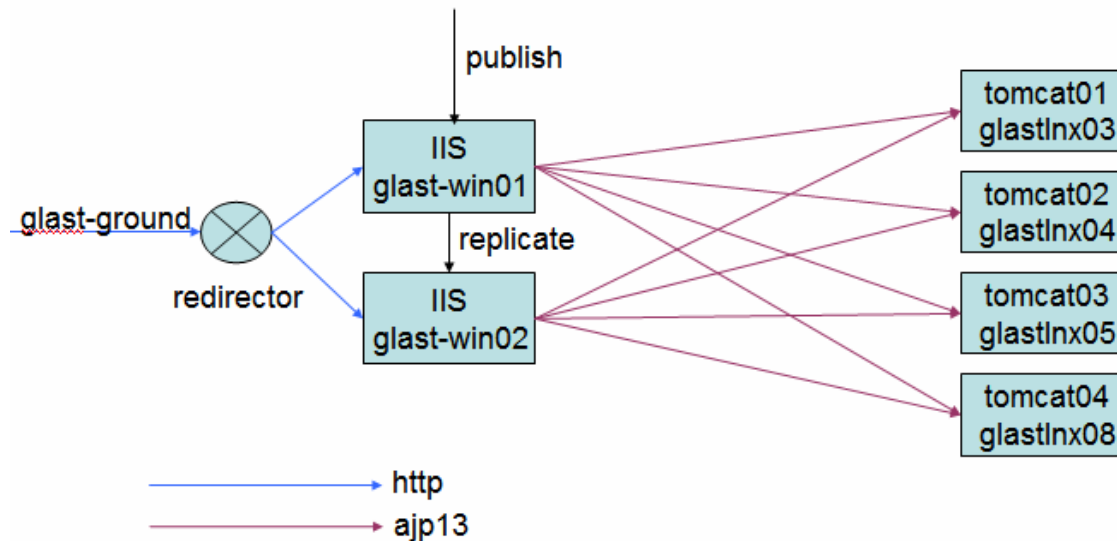


Windows Web Issues

- Using IIS for main web server
 - Delegates almost all functionality to Tomcat servers on Linux



- No major problems
 - Would be nice to understand problems with file replication

Windows Desktop Support (for scientists and engineers)

- Most Babar users have Linux desktops
 - For the most part used for ssh and X
- Some groups, notably Glast, LCD, ExO have significant number of windows desktops
 - Used for:
 - Powerpoint, Word, Excel, Mail, Web etc
 - Scientific Visualization (Root, JAS, ...)
 - Development (C++, Java, ...)
 - Video/Audio Conferencing
 - These users do not feel well supported by Windows group
 - Issue is not day-to-day support by Rodney et al which works well
 - Issue is inability to solve tougher problems where support from windows experts would be desirable
 - Example Problems:
 - » Docking/Undocking Suspend/Resume problems
 - » Better advanced support for “SLACified” windows, or support for retail windows
 - » Access to windows shares from non-domain machines
 - » Getting rid of dialogs on server machines
 - » Performance degradation
 - » Patch installation
 - » Working from home
 - » Support for VRVS, conferencing tools
 - General feeling that support for *scientist/engineers* was no worse (perhaps slightly better) when windows group had only 1.5 people and did windows+mail+web.

Suggestions for Improvements

- Improved Desktop Support
 - Discussion forum monitored by windows group
 - Better system for (users and admin) to track progress, escalation of support issues
 - Ability to work with windows group to escalate particularly thorny issues to Microsoft, Dell *etc*
- For above to work need “attitude adjustment” from windows group
 - As a developer I appreciate that all users are annoying idiots, but...
 - It may be best not to let them know that
 - It is just possible that a few of them are not *complete* idiots
 - If you work with them everyone may benefit