

CSE 265:

System and Network Administration

- Software Installation, Localization, and Maintenance
 - Installation, customization
 - Keeping your systems up to date
 - Package management: RPM
 - Automating downloading and installation: YUM
- Change Management
 - OS Upgrades
 - Maintenance windows
 - Service conversions

Software installation

- Linux is not pre-installed from most vendors
 - And even if it were, you'd want to re-install!
- A sysadmin must
 - Install Linux (or indeed, any OS)
 - Automate mass installations
 - Localize (customize) the systems
 - Keep the systems updated
 - Manage add-on software packages

Linux installation

- Basic Linux installation
 - From our first project, you now have some experience with this
 - It is usually easier with a CD-ROM or boot disk :-)
- Automating installation
 - Many packages: Solaris JumpStart, Red Hat KickStart, SUSE AutoYaST, Windows AutoLoad

Localization / Customization

- A single common install is almost never enough
 - Different hardware, different service requirements
- Need to automate any customization!
- Track some limited set of common configurations
- Probably want some custom or additional non-OS-supplied software
 - e.g., GNU tools, graphics packages
 - Often goes in `/usr/local` or `/opt`
 - Sometimes want a more custom namespace
 - Permit installation of multiple versions of a package

Keeping your systems up to date

- Assuming you have only a few, centrally-managed OS configurations
- How do you keep all the systems up to date?
 - Copy files directly from master host
 - e.g., with rsync or rdist
 - difficult to use with core OS, OK for local filesystems
 - Use package management system built into distro

Package management

- Essentially all UNIX/Linux distributions use some kind of package management system
 - RPM for Red Hat, Fedora, SUSE
 - .deb for Debian, Ubuntu
- These packages can include applications, source code, configuration files, etc.
 - Usually can 'undo' the installation of a package too
 - Can run scripts to customize the installation
 - e.g., look in other config files for information

RPM

- RPM Package Manager

- rpm

- --install, --upgrade, --erase, --query

- How to use

- Download updated package

- rpm --upgrade openssh-2.9p2-12.i386.rpm

- Get errors saying other packages depend on old one!

- Download additional package updates

- Upgrade all simultaneously



RPM PACKAGE
MANAGEMENT

Using RPM

- Sometimes, we need to remove a package

```
[root@brian brian]# rpm -q kernel
```

```
kernel-2.6.12-1.1381_FC3
```

```
kernel-2.6.14-1.1644_FC4
```

```
kernel-2.6.14-1.1656_FC4
```

```
kernel-2.6.15-1.1831_FC4
```

```
kernel-2.6.15-1.1833_FC4
```

```
[root@brian brian]# uname -a
```

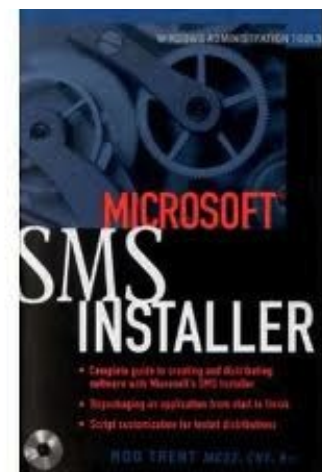
```
Linux brian.local.davison.net 2.6.14-1.1644_FC4 #1 Sun Nov 27 03:25:11  
EST 2005 i686 i686 i386 GNU/Linux
```

```
[root@brian brian]# rpm -e kernel-2.6.12-1.1381_FC3 kernel-2.6.14-  
1.1656_FC4 kernel-2.6.15-1.1831_FC4
```

```
[root@brian brian]#
```


Automatic download & installation

- Sometimes you'll want to upgrade packages automatically (always have the latest updates)
 - Red Hat has commercial tools for this
- Can also use apt-get, apt-rpm, and yum for Linux; Solaris AutoPatch; Windows SMS



YUM



- Yellowdog Updater Modified
 - YUP: Yellowdog Updater
 - Provides updates across networks
 - YUM created by Duke sysadmins when trying to improve YUP
 - Separated headers from RPM files for dependency information
- Popular, powerful
- Can create your own YUM repositories

Using YUM

- `yum install packagename`
- `yum search string`
- `yum provides substring`
- `yum update packagename`
- `yum update`

--Larger Scale Administration-- Change management (1/3)

- Change management
 - Communication
 - Reduces errors – everyone thinks through proposed changes
 - Scheduling
 - Choose times to minimize impact
- Documented proc. for updating system config. files
- Revision history and locking
 - RCS, CVS, Subversion – useful for code development too!
 - Prevent simultaneous changes
 - Identify who made what changes, and why
 - Allow for recovery of old versions

Change management (2/3)

- Communicate changes to customers
- Scheduling depends on the kind of work
 - Routine updates
 - Happen all the time
 - Do not cause widespread problems when mistakes are made
 - Major updates
 - Affect a large number of systems
 - Require a significant outage
 - Relatively rare
 - Sensitive updates
 - Not large, but could cause significant outage
 - Reasonably common; scheduled for slow periods

Change management (3/3)

- Change proposal forms
 - Detail what changes to make
 - Systems and services affected
 - Reasons for change
 - Risks, test procedure
 - Time required
- Meetings to review proposed changes
 - Approve, reschedule
 - Examine plans, time-frames, back-out process

Server OS upgrades (1/3)

- Develop a service checklist
 - What services are provided?
 - What customers use the services?
 - Which software provides each service?
- Verify software compatibility with new OS
 - Contact vendors
 - Perhaps test on a separate machine
 - Some software may not work with new OS
 - Find software upgrades, or
 - Get different software, or
 - Drop the software entirely (assuming OS upgrade is non-negotiable)

OS Upgrades (2/3)

- Verification tests for each piece of software
 - Ideally, want a master script to say OK or FAIL
 - Some software may have a test script
 - Tests need to be tested and debugged before use in an upgrade!
- Write a back-out plan
 - Set a particular time at which the back-out plan is activated
 - Make backups before the upgrade
- Select a maintenance window
 - Decide when, and how long through agreement with customers

OS Upgrades (3/3)

- Announce the upgrade
- Execute the tests to make sure they are correct
 - And that errors don't exist before the upgrade (causing concern when failures are found afterwards!)
- Do the upgrade (with someone watching)
- Repeat tests with newer OS; debug if needed
- If all else fails, rely on the back-out plan
 - Test again to make sure back to starting state
- Communicate completion/back-out to customers

Maintenance windows (1/8)

– Maintenance windows

- Time to make many changes, across multiple systems
- Scheduled service interruptions
 - Disruptive cleaning
- May stop all services/systems
 - Can reduce complexity, make testing easier

– Scheduling

- Need to coordinate with rest of organization
- Avoid end of month, quarter, or year
- Announce early, perhaps more than a year in advance

Maintenance windows (2/8)

- Planning
 - All tasks need to be thought out in advance
 - Actual work during outage is (should be) just to follow the plan
- Flight director (as in NASA)
 - One person responsible
 - Sends out announcements
 - Scheduling/rejecting the submitted work proposals
 - Monitors progress, verifies that testing is completed
 - Decides when to back-out of a proposed change

Maintenance windows (3/8)

- Change proposals – what needs to be included?

Maintenance windows (4/8)

- Change proposals

- What changes are going to be made?
- What machines will you be working on?
- What are the pre-maintenance window dependencies and due dates?
- What services need to be up for the change to happen?
- What will be affected by the change?
- Who is performing the work?
- How long for change – in active time and elapsed time, including testing, and how many people needed?
- What are the test procedures? What equipment is required?
- What is the back-out procedure and how long will it take?

Maintenance windows (5/8)

- Master plan
 - Considers
 - resource allocations (people, equipment, time)
 - dependencies (services, people, equipment)
 - Need slack in schedule to allow for things to go wrong!
- Disabling access
 - First step in maintenance window is to disable (or discourage) system access
 - Place notices with window times clearly visible
 - Disable remote access to site (dial-in, LAN, wireless)
 - Make announcements as window begins, set voicemail

Maintenance windows (6/8)

– Shutdown/boot sequence

- Proper sequence is required for many systems that would otherwise hang indefinitely, waiting for a non-existent service
- Might otherwise need to bring machines back up so that others can shut down (or start) cleanly
- Incorrect sequence can also cause hard-to-debug failures

– Deadlines for change completion

- Flight director decides when changes are taking too long and need to be aborted (use back-out plan)

Maintenance windows (7/8)

- Comprehensive system testing
 - Work incomplete unless fully tested
 - Often includes a system-wide shutdown and re-start
 - Generally includes visiting clients and testing desktops (including rebooting every desktop)
- Post-maintenance communication
 - Let organization know that the system should be fully restored
 - Tell of main successes, and any continuing service outages (along with expected time to repair)
 - Write in advance for long outages

Maintenance windows (8/8)

- Re-enable remote access
 - Can't forget!
 - Also, reset voicemail
- Visible presence the next morning
 - Put flight director and other senior staff in helpdesk area to monitor calls and listen for problems regrd. completed work
 - Make visible customer concern
- Postmortem
 - Review what went wrong
 - Discuss what should be done differently

Service conversions (1/2)

- *Removing one service and replacing it with another*
- Small groups first, then expand
 - Minimize impact of any failures
- Communication
 - Alert customers to changes and how it will affect them in advance
- Minimize intrusiveness/layers vs. pillars
 - Better to make all customer-visible changes at once (per-customer)
 - “Rioting Mob” technique

Service conversions (2/2)

- Avoid flash-cuts!
 - Find bugs with small sets of users
 - May require extra resources (duplicate hardware, etc.) to provide redundant services
- Want successful flash-cuts (when unavoidable)
 - More communication, user training needed (British Telecom)
- Back-out plan
 - Must be able to go back to prior config in case of problems
 - Perhaps not noticed immediately
 - Need to decide in advance when back-out plan will be implemented
 - e.g., if conversion can't be completed within two hours