M212: Imaging Deployment in the Corporate World

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Our Environment

- ~1500 Macs

- Multiple cities: New York, Nashville, Miami, Santa Monica, Burbank

- NetRestore used for initial imaging

- FileWave used for software pushes and pulls

- Timbuktu and ARA used for user management/troubleshooting

Image Details

- Contents: Mac OS 10.4.3 w/all updates, Acrobat Reader, Citrix, Cyberduck, DefaultApp, FileWave client, iLife minus GarageBand, Microsoft Office SP 2.1, NetNewsWire Lite, Print Window, Real Player, Stuffit Expander, Timbuktu, Video Lan Client, Windows Media Player

- Size: 7GB, Post-NetRestore size: ~3GB

Image Details

- Two accounts in the base image: One Admin account for the support team and one test non-Admin account

- Additional accounts are created from the user template located in /System/Library/ User\ Template/English.lproj/ which is created from the initial test user account with the dock, browser, etc settings as we want them

Helpful Hint
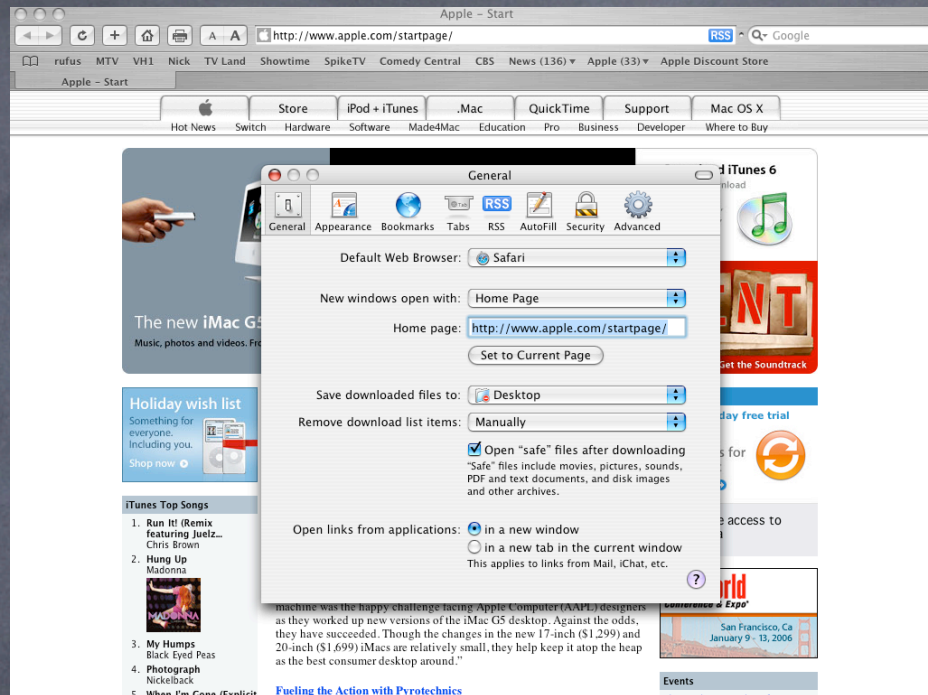
Problem: You have your browser settings as you like them. You copy the user folder to the English.lproj directory. The download folder remains tied to the previous user.

Solution

Pref Setter (free)
http://homepage.mac.com/darkshadow02/

After the user folder copy, open /English.lproj/Library/Preferences/
com.apple.internetconfig.plist Locate the DownloadFolder, cut it, and
save the file.
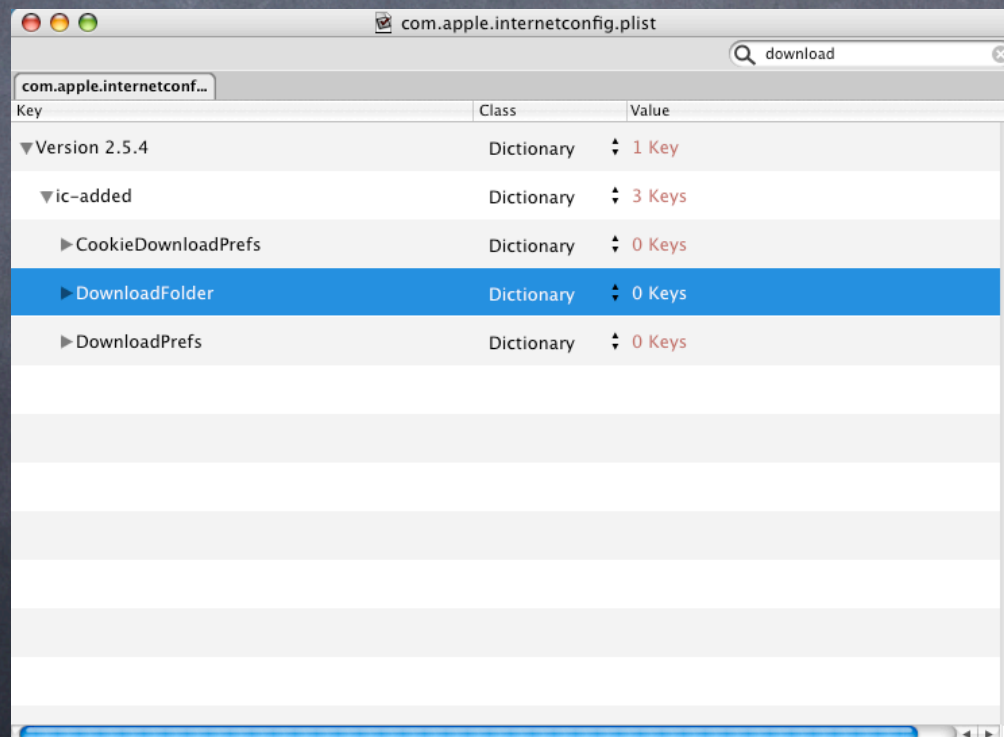
MTV Networks

Who Are We?

- Owned by our parent company, Viacom International

Who are we?

MTVN IS&T

Who are we?

Who do we support?

Who am I?

David Zubradt

Filewave Administrator

Who Are We?

- MTVN IS&T Provides:

  - Centralized Support for MTVN

  - Centralized Purchasing for MTVN

Our Challenges?

- Provide our enterprise with:

  - Quick service

  - Tested and up-to-date software

Our Challenges?

- Control IS&T Operating Costs

  - Budget freeze while our customer base grows

  - Need a way to track what is installed in the enterprise for more accurate software and hardware maintenance

Our Challenges?

- Quick response for sudden changes in our Enterprise infrastructure.

  - Apply virus updates

  - Make Network Changes

  - Apply security updates

  - Change our Admin Passwords

  - Sarbanes-Oxley

Our Solution:

Filewave

Our Filewave Setup:

- **4 G4 X-serves**

  - Dual 133 GHz / 1 GB RAM

  - On our Gigabit Backbone

  - 1 Filewave Repository (Main Server)

  - 2 "Booster" servers (32 threads each using Round-Robin DNS)

  - 1 dedicated to Asset Management

About our Users:

- Currently there are ~1200 Mac Users in our environment in NYC

- ~150 On-Air Production machines that are not on our Network, and we do not support them.

About our Users:

- Strict Standards for our users

- Current Standards (The Minimum)

  - Desktops: Dual 500 G4, 768 MB RAM, 30 GB HD

  - Laptops: G4's , 768 MB RAM, 20GB HD

About our Users:

- The Macintosh is used for 95% of creative content in MTV Networks and make up 10% of the total computers

- Creative content means that the majority of our users need creative apps. (Adobe, Macromedia ,Quark, Final Cut, and ect.)

The Good, Bad, and Ugly

- The Good:

  - Pull Technology: If the machine is powered down or off the network, the next time is connects with the server it will request the new software. This gives us a 99.9% success rating

  - First push was Timbuktu. 100% success to all machines. Instant remote access and remote support.

  - Up to date Asset Information

The Good, Bad, and Ugly

- The Bad:

  - The packages you create and distribute are live. You you corrupt the package, it is corrupt for everyone who receives the package.

  - Test, Test, Test.

The Good, Bad, and Ugly

- The Ugly:

  - The initial install is a desktop visit. Back Breaking in an enterprise. You can install it.

  - This is easier if:

    - Have remote desktop software on your Macs.

    - Use the Sharing name as the client I.D.

Other Software

- Net-O

  - Unreliable Push technology

  - HEAVY on scripting

  - Can't control Package once they are distributed

Other Software

- Vintella (SMS Plug-in)

  - Could not get the Beta installed for the test

  - HEAVY on scripting

  - Putting the software of the Macs into the hands of PC System Admins.

MTVN's consideration for the future

- Growth out of NYC: (2 main targets)

  - LA (We have a pilot project starting upon my return with Burbank)

  - London

- Between these two other markets, we think we can add another 600 clients

- Purchasing ARD Admin to complement Filewave.

Advice?

- PLAN. (Use the Measure-twice-cut-once-theory)

  - Don't close your mind to possibilities.

  - Come up with your criteria for your enterprise needs.

  - Don't be afraid to CREATE your own hybrid solution.

  - Developers: Please come up with a Mac Version of VM-Ware!

QUESTIONS?

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