

ADML's W9x EdWin

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Background

- Arts, Divinity, Music (FG1) & Library
- History of diskless workstations
- Centralised hardware and software purchasing
- Clear management guidance from Faculty Computing Committees & Library Managers

MS Windows 9x

- Modest hardware requirements (P75/16/540)
- No new licences to be purchased
- No requirement for sensitive local data
- Minimal changes from user perspective
- Successfully used simplistic Ghost based static distributions

Limitations

- No coordinated update mechanism
- No consistency between hardware images
- Considerable effort to create new images
- Netscape Navigator 4.x, Network Associates VirusScan and Library CD Service required
- Policy to use DHCP for IP management

Base Images

- Blank Ghost image C: and D: partitions
- Script build MS Windows 9x for consistency
- Remove all networking protocols manually
- Install all hardware drivers manually
- Script installs network protocols and clients
- Upload Ghost image to distribution site

Applications

- Portable Windows Change files (pictaker)
- Three components: application, user & launcher
- More than one hundred change files
- System tools, MS Office, fixes, etc.
- Attempt to set default location to H:\

Printing

- Portable Windows Change files (pictaker)
- One for the driver (more than fifty)
- One for the queue (more than one hundred)
- Any combination possible
- Portable between MS Windows 95 and 98
- Attempt to source "corporate" drivers

Maintenance

- Script runs at every login
- Processes user and local registry extracts
- Processes user change files
- Checks virus definition files
- Processes regular application updates
- Chains "Maintenance Levels" and reboots if necessary

Desktop

- Locations set by MS Policy infrastructure
- Start Menu local (for local applications)
- Desktop and Programs Menu: read only shared folder on server
- Block inherited rights at roots
- Hide most drive letters
- Opt out for special cases (unsupported)

Highlights

- RAE 2001 distributed, and removed
- PDF writing for all users
- Contextless Logins as appropriate
- Library CD server automatic login
- Painless migration to Staff Mail Service and EdUsers' NDS accounts

Remote Support

- AT&T's GPL'd VNC tool
- Client in listening mode on support desktops
- Server only started to initiate connection to known support desktop
- Performance acceptable for > 200MHz
- Not heavily advertised amongst users!

Support Experience

- Easier to rebuild than diagnose problems
- Ask user to try another machine, or another user on the same machine
- Problems reported only once, as faults can be fixed on all machines
- VNC especially helps the computer illiterate
- Rapid development model