

# Users Are Crazy!

You wouldn't believe what they do!

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# Who's in the audience?

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



# The simple stuff

- Yellow stickies
- Password files
- Sharing passwords
- ...



Insanity Revealed

# Why would you do that?

- CIFS-mounted directory from Windows share
- 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?!?

- 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!?!?





# Oh, you forgot about..

- 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
- 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
- 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
- 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

**Can't we just all get along?**



What's your story?

Thank you.





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