

Weber, Lon

From: Weber, Lon <laweber@vt.edu>
Sent: Tuesday, January 7, 2020 8:11 AM
To: 'cnre_faculty_staff-g@vt.edu'
Cc: 'cnre_grad_students-g@vt.edu'
Subject: [CNRE_Grad_Students] New BigFix Computer Restart Policy

Importance: High

Happy 2020 CNRE!

As most of you are aware by now, CNRE-IT has heavily relied on IBM's BigFix Endpoint Management Tool to keep all of our CNRE computers patched and secure for many years. The majority of these patches occur behind the scenes and you're never the wiser that your computer has been patched. However, some of the more critical Microsoft patches require a reboot before they actually take effect. Sometimes Microsoft's built-in "Windows Update" process does this automatically the second Tuesday of every month but not always and we have some computers that have not been restarted in months!

BigFix has the ability to determine how long a computer has been needing a restart for a critical patch to be applied and I have written 11 Fixlets that will sequentially alert the computer user that they need to do a restart. I have broken these 11 Fixlets into three categories:

1. Once every two days and the user can either take the action to restart their computer or hit the snooze button. This will happen when the number of days the computer has been needing a restart has reached 14, 16, 18, & 20 giving them four reminders/opportunities.
2. Once every day and the user can either take the action to restart their computer or hit the snooze button. This will happen on days 22 through 27 giving them six reminders/opportunities.
3. Once a restart has been needed for more than 27 days they will get prompted to restart their computer and be given 24 hours to do so in a controlled manner. If they do not take the action within that 24-hour window the computer will restart automatically.

Currently there are many computers that have not been restarted within 28 days so I will release these Fixlets sequentially over a two week period so even the 28+ day people will get all 11 reminders/opportunities to restart in a controlled manner. **I am releasing the first Fixlet starting today (Tuesday, January 7th, 2020) at noon.**

Note that depending on how many security updates your computer has been waiting to install the restart process may take some time to complete. Therefore, I would recommend accepting the action to restart only if you can leave your computer for a period of time to successfully complete all the patches.

Lon

=====
Lon A. Weber, Director of IT
College of Natural Resources and Environment (MC0324)
Cheatham Hall, RM 216C1, Virginia Tech
310 West Campus Drive

Blacksburg, VA 24061
Phone: 540-231-3277 Fax: 540-231-7664
<https://it.cnre.vt.edu>

--

You are receiving this email because you are a member of the CNRE graduate students listserv. If you have any questions, please contact Cathy Barker in the CNRE Advising Center, cbarker@vt.edu, 140 Cheatham Hall.

You received this message because you are subscribed to the Google Groups "CNRE Graduate Student Listserv" group. To unsubscribe from this group and stop receiving emails from it, send an email to cnre_grad_students-g+unsubscribe@vt.edu.

To view this discussion on the web visit https://groups.google.com/a/vt.edu/d/msgid/cnre_grad_students-g/MN2PR05MB6864D04BB820FDF5E30224C6C83F0%40MN2PR05MB6864.namprd05.prod.outlook.com.