Users Are Crazy! You wouldn't believe what they do!

Jim McDonough

Samba Team Lead jmcdonough@suse.de jmcd@samba.org



Who's in the audience?

- \cdot Developers
- System Administrators
- End users
- Consultants
- Management
- Anyone else?



The simple stuff

- Yellow stickies
- \cdot Password files
- Sharing passwords

• ...



Insanity Revealed

Why would you do that?

- CIFS-mounted directory from Windows share
- \cdot re-shared by samba
- Hey, it should work, right?
 - Result: Directories disappear!
 - Cifsfs was not getting sane (for posix) nlink count
 - How to handle depends on multiple factors
 - Unix extensions
 - Delete on close pending



Domain Controlling

- Dept A owns resource
- Dept B responsible for redistributing
- Dept A will not allow direct sharing
- It might be stupid, but we have no choice!



Pseudo-security

- Limited machines allowed to access corporate network
- Users need access to central corporate document
- It might be stupid, but we have no choice!



How did you do that?!?

- $\boldsymbol{\cdot}$ Samba server joined a domain
- User logs on to Windows desktop
- User can't connect to samba domain member
- But for a trusted domain it works!?!

8



Oh, you forgot about..

9

- Before server was joined, share was tested
- Windows saved credentials to that server
- Trusted server wasn't stored, so proper credentials used

Sometimes...it's just hard to remember (or know) what's happened before.



Chasing our tails

- Winbind CPU near 100%
- Oh yeah, just another memory corruption...right?
- After much weeping and gnashing of teeth...
 - Looping list of winbind children
- \cdot Some people have the magic touch



I never would have thought of

- Winbind really was placing the same item twice!
- Intentional core dump fixed it?!?!
- How could this happen? How can I find out?
- Rare to find a reproducer...and they were very tight-lipped



But I saved time!

- Machine cloned
 - But Mark Russinovich says it's OK to have duplicates
- Except Domain Controllers!

Sometimes, the mistake is just hard to find!



I hate updates! Things break!

- I updated samba and my password expiration times changed!
 - Developer: No, that couldn't happen!
- I updated winbind and my users can't logon anymore!
 - Developer: well, you must have set it up all wrong!

Developer: "You shouldn't have done that!"



Hmm, I didn't think of that usage

- Developer trying to make behavior more like Windows
 - Possibly even fixing a significant problem
- Administrators depended on "broken" behavior
 - Who defines what's broken and working?

How would you solve this?



Where did you get that stupid idea?

- I saw a post...
- At my old job...
- In the samba HOWTO...oh, from 10 years ago or even...
- Today! On the samba Wiki, manpage, changelog

Mistakes and obsolete information live forever!



Stop the Insanity?

Why

- I didn't know...
 - Documentation issues (missing, incorrect, confusing)
 - Lack of experience
 - Occasionally willful ignorance...
- Tool set deficiency
 - Missing or mismatched functionality
- External requirements
 - Institutional policy
 - Institutional \$^%#
 - Obscure components



How Not to Be Seen

- Don't educate
 - Developers hate documents...unless they need them
 - Oh, the doc is wrong, everybody knows that
- Don't develop
 - I have my own workaround
 - Somebody Else's Problem
- Don't identify
 - Permanent duct tape
 - Perpetuation of insane policies

Remember how this ends?



Fight back with insanity!

- Educate!
 - Document! Document! Document!
 - Tell us what's wrong...you don't have to code
- Promote Development
 - Share your workarounds and fixes
 - Share your needs
- \cdot Tilt at windmills
 - Point out the artificial barriers

What do these have in common?



Peace, Love, and....Feeling Good

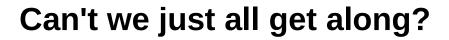
- Isn't this open source?
 - Any contributions can help
 - It's not just about code licensing
- \cdot Less frustration
 - Maybe someone else already solved this
 - You know, I used to have hair

Share your knowledge, resources, pain, talents...



It all sounds so easy, but...

- Stupid users!
 - Developers listen, don't lecture
 - Figure out what problem the user is trying to solve
- Arrogant developers!
 - Users explain, don't complain
 - Provide complete, detailed accompanying data
- Pretzel logic
 - Well, you can't always fix the institutions





What's your story?

Thank you.





Corporate Headquarters

Maxfeldstrasse 5 90409 Nuremberg Germany +49 911 740 53 0 (Worldwide) www.suse.com Join us on: www.opensuse.org

Unpublished Work of SUSE. All Rights Reserved.

This work is an unpublished work and contains confidential, proprietary and trade secret information of SUSE. Access to this work is restricted to SUSE employees who have a need to know to perform tasks within the scope of their assignments. No part of this work may be practiced, performed, copied, distributed, revised, modified, translated, abridged, condensed, expanded, collected, or adapted without the prior written consent of SUSE. Any use or exploitation of this work without authorization could subject the perpetrator to criminal and civil liability.

General Disclaimer

This document is not to be construed as a promise by any participating company to develop, deliver, or market a product. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. SUSE makes no representations or warranties with respect to the contents of this document, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. The development, release, and timing of features or functionality described for SUSE products remains at the sole discretion of SUSE. Further, SUSE reserves the right to revise this document and to make changes to its content, at any time, without obligation to notify any person or entity of such revisions or changes. All SUSE marks referenced in this presentation are trademarks or registered trademarks of Novell, Inc. in the United States and other countries. All third-party trademarks are the property of their respective owners.

