

# CSU Subnet Managers Meeting

Wednesday, Nov. 18, 2015

At this time of year, I like to quote Arthur Carlson from “WKRP in Cincinnati”:

“As God as my witness,  
I thought turkeys could fly!”

# Agenda

- ▶ ACNS cloud server update- Scott Baily
- ▶ Office 365 Update - Dave Hoffman
- ▶ Campus Project Managers Users Group - Dave Hoffman
- ▶ Information Systems Update - Josh Clark
- ▶ VOIP Update - Kyle Haefner
- ▶ Licensing Updates - Diane Noren

# Agenda (cont.)

- ▶ Canvas Update - Kevin Nolan
- ▶ Security Update - Steve Lovaas
- ▶ Networking Update - Greg Redder

# Central Cloud Server/Storage Infrastructure Update

► Scott Baily, ACNS

# Office 365, MX Records & SPAM Filtering

Dave Hoffman, ACNS

- ▶ All Users moved to Office 365 with exceptions
  - ▶ EWS Users (in process)
  - ▶ VMOMBs (will begin soon)
- ▶ MX Records have been redirected to Office 365
- ▶ Proofpoint has been decommissioned and we are now using Microsoft SPAM Filtering
  - ▶ Junk e-Mail Folder in Outlook
  - ▶ Setup Rules
    - ▶ Manage Safe, Trusted & Blocked email settings
    - ▶ Update Junk Mail Levels of protection
    - ▶ [http://help.mail.colostate.edu/tt\\_0365\\_junk\\_email\\_settings.aspx](http://help.mail.colostate.edu/tt_0365_junk_email_settings.aspx)

# Requesting Projects from ACNS

Academic Computing  
Networking Services &

Colorado State University

Search ACNS website

SEARCH

## NAVIGATION

### ACCOUNTS

[Getting Connected](#)  
[Email Accounts](#)  
[Webmail](#)  
[Mailing Lists](#)  
[Google Apps for CSU](#)  
[UNIX \(LAMP\)](#)  
[Your CSU eID](#)  
[Computer Security Policies & Guidelines](#)

### RESOURCES

[Software Downloads](#)  
[RAMtech](#)  
[Classroom Support Services](#)  
[Video Search](#)  
[Computer Labs](#)  
[Canvas](#) and [RamCT](#)  
[Telephone Services](#)  
[Mobile Communications](#)  
[Directory Information](#)

### ACNS HELP

[Help Desk](#)  
[Other Contacts](#)  
[Self Help Guides](#)  
[Computer Training](#)  
[ACNS Services](#)  
[ACNS Project Request Form](#)  
[ACNS Mission & Staff](#)  
[Current Outages and Virus Alerts](#)  
[InCommon Fed. & Certificates](#)

### SPECIFICALLY FOR

[Faculty & Staff](#)  
[Students](#)  
[IT Committees & Groups](#)  
[IT Professionals](#)  
[Web Developers](#)  
[Alumni](#)  
[Retirees](#)



FREQUENTLY USED

- ▶ Online form available on [acns.colostate.edu](http://acns.colostate.edu)
- ▶ Form received and scoped by ACNS
- ▶ Request given to ACAA Committee
  - ▶ Advisory Committee for Academic Applications
- ▶ Committee will review and Prioritize in with other ACNS Projects
- ▶ You will receive notification
  - ▶ Project Rejected
  - ▶ Project Needs More information
  - ▶ Project is approved and scheduled



# CSU Project Managers Users Group

Dave Hoffman, ACNS

- ▶ First Meeting with 25 People on November 6
- ▶ Next Meeting is Monday, December 7 at 3:00pm in the Morgan Library Event Hall
- ▶ Meetings will be monthly
- ▶ Email [Dave.Hoffman@colostate.edu](mailto:Dave.Hoffman@colostate.edu) if interested

# Information Systems Update

Josh Clark, IS

▶ Banner

▶ KFS

▶ HR

11/18/2015

# VoIP Stats

Kyle Haefner, ACNS/Telecom

- ▶ Phones
  - ▶ Previous 5,634
  - ▶ Current **5,872**
- ▶ 1,978,311 calls in 2015
- ▶ 100% uptime since 06/12/2014

**Telephobia**: an actual psychological term describing the fear of making or receiving calls.

# Upcoming Buildings

Building Name	
VTH/DMC	Q4 2015
CEMML	February 2016
Weber	March 2016
GSB	April 2016
Yates	May 2016
Engineering Buildings	Q3 2016- Q4 2016
Glover -Engineering Side	

# Reminders

- ▶ Moving Phones - Don't!
  - ▶ Telecom will move them for FREE
  - ▶ We now send a friendly email 😊
- ▶ No Building Power = No network = No Phone



11/18/2015

# Additional Projects

- ▶ User editable Phone Tree audio
- ▶ Call Center
- ▶ Group call out
- ▶ SIP Trunking
- ▶ Push alerts to phones
- ▶ Multicast Paging/Push to Talk

# Licensing

Diane Noren, RAMtech

## ▶ Adobe

- ▶ Acrobat Pro Campus wide
- ▶ FTE based
- ▶ Renews February
- ▶ Cost same as last year \$11.25 per FTE

## ▶ Creative Cloud

- ▶ Cost the same as last year
- ▶ \$250.00 per Named User
- ▶ \$175.00 per Device-must have computer name
- ▶ Must notify RAMtech if computer name changes



# Licensing

- ▶ **Mathematica**

- ▶ December renewal
- ▶ \$275.00 per license via RAMtech
- ▶ \$450 per license directly from Wolfram

- ▶ **Microsoft**

- ▶ Invoices Sent out this week
- ▶ Counts the same as last year

# RAMtech

- ▶ SPSS-Amos
  - ▶ January 1 renewal
  - ▶ Cost \$65.00 per license
  - ▶ \$1500.00 per license directly from IBM
- ▶ Apple
  - ▶ iPad Pro have arrived
  - ▶ Now Educational discounts on Ipads
- ▶ Questions?

# Canvas Update

Kevin Nolan, ACNS

- ▶ New process to move final grades from Canvas grade book to new ARIESweb/Banner XE.
  - ▶ Download grade book as .csv
  - ▶ Upload into ARIESweb.
  - ▶ How To and Demos
- ▶ Spring courses created but Unpublished
  - ▶ Make sure assigned as instructor in ARIES.

LTI's: McGraw Hill, Pearson MyLab, Piazza, eReserves, Cengage, MacMillan, NBC Learn, Proctortrack, VeriCite, YouSeeU, iClicker, Engage

COB: Kaltura, BlueJeans, Zaption

# Security Updates

Steve Lovaas, IT Security Manager, ACNS

18 November, 2015

# Security updates

- ▶ Security team changes
- ▶ New Nessus scanning process
- ▶ Pulse Connect Secure gateway update
- ▶ Juniper SSG firewalls EOL
- ▶ Border firewall annual review

# Security team changes

- ▶ Welcome: Brian Dunnohew
- ▶ Angie Asmus back from maternity leave in a few weeks
- ▶ [soc@colostate.edu](mailto:soc@colostate.edu) gets to all three of us

# New Nessus scanning process

- ▶ Second month almost complete, this time emailing subnet managers
- ▶ Email summary gives
  - ▶ Top 5 vulnerabilities
  - ▶ Top 5 hosts (by critical/high/medium/low/info)
  - ▶ Top x suggested remediations
- ▶ If you need more detail, I'll send a link to the full report (html/csv)
- ▶ Expectation: CRITICAL vulnerabilities addressed immediately, and respond with a plan for addressing the HIGH ones. Medium, low, and info should be reviewed, and we'll be tracking numbers.



# Pulse Connect Secure Gateway Update

- ▶ Pulse Connect Secure = new name for “SSL Gateway”

- ▶ Still <https://secure.colostate.edu>



- ▶ Original plan: upgrade over winter break
  - ▶ Recent Mac OS versions having trouble with Pulse client
  - ▶ Planning to upgrade over Thanksgiving instead
- ▶ Pulse client will move to version 5.1
- ▶ Transition to Pulse will be basically complete
  - ▶ Only Linux will still use “Network Connect”
  - ▶ Final phase-out of “Secure Application Manager”



# Juniper SSG firewalls EOL

- ▶ End of Life announced for all SSG platforms
  - ▶ And End of Sale on all versions by January
- ▶ We're upgrading to the SRX line as quickly as we can
- ▶ If you still have an SSG and we haven't spoken, please contact me



# Border Firewall Annual Review

- ▶ Security committee recommendation, approved by IAC
- ▶ Every border firewall exception purged or re-OK'd once a year
- ▶ Use the Border Firewall Query Tool for each of your subnets
  - ▶ <http://www.acns.colostate.edu/Security>
  - ▶ Email or hard-copy OK
  - ▶ Clear Yes/No for every item
  - ▶ Identify what each is for
- ▶ You can start now!
  - ▶ Cleanup/confirmation emails starting after Spring Break
  - ▶ Orphaned rules purged after end of Spring semester

🏠 > Accounts > Information Security > Border Firewall Query

### Border Firewall Query

Enter IP address in the first box, and the subnet mask in the second. The subnet mask should be in CIDR notation (also called Slash notation), where /24 is equivalent to 255.255.255.0.

/

# Questions?



# NOC (Network Operations Center)

## Greg Redder

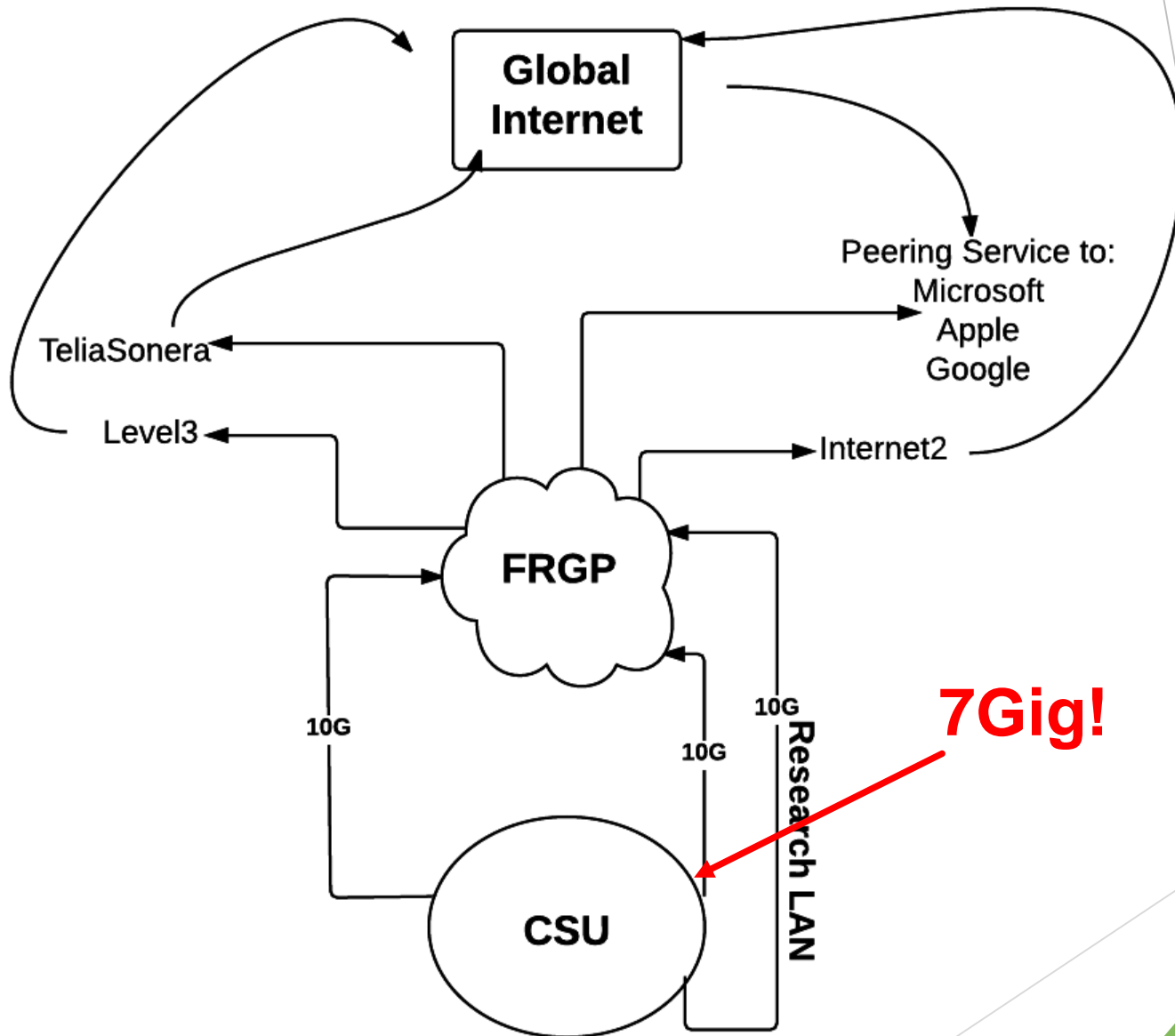
HOW STANDARDS PROLIFERATE:  
(SEE: A/C CHARGERS, CHARACTER ENCODINGS, INSTANT MESSAGING, ETC.)



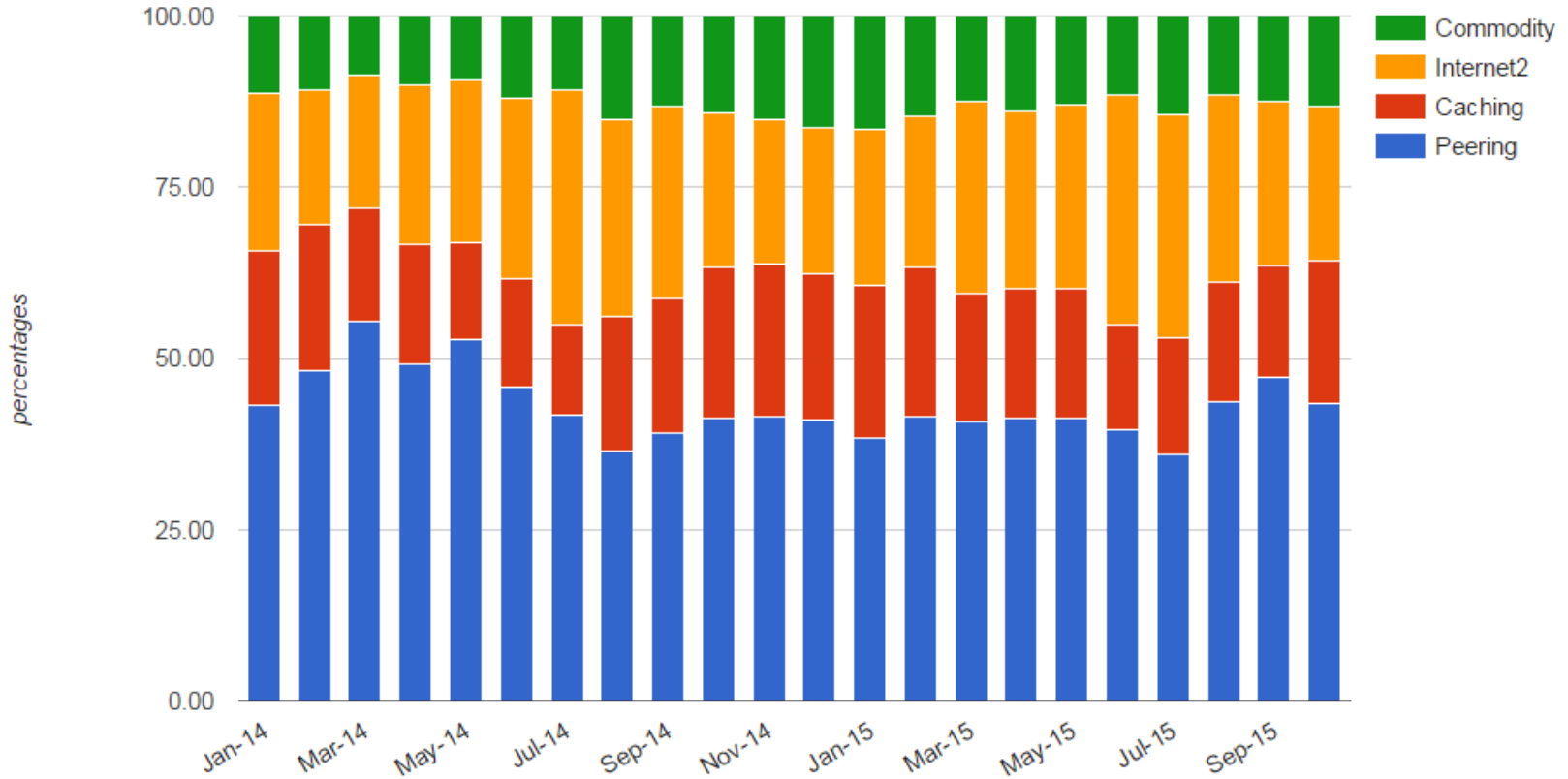
# Agenda

- ▶ Traffic
- ▶ Networks in buildings and how to get on the right one!
- ▶ Building upgrades
- ▶ Wireless...of course!
- ▶ HP Gear on Amazon

# Traffic



FRGP total traffic including caching 2014-2015

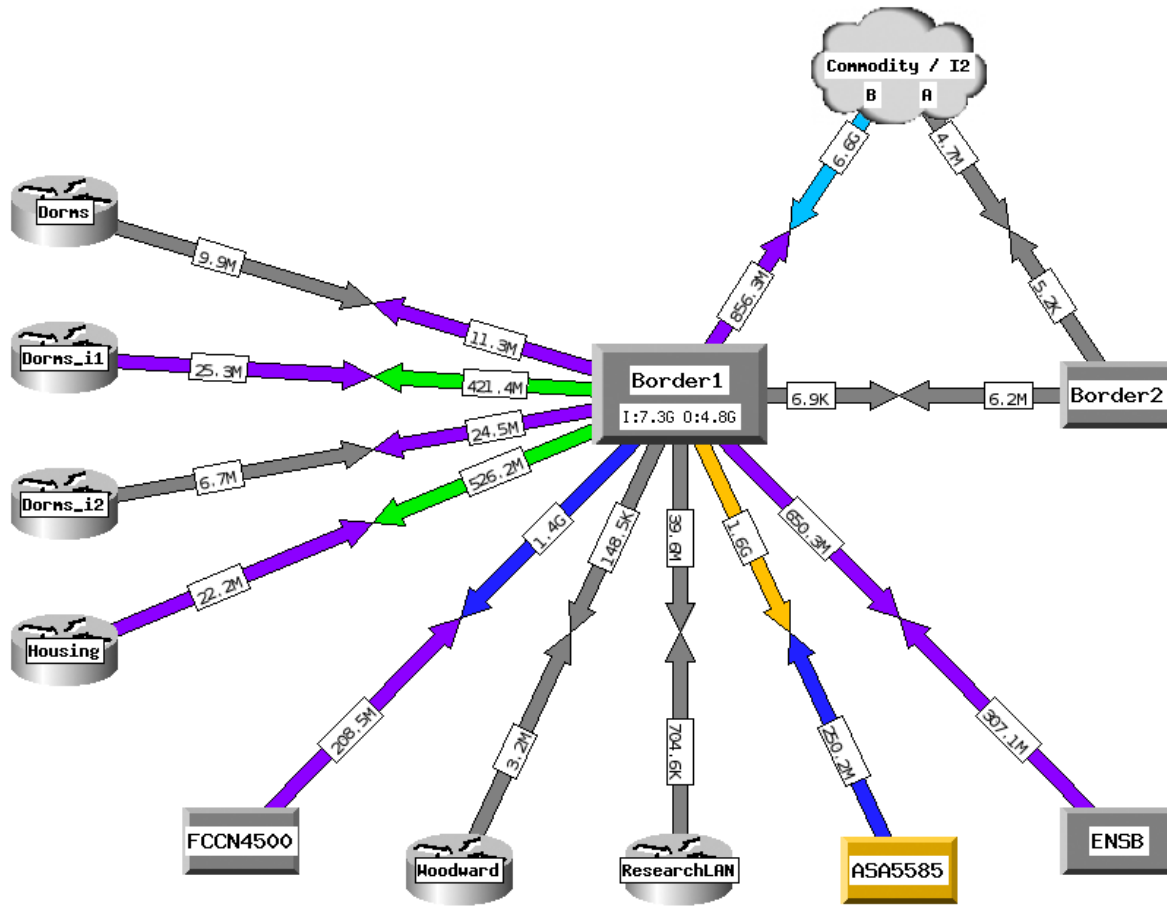
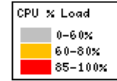
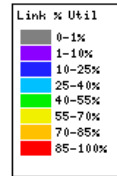


Created: Nov 12 2015 11:40:41




















**Composite Graphs:**

Traffic to Campus

Traffic from Campus





Web Bookmarks				
	<a href="#">Cacti</a> Traffic graphs			
	<a href="#">Nagios</a> Switch monitoring			
	<a href="#">SmokePing</a> A network latency graphing utility			
	<a href="#">SSH</a>			

   
[Files](#)

# Networks in buildings...

- ▶ "Building Public LAN": 129.82.x.y
  - ▶ "Building Private LAN": 10.1.x.y or 10.2.x.y
  - ▶ "Utility" network: Facilities only
  - ▶ "VOIP"
  - ▶ "Wireless"
- 
- ▶ How to get on the right one? Specify in comments of data service order.

# Building Upgrades Completed

Q3:

- ▶ GSB
- ▶ Deer Facility and Foxhound

Q4:

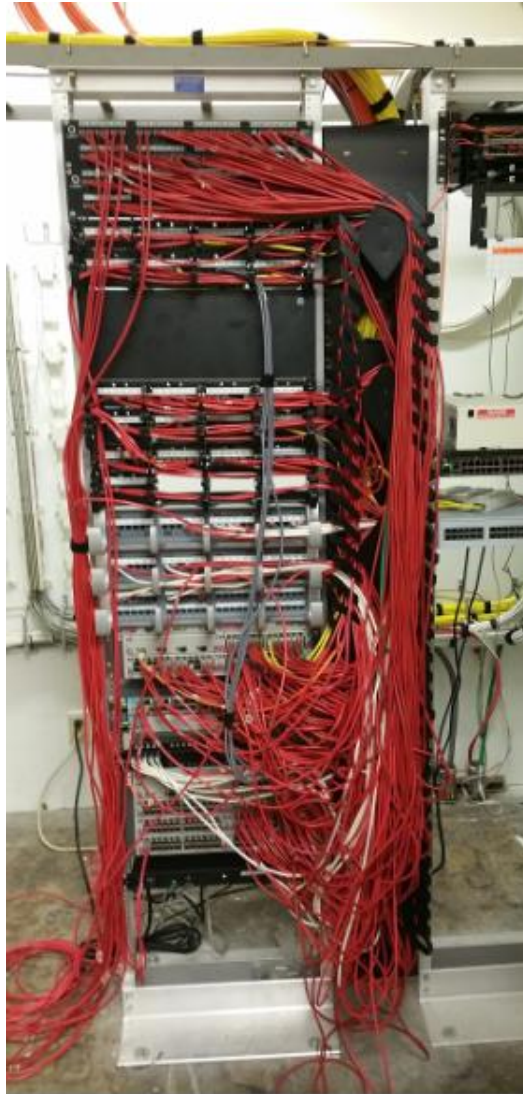
- ▶ CVMBS @ South Campus

# Building Upgrades Pending

In progress

- ▶ Yates
- ▶ Weber
- ▶ CEMML/VocEd
  
- ▶ Infrastructure at West Campus - more 10G support, bigger, better, faster!

# Closet of shame!



A  
f  
t  
e  
r



# Wireless

## Current top issue:

- ▶ Use csu-eid if you have one! Not csu-guest.

## PR Campaign:



@csuwireless



www.facebook.com/csuwireless

## Relay issues through:

- [help@colostate.edu](mailto:help@colostate.edu)
- 491-7276
- Central IT Help Desk at Morgan Library.

# Thank you!

[noc@colostate.edu](mailto:noc@colostate.edu)

Security	Switching & Routing	Wireless	VOIP
Steve Lovaas	Richard Duffy	Jim Farnell	Kyle Haefner
Angie Asmus	Nic Garrison	Steve Banghart	Robert Remsik
Brian Dunnohew	Trent Shane	Zack Davis	

**Manager: Greg Redder**



# Questions?

**Have a Great Thanksgiving!**

▶ Next Meeting:

Wednesday, March 23, 2016

10 am - noon

LSC 372 - 374