Windows Enterprise
OU Administrator Policy and Procedures
OU Administration FAQ

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The following are "Frequently Asked Questions" regarding OU Administration in the Iowa State University Enterprise Windows Domain. Note that the answers are already provided in the "OU Administrator Support" area at:
http://tech.its.iastate.edu/windows/admin/ouadmin.shtml

Faculty and Staff Issues

1. **How do I change the name or address for a user object in Active Directory?**

   Do not alter the AD user object. The master source must be changed. See the document "Master Directory Sources" at
   http://tech.its.iastate.edu/windows/admin/EnterpriseMastering.pdf

2. **How do I find out the current user classification (faculty/staff/student) for a NetID? How can I find out the official department code for a staff person?**

   You can view the official "faculty/staff/student/affiliate" status of any NetID using the "ShowUserDept" tool (available in the "OU Administrator Support/OU Administrator Tools" section at
   http://tech.its.iastate.edu/windows/admin/ouadmin.shtml).

3. **I recently hired a new staff person in my department. They just registered for their NetID. When will they show up in my OU?**

   For newly registered users, see the "OU User Placement Logic" document at
   http://tech.its.iastate.edu/windows/admin/OUUserLogic.pdf

4. **I recently hired a new staff person in my department. They already had a NetID when they worked for another department. When will they show up in my OU?**

   If a previous department managed their user object, you must request it from the college/department that currently manages the user object. The Enterprise Admins will not move a user object from a managed OU. See the "Managing Users Within a College/Departmental Organizational Unit" document:
   http://tech.its.iastate.edu/windows/admin/UserMgmtInOUs.pdf
   Refer to the section titled "Requesting Faculty/Staff/Affiliate Users Outside Your OU".

If their user object was not previously managed (and it exists in the general "Users" pool) AND they are a faculty/staff/affiliate account, then you can request them to be moved into your OU. Again, see the above document.

5. **I recently hired new staff person in my department. They are not in my OU (or still show up as "student").**

See the document "Departmental Staff Hiring Status" at
http://tech.its.iastate.edu/windows/admin/StaffHiringStatus.pdf

6. **I recently hired new staff person in my department. I used the "ShowUserDept" tool and it says they are faculty (or staff). I know automated processing should move them into my OU but they appear to be stuck in a "Student/<college>/Users" OU. Why don't they move?**

Very often a user will be eligible for movement out of a "Students/<college>/Users" OU but will not move. This is nearly always because a "college service oriented field" is set for the user giving them a roaming profile and/or home directory file storage area. The Daily User Move process will NEVER move users out of a "Students/<college>/Users" OU while any attributes are set on the user "Profile" tab. In all cases the college assigning the resources (typically the College of Engineering) will have to clear the "Profile" resources. Once the profile fields are cleared the Daily User Move will move them the next morning.

7. **A staff person recently left my department. What should I do with the user object?**

DO NOT delete or suspend them. See "Managing Users Within a College/Departmental Organizational Unit" (section "Managing ISU NetID User Objects") at:
http://tech.its.iastate.edu/windows/admin/UserMgmtInOUs.pdf

8. **I want my faculty/staff to have home-directory and roaming-profile storage. How do I set that up?**

They already have it. CyFiles provides home-directory and roaming-profile storage for every NetID-based user in the domain on ITS servers (backed up) at no charge. See http://www.tech.its.iastate.edu/windows/admin/CyFiles.pdf

Student Issues

1. **How do I move a student user object into my OU?**

See the last section of the "Requesting Student Users Outside Your OU" document at http://tech.its.iastate.edu/windows/admin/UserMgmtInOUs.pdf where it says:

"Requests for moves of student user objects into departmental OUs are never honored. Student user objects can have "service-oriented" fields set by college level IT admins as per the "Student User Object Policy and Procedures" document at http://tech.its.iastate.edu/windows/admin/StudentObjects.pdf "

2. **I need to give a student employee an Exchange mailbox. How do I do that?**

   See the document "Student Employees Needing Exchange Mailbox-Enabled Accounts" at http://tech.its.iastate.edu/windows/admin/StudentsAndExchange.pdf

3. **I need to give students in my college home directory, login script, and roaming profile storage. How do I do that?**

   See the document "Student User Object Policy and Procedures" at http://tech.its.iastate.edu/windows/admin/StudentObjects.pdf

4. **A student in my college changed majors. I know automated processing should move them into my colleges "Students" OU but they appear to be stuck in their previous college's "Student/<college>/Users" OU. Why don't they move?**

   Very often a user will be eligible for movement out of a "Students/<college>/Users" OU but will not move. This is nearly always because a "college service oriented field" is set for the user giving them a roaming profile and/or home directory file storage area. The Daily User Move process will NEVER move users out of a "Students/<college>/Users" OU while any attributes are set on the user "Profile" tab. In all cases the college assigning the resources (typically the College of Engineering) will have to clear the "Profile" resources. Once the profile fields are cleared the Daily User Move will move them the next morning.

5. **I want my students to have home-directory and roaming-profile storage. How do I set that up?**

   They already have it. CyFiles provides home-directory and roaming-profile storage for every NetID-based user in the domain on ITS servers (backed up) at no charge. See: http://www.tech.its.iastate.edu/windows/admin/CyFiles.pdf

Institutional Lists and ASW Personal Lists and Active Directory

1. **I heard you have Windows security groups automatically created for colleges, departments, majors and classes. Where is that information?**

See the document "Official University Lists as Global Security Groups" at
http://tech.its.iastate.edu/windows/admin/ListSync.pdf

2. **How can I use a personal ASW list as an Active Directory security group?**

See the document "User Requested Lists as Global Security Groups" at
http://tech.its.iastate.edu/windows/admin/ListSyncUserReq.pdf

3. **How can I make a personal ASW mailing list appear in the Exchange GAL?**

See the document "Official University Lists as Global Security Groups" at
http://tech.its.iastate.edu/windows/admin/ListSyncMailLists.pdf

Security and System Integrity

1. **How do I use the Enterprise WSUS server for automatic updates for Microsoft products?**

See the document "Using the Enterprise WSUS Server" at
http://tech.its.iastate.edu/windows/admin/WSUSTips.pdf

2. **How do I use the Enterprise WSUS server for automatic updates for other products (like Adobe Reader, flash-players, etc.)?**

See the documents on using Secunia CSI at
http://tech.its.iastate.edu/windows/admin/secunia_csi.shtml

3. **How can I make some people (or service accounts) in my OU have more stringent password rules than the default domain policy?**

See the documents on using Password Setting Objects (PSOs) at
http://tech.its.iastate.edu/windows/admin/PSO_HowTo.pdf

4. **My system cannot seem to get off campus or authenticate to the domain. The network connection is fine. What is going on?**

In all likelihood the system was automatically blocked by network flow analysis or too many failed password attempts to a domain controller. Check http://asw.iastate.edu in the "Campus IT Admin Functions" area. View your systems blocked at the campus border for the reason any particular system was blocked.

Miscellaneous Issues

1. **How do you find out who is in charge of an OU?**

   Use the Windows security ACLs (Access Control Lists) as follows:
   - Fire up "Active Directory Users and Computers"
   - Make sure "View/Advanced Features" is checked
   - Right-click on the OU you are interested in. Select "Properties".
   - Click the "Security" Tab. Note what security groups have control. Departmental admin groups will generally have the format "!<dept> Admins".
   - Find the group and use the "Members" tab to see who is on it.