid problem. A reminder message when accessing Homeroom is being looked at to determine feasibility.</p> <p><b>8/5/2005</b> – OCIO explored the feasibility of implementing a login popup on homeroom telling users about the &gt;20 character limitation. It was concluded that it would not be feasible. The 2 methods of accomplishing this would be to either use the motd (unix message of the day) or a samba popup. The motd would not work because you need a shell session to see it and the samba popup would not work because it utilizes windows popups which most workstations disable anyway. I know the long term solution will be provided by the identity management team but a short term solution could be to identify key users and educate them individually. OCIO has asked Dr. Wise to provide this list.</p>
Homeroom now uses SAMBA clear text	Windows XP and Mac OS 10.4.x use encrypted passwords	<b>7/15/2005</b> –The Identity and Access Management Committee is working on a

<p>passwords ONLY.</p>		<p>long-term solution for both Windows XP and Mac 10.4. A Charter for provisioning both MNA and AD passwords was presented at the Infrastructure Committee meeting March 2005 and encrypted passwords will be implemented as part of this solution.</p> <p><b>8/5/2005</b> - OCIO explored a proxy server solution for dealing with the clear text password issue and concluded this was also not feasible. It would just be moving the problem from one place to another and actually introducing several other issues. It's is the opinion of OCIO that it is better to wait for a global solution from the Identity and Access Management committee.</p>
<p>Mac OSX 10.4 does not support McAfee Antivirus Software</p>	<p>Mac OSX 10.4 only supports Symantec Norton Antivirus Software.</p>	<p><b>7/18/2005</b> – OCIO looking into licensing of Norton Antivirus software for Mac users.</p> <p><b>8/5/2005</b> – Symantec Norton Anti-virus Version 10 will be available September 1. At that time OCIO will purchase 200 copies for Mac 10.4.</p> <p><b>9/5/2005</b> – McAfee 7.7 for Mac OSX 10.4 available on OCIO-IS software download page.</p> <p><b>10/5/2005</b> – Symantec Norton Anti-virus Version 10 available on the OCIO-IS software download site.</p>
<p>LanVision does not provide Mac support AccessAnywhere. (Request from Dr. Halushka)</p>	<p>AccessAnywhere should be available for access using a Mac.</p>	<p><b>11/21/2005</b> – Asked Mike Burgess and Kip Ryan to work together using Virtual PC to see if AccessAnywhere can run successfully.</p> <p><b>11/22/2005</b> – Mike Burgess installed Virtual PC for the Mac and Windows XP Pro. Kip Ryan installed AccessAnywhere and the application worked fine. Mike is creating a WinXP image for the Mac to make installation easier.</p> <p><b>12/6/2005</b> – Mike Burgess installed Virtual PC and AccessAnywhere on Dr. Halushka’s PC. Send Dr. Halushka a message stating the software was installed</p>

<p>LanVision does not provide Mac support AccessAnywhere. (Request from Dr. Halushka)</p>	<p>AccessAnywhere should be available for access using a Mac.</p>	<p><b>11/21/2005</b> – Asked Mike Burgess and Kip Ryan to work together using Virtual PC to see if AccessAnywhere can run successfully. <b>11/22/2005</b> – Mike Burgess installed Virtual PC for the Mac and Windows XP Pro. Kip Ryan installed AccessAnywhere and the application worked fine. Mike is creating a WinXP image for the Mac to</p>
---	---	--