Contents

Pr	Preface		
1	Intr	roduction	1
	1.1	The Scope of System Administration	1
	1.2	Is System Administration a Discipline?	2
	1.3	A Jigsaw Puzzle	2
		The Goals of System Administration	
	1.5	A Philosophy	3 3
	1.6	The Challenges of System Administration	4
	1.7	Common Practice and Good Practice	5
	1.8	Bugs	6
	1.9	Information Sources for Sysadms	6
	Exe	rcises	7
2	The System Components		8
	2.1	What is 'The System'?	8
	2.2	Operating Systems	9
	2.3	File Systems	16
	2.4	Processes and Job control	32
	2.5	Logs and Audits	34
	2.6	Privileged Accounts	35
	2.7	Hardware Awareness	36
	2.8	System Uniformity	38
3	Networked Communities		40
	3.1	Communities	40
	3.2	User Sociology	41
	3.3	Client-Server Cooperation	42
	3.4	Host Identities and Name Services	43
	3.5	Common Network Sharing Models	46
	3.6	Physical Network	49
	3.7	TCP/IP Networks	55
	3.8	Network Analysis	62
	3.9	Planning Network Resources	70

Contents

. vi

4	 Host Management 4.1 Choices 4.2 Start-up and Shutdown 4.3 Configuring and Personalizing Workstations 4.4 Installation of the Operating System 4.5 Software Installation 4.6 Installing a Unix Disk 4.7 Kernel Customization 	78 78 80 81 88 95 104 106
5	User Management 5.1 User Registration	111 111 116
	5.2 Account Policy	116 117
	5.3 Login Environment5.4 User Support Services	124
	5.5 Controlling User Resources	124
	5.6 User Well-being	129
6	Models of Network Administration	134
	6.1 Administration Models	134 136
	6.2 Immunity and Convergence6.3 Network Organization	137
	6.4 Bootstrapping Infrastructure	139
	6.5 Cfengine: Policy Automation	144
	6.6 SNMP Network Management	145
	6.7 Integrating Multiple OSes	146
	6.8 A Model Checklist	149
7	Configuration and Maintenance 7.1 System Policy	151
	7.1 System Policy 7.2 Synchronizing Clocks	151 153
	7.3 Executing Jobs at Regular Times	153
	7.4 Automation	155
	7.5 Preventative Maintenance	161
	7.6 Fault Report and Diagnosis	164
_	7.7 System Performance Tuning	171
8	Services 8.1 High Level Services	181
	8.2 Proxies and Agents	181
	8.3 Installing a New Service	182 183
	8.4 Summoning Daemons	183
	8.5 Setting up the DNS Name Service	187
	8.6 Setting up a WWW Server 8.7 E-mail Configuration	203
	8.7 E-mail Configuration8.8 Mounting NFS Disks	215
	8.9 The Printer Service	226
	OCITICE	229

Contents

9	Principles of Security	235
	9.1 Physical Security	236
	9.2 Four Independent Issues	236
	9.3 Trust Relationships	237
	9.4 Security Policy	237
	9.5 Protecting from Loss	239
	9.6 System and Network Security	241
	9.7 Social Engineering	243
	9.8 TCP/IP Security	244
	9.9 Attacks	259
10	Security Implementation	265
	10.1 The Recovery Plan	265
	10.2 Data Integrity	265
	10.3 Analysing Network Security	274
	10.4 VPNs: Secure Shell and FreeS/WAN	282
	10.5 WWW Security	282
	10.6 Firewalls	284
	10.7 Intrusion Detection and Forensics	290
11	Analytical System Administration	292
	11.1 Science vs Technology	292
	11.2 Studying Complex Systems	293
	11.3 The Purpose of Observation	295
	11.4 Evaluation Methods and Problems	295
	11.5 Evaluating a Hierarchical System	297
	11.6 Faults	298
	11.7 Deterministic and Stochastic Behaviour	315
	11.8 Observational Errors	326
	11.9 Strategic Analyses	334
	11.10 Summary	335
12	Summary and Outlook	337
	12.1 The Next Generation Internet Protocol (IPv6)	338
	12.2 Never-dos in System Administration	338
	12.3 Information Management in the Future	339
	12.4 Collaboration with Software Engineering	340
	12.5 The Future of System Administration	340
A	Summary	342
	A.1 Summary of Principles	342
	A.2 Summary of Suggestions	346
В	Some Useful Unix Commands	349
C	Programming and Compiling	355
	C.1 Make	355
	C 2 Dowl	350

Inc	lex	410
Bibliography		398
E	Recommended Reading	397
D	Glossary	393
	C.5 Cfengine	385
	C.4 PHP and the Web	383
	C.3 WWW and CGI Programming	377

A villy

Contents