



## Over One Hundred Years of Dedication to Excellence— Auburn University's College of Architecture, Design and Construction

### SOLUTION

Desktop Authority®  
& Security Explorer®

### INDUSTRY

Education

### CRITICAL NEEDS

- More efficiently and effectively manage Windows environment through centralized management
- Map printers and manage permissions for nearly 70 printers used by more than 1000 students
- Deploy software and report on desktop elements

### RESULTS

- Dramatically reduced time required for printer set-up and management
- Gained control of desktop configuration, moved on to strategic projects

### OVERVIEW

Celebrating its 100-year anniversary in 2007, the College of Architecture, Design and Construction (CADC) at Auburn University remains committed to the traditions of excellence established by its many graduates who have studied at the College and went forward to distinguished careers in the design and construction fields.

CADC students enroll in one of twelve programs, making up the major components of the design and construction industries. To ensure success and that students gain the educational values, technical skills, knowledge and ideas to promote life-long achievement, CADC students learn in unique and flexible settings from innovative faculty, ideas, and conditions.

### CHALLENGE

Providing College of Architecture, Design and Construction students access to the latest hardware, state-of-the-art printing labs and new architecture and design software programs and applications, the six-person IT department faces daily IT management challenges. An IT director, team of Unit Technology Managers and supporting administrators deliver students access to nearly 350 desktops and maintain 31 servers, which are spread among four buildings, connected by high-speed fiber.

IT Director Scott Davis, who sets the direction for all CADC IT projects, recounts the 'state of the network' when he joined the department several years ago:

"When I began working with CADC as a network administrator, the network was in complete disarray, primarily because IT management had no clear direction or security template," he said. "One of my initial assignments was to overhaul the configuration and security of the printer network."

Ability to print schematics, projects, blue prints, etc. is of critical importance to architecture, construction, design and graphics students—and CADC provides the very best in order to print. The network includes 68 printers—ranging from simple desktop printers to high-end equipment including phasers for high-speed 11x17 color printing, 3D printers, and plotters for printing formats from 24 inches to larger than 60 inches, and laser cutters.

Despite having state-of-the-art tools, Davis referred to the printing network as the 'wild, wild, West'. He explained that every semester all student accounts are deleted and recreated. While this makes sense from a security standpoint, it isn't easy to use native tools or write scripts to map printers, users and/or desktops. One such situation Davis encountered was that users could print from any printer without control over when, where or how often it would print a job. To compound matters, the cost of toner, inks, and paper was spiraling out of control with no way to stop it.

In an attempt to control the printer issues, Davis wrote and deployed a Visual Basic script. In addition to the being cumbersome and difficult to maintain under normal circumstances, the script had to be edited and reconfigured when students added or dropped classes. This happened frequently, often within the first two weeks of classes.

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## **SOLUTION**

Fearing dependency on this VB script would leave no time for strategic network management projects, Davis searched for a tool that would provide automated configuration and management. A peer recommended ScriptLogic's Desktop Authority, a desktop management solution that helps IT administrators deploy, configure, protect, enhance and support desktops throughout their lifecycle.

After a short trial, Davis was hooked. He used Desktop Authority's user-friendly interface to map drives from Active Directory based on students' year and specific classes. Instead of using his Visual Basic script to maintain printer mapping, he simply assigned printers based on user groups. Changes are simple and can be made in real-time since Davis can move users in and out of groups. But Davis wanted to take this new management capability further.

As previously stated, printer maintenance was expensive, exaggerated by the fact that students were abusing printing rights since there were no permissions assigned to dictate which printers could be used and by whom. In order to corral students' printer permissions, Davis implemented ScriptLogic's Security Explorer—a server management solution that provides the ability to manage security on multiple platforms, including file servers, and to manage printer permissions. Using Security Explorer's intuitive console, Davis and the IT team was able to assign printer access based on group and location.

"ScriptLogic's Desktop Authority and Security Explorer provide complementary functionality," Davis explained. "Now I'm able to assign printers to groups via Desktop Authority and then with Security Explorer apply printers' security settings as well, in one fell swoop."

After tackling the printer management issue, Davis explored other uses of for Desktop Authority. Davis values the fact that he can:

- Change the local administrator password, via an encrypted format, on a Windows workstation without having to touch the box
- Run reports on hardware and software as well as other client elements. For example, the team can quickly determine which PCs are aligned with a certain server and can evaluate user activity
- Load an MSI package and deploy to applicable desktops from a centralized location as an administrator, eliminating involvement from users beyond log on. By enabling all users to run locally, the IT team can restrict users from having the ability to download programs and change configurations.

Beyond managing printer permissions on a file server, Davis uses the Security Explorer for management of five additional file servers and one Web server. He can manage granular permissions on NTFS file and folders, backup and restore those permissions and report on access for auditing purposes.

"Now on to other IT projects, such as adding more stability and functionality to the network," Davis said.

## **BENEFITS**

Scott Davis summarizes the IT department's use of ScriptLogic products: "The mundane Windows network management tasks, that you can use Microsoft tools to complete, become effortless with Desktop Authority and Security Explorer. This combination of solutions has enabled our IT team to improve network management and has helped us get to where we are today."

Providing just a single instance of time and resource savings, Davis explained that managing printer mapping and permissions previously took eight hours every time student accounts

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needed to be recreated or changed. With help from ScvriptLogic tools, the IT department compressed the process down to an hour, or less.

“The value that Desktop Authority provides speaks for itself. Through centralized, efficient Windows desktop configuration and management, we are able to move on to more strategic projects, making sure our students have the best IT resources available,” Davis continued.

Furthermore, Desktop Authority’s reporting functionality enables quick auditing—a time saver when mapping out IT projects and determining department needs.

“As we look to further improve our network, for example upgrading to Windows 7 in the spring of 2010, we plan to turn to ScriptLogic to help with migration and support our new systems,” he concluded

### **ABOUT SCRIPTLOGIC**

ScriptLogic Corporation, a wholly owned subsidiary of Quest Software (Nasdaq: QSFT), is a recognized leader in the management, monitoring and support of desktops, servers and networks. ScriptLogic’s award winning solutions benefit over 29,000 customers worldwide in the areas of desktop, help desk, active directory, server and network management. IT professionals and organizations of all sizes rely on ScriptLogic to streamline administrative tasks and improve productivity through “Point, Click, Done” solutions. For more information, visit [www.scriptlogic.com](http://www.scriptlogic.com).