

Re: Draft I: Why You Don't Want to Install Software

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Actually, I got the hang of it long ago. I agree with everything you've written and couldn't have said it much better. My problem is that I've been hanging around this newsgroup too long, and I'm impressionable. Before I tied my first two computers together, I never thought I'd become that evil IT guy-- the party pooper who runs his network with an iron fist. Now that my days are spent running Windows Update and cleaning the effects of running a loose ship, I see that the loose ship model just isn't going to work. The next document is going to be a defense of Internet whitelisting. Yes, I'm now convinced that everyone-- everyone-- should have an ISA whitelist, and SBS Standard is a short-term plus but a long-term liability. If I couldn't do attachment blocking I'd go for e-mail whitelists too.

My problem is that our company has always had an "accomodating" culture. It means "make the client happy." It means that if I want to do a lockdown I have to sell it first to my boss and then to the clients. That means I need sales tools. I have to make the clients want what I want for them. It isn't enough for me to say, "I'm the consultant and this is how it will be." At one point I started blocking ZIP files and it just didn't cut it at one client; we had to back off, even though I'm convinced that receiving ZIP files via e-mail should be a "call supervisor" function at the minimum.

Now, do you rename "My Computer" or leave it? I'd do it if I had the "Master Console for IT Consultants" I proposed about a year ago, but I can't have half the workstations with the default name and half with something else while I'm trudging through the whole lot. My colleagues would have my head if they had to guess what to tell people to click while on a phone support call. I'd love to be able to sit at my desk in the office and issue a command to all 350 workstations and servers, wherever they are, "Change 'My Computer' to 'Company Workstation'." Hey, I rename AOL icons every time I sit at a workstation that's been contaminated with AOL. I can't stomach "Double-click to start" on a desktop icon any more than I'd be able to stomach a sticker on my car door that read "Insert key here and turn clockwise to unlock."

"SuperGumby [SBS MVP]" <not@your.nellie> wrote in message

news:eHO4iiE1EHA.3236@TK2MSFTNGP15.phx.gbl...

> *You're starting to get the hang of it Andrew, but there is a lot further to*

> *go.*

>

> *Something I have recently heard discussed as the 'least privelege' account.*

>

> *It ties in with MS 'Secure by design, secure by default, secure by deployment' initiative.*

>

> *A 'user' should be able to do no more than is required to perform their function. Reconfigure network properties? WHY? You're out of here.*

Shutdown

> *the system? WHY? You're out of here. Add device drivers? WHY? You're out of*

> *here. Visit Windows Update. WHY? You're out of here.*

>

> *All these functions should be under the control of the system administrator.*

> *You want something done in a manner which doesn't take the machine off the air? ask the admin to do it.*

>

> *I have less experience of this than some of our other contributors. I admit*

> *to having systems where either 'interactive user' or 'domain users' have*

> *been made members of the 'local administrator' group. Yes, I lose sleep over*

> *it.*

>

> *I even have a problem with 'My Computer'. This terminology suggests to the user that it is his/her computer. Sorry buddy, it ain't. It's 'My*

Company's

> *Computer'. Get used to it. You're lucky the owner lets you touch the keyboard, that's where most of the problems start.*

>

> *If anyone reckons I'm a bit overboard here. NOTE: Yes, I am trying to make a*

> *point. However guys, including you gal type guys, this is where we're heading, and for good reason.*

>

>

> *"Andrew M. Saucchi, Jr." <spam-only@2000computer.com> wrote in message news:On1WXbD1EHA.1524@TK2MSFTNGP09.phx.gbl...*

> > *I've prepared the first draft of a document I hope to convince*

> *my*

> > *boss to distribute to our clients in hopes of drastically reducing the*

> > *number of local administrators we have lurking around our networks. I*

> > *figured others might benefit from this, so I'm posting it here. Anyone who*

> > *cares to contribute is more than welcome to do so. It may well need to*

be

> > *fleshed out a bit, but I'm hoping that by the time I'm finished, my SBS
> > clients in particular will come to me and plead, "Please don't let me
> > install software-- you do it."*

> >

> > *"Why You Don't Want to Install Software"*

> >

> > *Many of you may believe that installing software is part of having a
> > computer, much like placing bread into a toaster is part of owning a
> > toaster, or filling the gasoline tank is part of owning an automobile.*

The

> > *idea of contacting your network consultant to install software probably
> > sounds as necessary as having a pet consultant to put food in your pet's
> > bowl. In this document we will endeavor to demonstrate why software
> > installation must be left to professionals.*

> >

> > *In earlier versions of Windows-- namely, those descended from DOS,
the*

> > *3.x/9x/ME line-- there was only one type of user, the "super user." Any
> > user*

> > *could install software. Any user could access any file on the hard
drive.*

> > *Any user could modify or delete any file on the hard drive. Any user
could*

> > *trash the entire operating system, just by deleting or modifying one
file.*

> > *And trash they did. Windows 9x was notoriously unstable and fragile.*

> > *Installing one program could cause other programs to stop working.*

> *Moreover,*

> > *this was long before adware, spyware, malware, e-mail scams, and
Internet!*

> >

> > *Microsoft knew that this model would be woefully inadequate for an
> > operating system on which businesses would depend to conduct their
> > affairs.*

> > *If a home user trashed his computer, he could curse a bit, reformat,
> > reinstall, and get over it. Businesses would not tolerate that sort of
> > instability. They would need some security. The idea of an operating
> > system*

> > *that allowed anyone to do anything-- like an ATM that consisted of
nothing*

> > *more than a stack of \$100 bills in an open drawer on a street corner
with*

> > *a*

> > *pencil and a sheet of paper for people to record what they had
withdrawn--*

> > *simply would not suffice.*

> >

> > *Enter Windows NT. This was Microsoft's operating system for
> > businesses.*

> > *It was redesigned from the bottom to the top, and one improvement that*

was

> > *built-in security. Users fell into one of two main groups-- administrators*

> > *and users. Administrators would install programs, while users would run them. Programs would be installed into a "Program Files" folder, and this*

> > *folder as well as the Windows system folders were off-limits to users.*

Key

> > *parts of the system registry were also off-limits. That would prevent*

> > *accidental (or intentional) deletions and modifications. If a user attempted*

> > *to execute a virus-laden program, the operating system would prevent it from*

> > *doing any serious damage, simply because the key folders were protected.*

> *The*

> > *days of system instability were numbered-- or so everyone thought.*

> >

> > *Let's jump to today. Windows XP, a descendent of Windows NT (and, later,*

> > *Windows 2000) is now the dominant desktop operating system. We all know that system instability and fragility are with us as much as ever.*

Systems

> > *are routinely reformatted and reimaged. Cleanup of adware and spyware is a*

> > *commonplace task for the network consultant. What on earth happened?*

> >

> > *Somewhere along the way, the application vendors got lazy and careless.*

> > *They started writing software that would run only if the user was made an*

> > *administrator. They never tested their software under ordinary user*

> > *accounts. In short, they just didn't give a hoot. Consultants were stuck*

> > *making everyone administrators because otherwise the applications wouldn't*

> > *run, and the application vendors either didn't even know the difference*

> > *between an administrator and a user or they simply wouldn't support*

> > *running*

> > *their programs as a user. Users didn't help, either-- they insisted that*

> > *they needed to be able to install software.*

> >

> > *The situation today is critical. Because users are generally allowed*

> > *to*

> > *be administrators, not only can they consciously install software, but*

> > *they*

> > *can inadvertently install trojans, adware, and spyware, sometimes*

> > *without*

> > *even clicking "Yes" to anything. Antivirus and anti-spyware software can*

> > *stop some of these pests from gaining a foothold in a system, but*

> > *basically*

> > *the workstation is wide-open for serious damage to be done. We've*

returned

> > *to the bad, old days of Windows 3.1.*
> >
> > *The single most effective defense against adware, spyware, trojans,*
> *and*
> > *viruses is simply not to allow users to be administrators. When these*
> > *attempt to install, Windows will stop them dead in their tracks if the*
> *user*
> > *is not an administrator. For this to be effective, however, users must*
> *agree*
> > *not to be administrators and to leave software installation to*
> > *professionals. Professional network consultants, or network managers,*
> *have*
> > *the experience to deal with glitches that may arise during installation.*
> > *Furthermore, tools now exist to help the network manager to determine*
> > *exactly what has to be done to make an application run with ordinary*
> *user*
> > *privileges-- but this process is not trivial and does require the*
> *experience*
> > *of a professional.*
> >
> > *In summary, then, you don't want to be an administrator of your*
> > *workstation because the power to install software also gives anything*
> > *running with your name and password the power to install software-- and*
> *the*
> > *power to destroy your system beyond simple repair. Even experienced*
> *network*
> > *consultants don't run their own office workstations with administrator*
> > *accounts for everyday tasks. So stay behind the white line and leave the*
> > *driving to us!*
> >
> >
>
>