

Prerequisites

- Recommend at least a couple of years of Solaris experience
 - Or at least a few years of other Unix experience
- Best is a few years of admin experience, mostly on Solaris

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About the Talk

- Every SysAdmin has a different knowledge set
- A lot to cover
 - So some covered quickly, some in detail
- Please ask questions
- If you want more...
 - Usenix conference tutorials
 - I talk with companies too...

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Fair Warning

- Sites vary
- Circumstances vary
- Admin knowledge varies
- My goals
 - Provide information useful for each of you at your sites
 - Provide opportunity for you to learn from each other

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Why Listen to Me

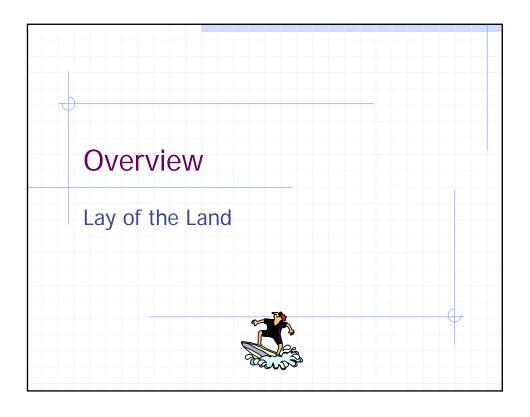
- 20 Years of Sun experience
- Seen much as a consultant
- Hopefully, you've used:
 - The Solaris Corner @ www.samag.com
 - The Solaris Security FAQ
 - SunWorld "Pete's Wicked World"
 - SunWorld "Pete's Super Systems"
 - Unix Secure Programming FAQ
 - Operating System Concepts (The Dino Book), 7th ed
 - Applied Operating System Concepts

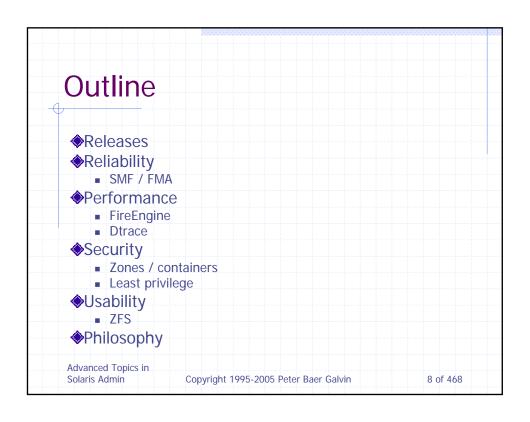
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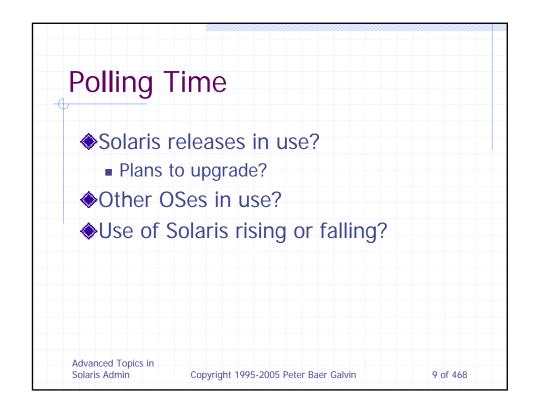
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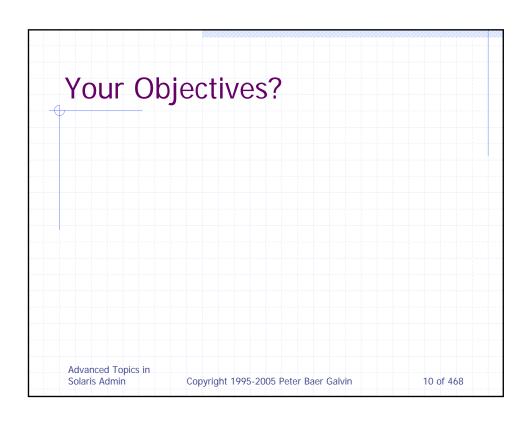




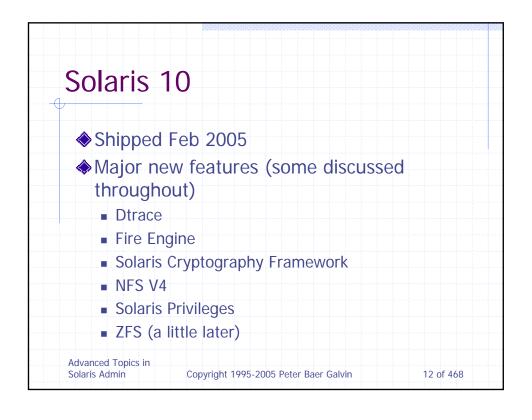












Solaris 10 (2) Netscape 7 New X Windowing features Gnome 2.0 desktop System V IPC resource controls Physical memory control using a new resource capping daemon Extended accounting for IPQos USB 2.0 support, and USB removable media support Dynamic intimate shared memory large-page support (for databases) (SPARC only) Memory placement optimization (on SunFire servers) (SPARC only) Improved UFS logging performance Unicode version 3.2 FTP client and server enhancements PAM enhancements Auditing enhancements Password history checking Advanced Topics in 13 of 468 Copyright 1995-2005 Peter Baer Galvin Solaris Admin

Solaris 10 (3) Locale administrator for adding and removing locates at the command line A new autofs configuration file Multiterabyte volume and disk support (64-bit SPARC only) Up to 16TB UFS file systems (64-bit SPARC only) (individual files are still limited to 1TB) devfs dynamically attaches and detaches device entries in /devices NCA support of multiple instances of the web server IPv6 6to4 router and packet tunneling of IPv4 over IPv6 NFS services are only started when needed, rather than only at boot time Sun ONE integration and availability routeadm routing administration command sendmail version 8.12 using TCP wrappers BIND version 8.4.2 Availability of a reduced networking software group for selection during installation of more secure systems Solaris Product Registry added features and a command-line interface Solaris Flash differential archives and configuration scripts Customized contents of Solaris Flash archives Advanced Topics in Solaris Admin Copyright 1995-2005 Peter Baer Galvin 14 of 468

Solaris 10 (3) Solaris Live Upgrade 2.1 Ability to boot and install software over a WAN Improved DHCP implementation Solaris Management Console Patches tool can now analyze, download and install recommended patches Improved System V IPC configuration Signed packages and patches for more secure download NIS to LDAP transition service Top-down volume creation in Solaris Volume Manager Systems Management Agent implements SNMPv1, v2c, and v3 Event ports for generating and collecting events from disjoint sources New atomic operations API included in libc WBEM includes many updates Solaris Privileges for programmers allows applications to be written that need specific rights, rather than superuser rights. Smartcard interfaces and middleware APIs Basic Audit and Reporting Tool (BART) can compare contents of a system over time or audit an installed package for changes Kerberos enhancements Advanced Topics in Copyright 1995-2005 Peter Baer Galvin 15 of 468 Solaris Admin

Solaris 10 Adoption Everyone wants it But waiting for vendor support Given a list of apps, Sun can tell you expected support date Start from that, start testing a few months before all apps expected to be supported Quite a bit in use in production already Lots in QA Advanced Topics in Solaris Admin Copyright 1995-2005 Peter Baer Galvin 16 of 468

Software Express for Solaris

- Get future Solaris releases, now!
- ♦ Frequent updates (~1 / month)
- Basically, exports of internal Solaris builds (SPARC and x86)
- Other products might be available in the future
- No patches, but bug report and on-line support for paid version
- Free version allows download, access to docs
- Takes a couple of hours over fast link
- Need to be able to create .iso CDs

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OpenSolaris

- Solaris now open source under CDDL license!
- Updates currently once per week or so
- One week after code checked in to kernel gate
 - Very recent bits
 - Goal is to be even closer to kernel engineering
- No testing done
- No support
- But great stuff to play with

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OpenSolaris (2)

- Needed to build OpenSolaris
- Can use either gcc or (free*) forte' compiler to build
- Whole community around OpenSolaris
 - At www.opensolaris.org
- Already some interesting community work
 - Live discs from shillix http://schillix.berlios.de/
 - Belenix http://belenix.sarovar.org/belenix_home.html
 - Nexenta debian-based GNU/Solaris(!) http://www.gnusolaris.org/gswiki
- Lots of great info at blogs.sun.com

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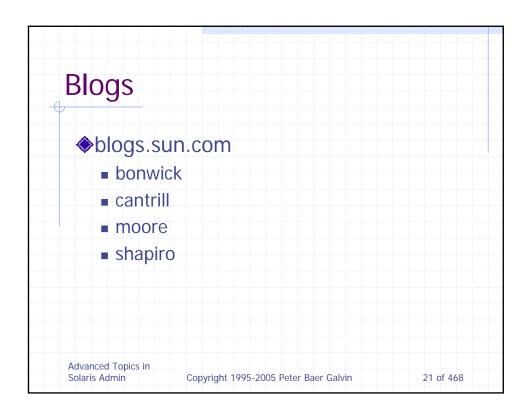
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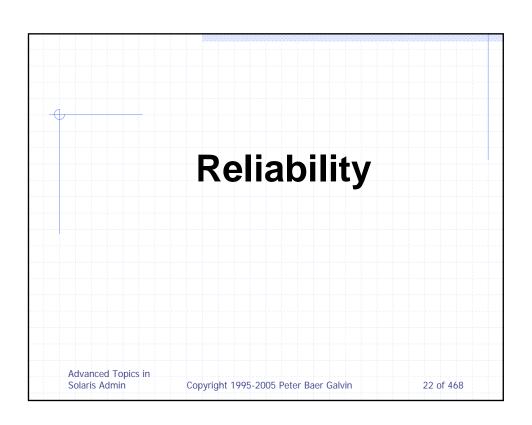
OpenSolaris (3)

- Now (theoretically), can upgrade between Solaris Express / OpenSolaris releases
 - Otherwise need to reinstall each time
 - Or use the BFU to install a new archive over an old
 - Just updates the kernel components, not userland stuff

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Solaris 10 Service Management Facility (SMF)

- Part of larger predictive self-healing facility (Build 69 and beyond)
- Replacing inetd, changing use of /etc/rc files, etc
- Much more sophisticated management of system startup and daemons
 - Builds reference tree of which processes need which, and order to start them in
 - If service fails, knows how to restart the service and all that depended on it
 - Startup to login prompt much faster with multithreading

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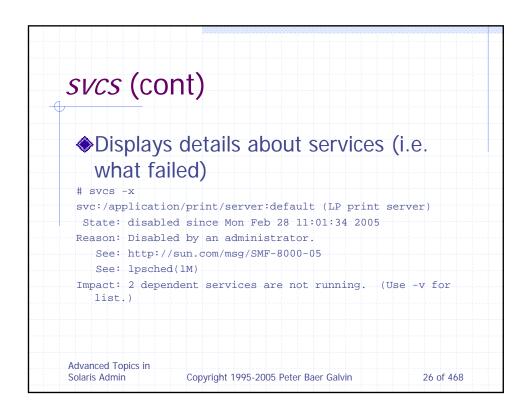
SMF - 2

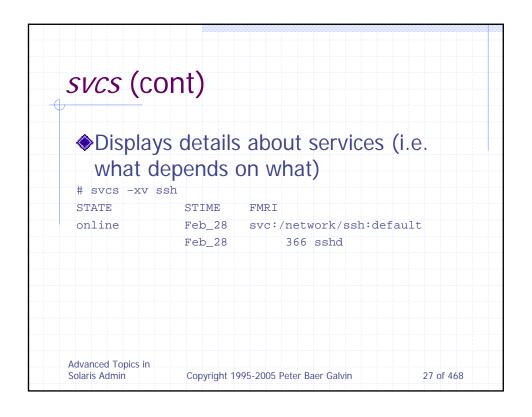
- Booting now much "quieter"
- ◆ Each service has its own log in /var/svc/log (/etc/svc/volatile)
- Services that would have hung boot now debuggable in maintenance mode
- New boot -m verbose to display message per service
- Processes will automatically restart by svc.startd or be placed in maintenance mode (watch out for kill -9)

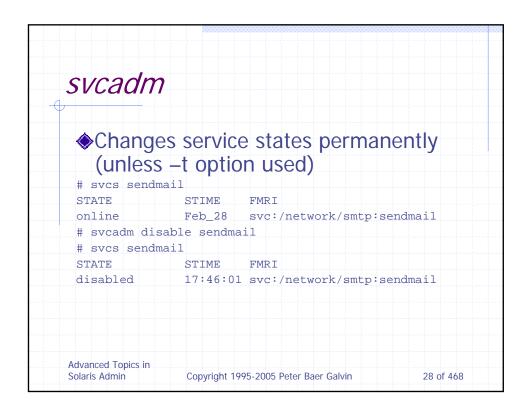
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SVCS			
Displays services	vices and stati		
# svcs			
STATE	STIME	FMRI	
legacy_run	Feb_28	lrc:/etc/rcS_d/S50sk98sc	1
legacy_run	Feb_28	lrc:/etc/rc2_d/S10lu	
legacy_run	Feb_28	lrc:/etc/rc2_d/S20sysetu	ıp
legacy_run	Feb_28	lrc:/etc/rc2_d/S4011c2	
legacy_run	Feb_28	lrc:/etc/rc3_d/S84appser	`v
legacy_run	Feb_28	lrc:/etc/rc3_d/S90samba	
online	Feb_28	<pre>svc:/system/svc/restarter:default</pre>	
online	Feb_28	svc:/network/pfil:default	
online	Feb_28	<pre>svc:/system/filesystem/root:default</pre>	
online	Feb_28	svc:/network/loopback:default	
online	Feb_28	svc:/milestone/name-serv	rices:default







SMF Notes Changes to inetd.conf are still effective, but only if inetconv is run after the change Use SMF instead of RC script changes if at all possible "Manifests" contain service descriptions in /var/svc/manifest Changes to services can be made here Won't be reflected until service restarted or refreshed svcs -a shows all services, no matter the state Also of interest svcadm restart - restart the service svcadm refresh - reread the service configuration svcs -d FMRI - shows named service and parents svcs -D FMRI - shows named service and dependents boot -m milestone - boots to named milestone svcadm milestone - transitions to named milestone Advanced Topics in 29 of 468 Solaris Admin Copyright 1995-2005 Peter Baer Galvin

FMA New with Solaris 10, Solaris Fault Management Architecture (called predictive self-healing by marketing) Two components – service manager and fault manager Fault manager designed to detect faults (as before) and analyze them Can reduce downtime / debugging by not "waiting for that problem to happen again" New daemon runs by default at boot – fmd Still logs to syslog et al, and /var/fm/fmd/fltlog Command line interface • fmadm • fmdump • Fmstat Currently, better hw info from SPARC than Opteron CPUs Advanced Topics in Solaris Admin Copyright 1995-2005 Peter Baer Galvin 30 of 468

FMA Fault Management

 Should be much more likely to catch and debug intermittent or correctable error and point to a correction: (from bigadmin article)

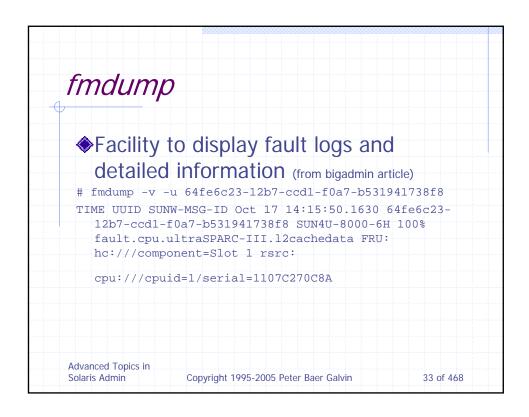
SUNW-MSG-ID: SUN4U-8000-6H, TYPE: Fault, VER: 1, SEVERITY: Major EVENT-TIME: Sun Oct 17 14:15:50 PDT 2004 PLATFORM: SUNW,Sun-Blade-1000, CSN: -, HOSTNAME: myhost EVENT-ID: 64fe6c23-12b7-ccd1-f0a7-b531941738f8 DESC: The number of errors associated with this CPU has exceeded acceptable levels. Refer to http://sun.com/msg/SUN4U-8000-6H for more information. AUTO-RESPONSE: An attempt will be made to remove the affected CPU from service. IMPACT: Performance of this system may be affected. REC-ACTION: Schedule a repair procedure to replace the affected CPU. Use fmdump -v -u <EVENT_ID> to identify the CPU.

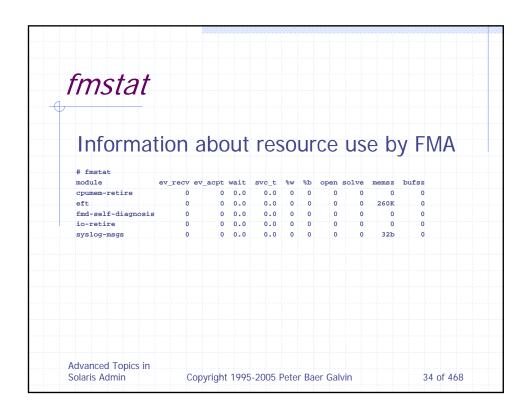
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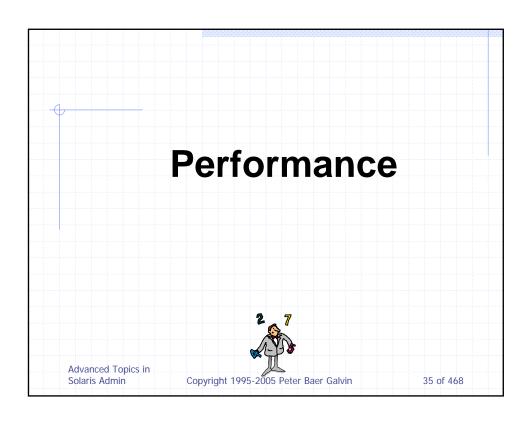
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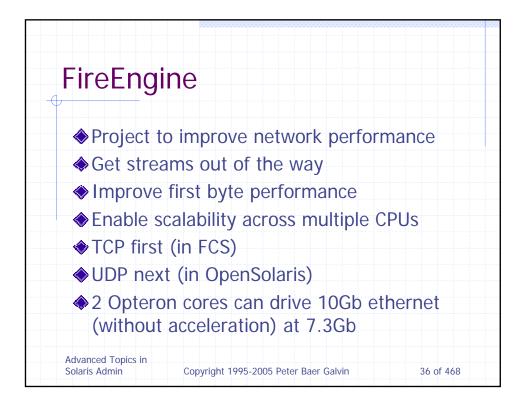
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fmadm Usage: fmadm [-P prog] [-q] [cmd [args ...]] fmadm config fmadm faulty [-ai] - display fault manager configuration fmadm faulty [-ai] - display list of faulty resources fmadm flush <fmri> - flush cached state for resource fmadm repair <fmri> | cuuid> - record repair to resource(s) fmadm reset [-s serd] module> - reset module or sub-component fmadm rotate <logname> - rotate log file fmadm config MODULE VERSION STATUS DESCRIPTION cpumem-retire 1.0 active CPU/Memory Retire Agent eft 1.12 active eft diagnosis engine fmd-self-diagnosis 1.0 active Fault Manager Self-Diagnosis io-retire 1.0 active Fault Manager Self-Diagnosis io-retire 1.0 active Syslog Messaging Agent Advanced Topics in Solaris Admin Copyright 1995-2005 Peter Baer Galvin 32 of 468









Dtrace Overview (Solaris 10)

- Best tool ever for understanding system behavior
- Dynamic probes within the kernel
- Has its own programming language (D)
- Zero overhead until used
- Can be used to find out about almost all happenings in the kernel
- Interview with the developers http://www.samag.com/documents/s=9171/sam0 406h/0406h.htm
- See talk from Usenix 2004
- blogs.sun.com/bmc (!)

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DTrace

- Fully scalable
- Enabled in Solaris 10 no custom kernel or configuration changes needed
- Way to much to cover here
 - So I'll whet your appetite
 - Got example code available at
 http://users.tpg.com.au/adsln4yb/dtrace
 .html
 - All DTrace resources at http://www.sun.com/bigadmin/content/dtr ace/

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```
DTrace Example - 1
 ◆connections.d snoop inbound TCP
   connections as they are established,
   displaying the server process that
    accepted the connection.
 # ./connections.d
 UID PID IP_SOURCE PORT CMD
 0 254 192.168.001.001 23 /usr/sbin/inetd -s
 0 254 192.168.001.001 23 /usr/sbin/inetd -s
 0 254 192.168.001.001 79 /usr/sbin/inetd -s
 0 254 192.168.001.001 21 /usr/sbin/inetd -s
 0 254 192.168.001.001 79 /usr/sbin/inetd -s
 100 2319 192.168.001.001 6000 /usr/openwin/bin/Xsun :0 -
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```

```
DTrace Example - 2

◆The following script counts number of write(2) calls by application:

syscall::write:entry

{

@counts[execname] = count();
}

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```

```
# dtrace -s write-calls-by-app.d
dtrace: script 'write-calls-by-app.d' matched 1 probe
^C

dtrace
1
login
1
sshd
2
sh
6
telnet
6
w
7
df
12
in.telnetd
Advanced Topics in
Solarit writing applet 2
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```

```
DTrace Example - 5

◆Let's have a look at the size of the writes to file descriptor 5, per section of user code (!)

syscall::write:entry

/execname == "sshd" && arg0 == 5/

{

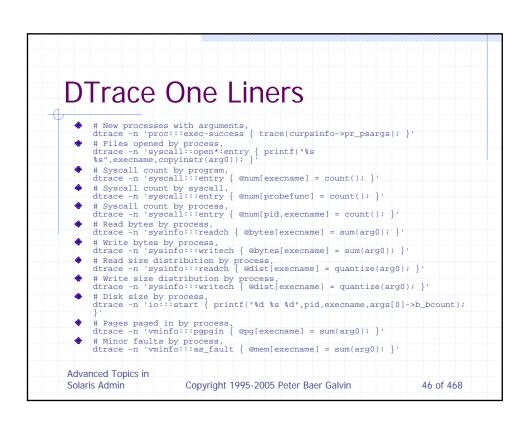
@[ustack()] = quantize(arg2);

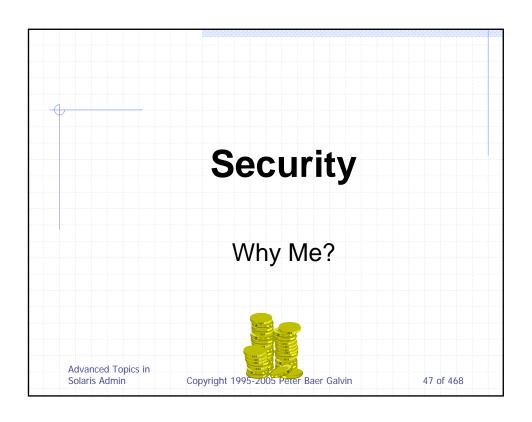
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```

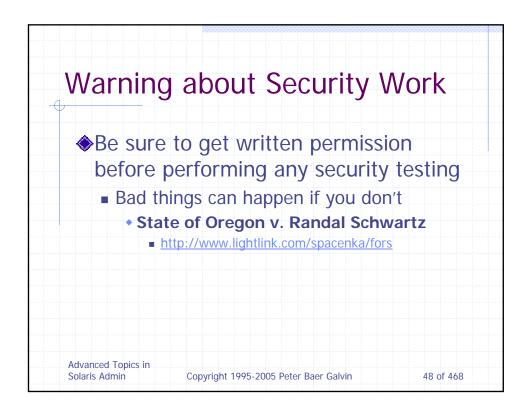
```
DTrace Example - 6
 bash-2.05b# dtrace -s write-sshd-fd-5.d
 dtrace: script 'write-sshd-fd-5.d' matched 1 probe
             libc.so.1`_write+0xc
             sshd`atomicio+0x2d
             805b59c
             sshd`main+0xd59
             805b1fa
                      ----- Distribution -----
             libc.so.1`_write+0xc
             sshd`packet_write_poll+0x2e
             sshd`packet_write_wait+0x23
             sshd`userauth_finish+0x19f
             805f42e
             sshd`dispatch_run+0x49
             sshd do_authentication2+0x7c
             sshd`main+0xdc7
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```

```
DTrace Example - 7
 #!/usr/sbin/dtrace -s
 #pragma D option flowindent
 pid$1::$2:entry
 self->trace = 1;
 pid$1:::entry, pid$1:::return, fbt:::
 /self->trace/
 printf("%s", curlwpsinfo->pr_syscall ?
 "K" : "U");
 pid$1::$2:return
 /self->trace/
 self->trace = 0;
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```

```
# ./all.d 'pgrep xclock' XEventsQueued
            dtrace: script './all.d' matched 52377 probes
            CPU FUNCTION
                                                          U
              0 -> XEventsQueued
              ٥
                  -> _XEventsQueued
                                                          II
                     -> _X11TransBytesReadable
                                                          IJ
                    <- _X11TransBytesReadable
                                                          П
              0
                     -> _X11TransSocketBytesReadable
                                                          IJ
              0
                     <- _X11TransSocketBytesReadable</pre>
                                                          U
                     -> ioctl
                       -> ioctl
                         -> getf
              0
                          -> set_active_fd
                          <- set_active_fd
              0
              0
                        <- getf
              0
                        -> get_udatamodel
              0
                        <- get_udatamodel
              0
                        -> releasef
                           -> clear_active_fd
                           <- clear_active_fd
                          -> cv_broadcast
                          <- cv_broadcast
                        <- releasef
              0
                      <- ioctl
              0
                    <- ioctl
              0
                                                          IJ
                   <- XEventsQueued
              0
                                                          U
              0 <- XEventsQueued
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```







Role-based Administration

- Doles out administrative privs without having to give full root privs
- New to Solaris 8, from Trusted Solaris
- Implemented via psh, pksh, ptcsh
- ◆ Like sudo, but built into shells
- Implements rule sets, roles limited to those rule sets
- Logging seems to be limited
- Improvements included in S9, S10
 - To make it actually usable

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Privileges (s10)

- Really known as "least privilege"
 - Only the minimum privileges to get a job done should be available
- Alternative to being root or no one
- ◆ Done at the API level
 - SetUID programs can dictate fine grain access to kernel features
 - Can limit what privs children have
 - Should further help can buffer overflows and other privilege escalation methods
- Done at the user or role level
- All specific users to perform specific operations

 Advanced Telegrardless of the programs being run

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Privileges - 2

- New level of management of rights within a Solaris 10 system
- Fine-grained privileges that can be assigned to entities
- The kernel enforces the new requirement that, to perform a special function, the entity must have the privilege to do so.
- Can work in parallel with traditional superuser functionality for backward compatibility.

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Privilege Sets

- ◆ E Effective privilege set the current set of privileges that are in effect
- I Inheritable privilege set the set of privileges that a process can inherit across an exec()
- P Permitted privilege set the set of privileges that are available for use
- ◆ L Limit privilege set the outside limit of what privileges are available to a process and its children
 - Used to shrink the "I" set when a child is created, for example

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```
Privileges Example

    Traceroute is now privilege enabled.

  $ ls -l /usr/sbin/traceroute
                                 35392 Jul 3 14:42 /usr/sbin/traceroute
  -r-sr-xr-x 1 root bin
  $ /usr/sbin/traceroute 1.2.3.4 &
  [2] 7841
  # pcred 7841
  7841: e/r/suid=101 e/r/sgid=14
  # ppriv -v 7896
  7896: /usr/sbin/traceroute 1.2.3.4
  flags = PRIV_AWARE
  E: file_link_any,proc_exec,proc_fork,proc_info,proc_session
  I: file_link_any,proc_exec,proc_fork,proc_info,proc_session
     file_link_any,net_icmpaccess,net_rawaccess,proc_exec,proc_
fork,proc_info,proc_session

    Note exploit needs to execute fully in the context of traceroute to make
use of its privileges because the "Limit" set is empty

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```

```
Privileged Daemon Example
 # ppriv `pgrep rpcbind`
 153: /usr/sbin/rpcbind
 flags = PRIV_AWARE
   basic,!file_link_any,net_privaddr,!proc_exe
   c,!proc_info,!proc_session,sys_nfs
   basic,!file_link_any,!proc_exec,!proc_fork,
   !proc_info,!proc_session
   basic,!file_link_any,net_privaddr,!proc_exe
   c,!proc_info,!proc_session,sys_nfs
   basic,!file_link_any,!proc_exec,!proc_fork,
   !proc_info,!proc_session
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```

RBAC and Privileges Use RBAC to assign specific privs to roles or users By default, all non-setuid processes have the "basic" set of privileges assigned Create a role with that privilege and then allow the user to assume that role The list of available privileges is available in the privileges(5), and via the all important ppriv command (the "-lv" options). Divided into categories, including file, ipc, net, proc, and sys privileges. For example, enable users in role "test" to do process management and use DTrace features ■ Create "test" role in /etc/user_attr # roleadd -u 201 -d /export/home/test -P "Process Management" test rolemod -K defaultpriv=basic,dtrace_proc,dtrace_user,dtrace_kernel test # grep test /etc/user_attr test::::type=role;defaultpriv=basic,dtrace_proc,dtrace_user,d trace_kernel;profiles=Process Management The user would need to switch to the role "test" to use DTrace Advanced Topics in 55 of 468 Copyright 1995-2005 Peter Baer Galvin Solaris Admin

RBAC and Privileges - 2 \$ ppriv \$\$ 10897: -bash flags = <none> E: basic I: basic P: basic L: all \$ dtrace -s bitesize.d dtrace: failed to initialize dtrace: DTrace requires additional privileges \$ su test Password: Roles can only be assumed by authorized users su: Sorry # usermod -R test pbg (then login as pbg) Advanced Topics in Solaris Admin Copyright 1995-2005 Peter Baer Galvin 56 of 468

```
RBAC and Privileges - 3
 $ roles
 test
 Ssu test
 password:
 $ ppriv $$
 11022: pfsh
 flags = <none>
          E: basic,dtrace_kernel,dtrace_proc,dtrace_user
          I: basic,dtrace_kernel,dtrace_proc,dtrace_user
          P: basic,dtrace_kernel,dtrace_proc,dtrace_user
 $ dtrace -s bitesize.d
 Alternately, privileges can be directly assigned to users, as in:
 pbg::::type=normal;roles=primary_administrator,test; \
 defaultpriv=basic,dtrace_proc,dtrace_user,dtrace_kerne
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```

Privilege Assignment To add a privilege to a specific user, use the usermod command to add the privilege to the user's default privileges, as in usermod -K defaultpriv=basic,proc_clock_high_res jdoe Unfortunately, to be able to assign a specific privilege to a specific command, the command must be written to be privilege aware Currently, native system programs are becoming privilege aware and having a limited set of privileges assigned to them Includes most setuid-root and network daemons API available with privileges to allow Solaris programmers to write privilege aware programs ppriv command can be used on a program that is failing due to a lack of privilege, to determine exactly the privileges that the program needs to Appropriate privileges can be assigned to the program, or assigned to a role or user to allow that program to run properly when the appropriate set of users runs it Advanced Topics in Solaris Admin Copyright 1995-2005 Peter Baer Galvin 58 of 468

Packet Filtering Overview (S10)

- Solaris used to have nothing, then SunScreen was commercial, then SunScreen was included, now ipfilter is standard
- Solaris IP Filter is a host-based firewall that is derived from the open source IP Filter code, developed and maintained by Darren Reed
 - Based on version 4.0.33 of the open source IP Filter
 - Uses the STREAMS module, pfil, to intercept packets
 - By default, pfil is not autopushed onto network interface cards (NICs). Autopush of pfil is disabled for all drivers

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Packet Filtering Overview - 2

- Provides packet filtering and network address translation (NAT), based upon a user-configurable policy
 - Rules are configurable to filter either statefully or statelessly
 - Command line interface only
 - ipf for loading or clearing packet filter rules
 - ipnat for loading or clearing NAT rules
 - ippool for managing address pools associated with IP rules
 - ipfstat for viewing per-interface statistics
 - ipmon for viewing of logged packets
- Good info at http://www.obfuscation.org/ipf/

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ipfilter Details Can match on the following IP header fields Source or destination IP address (including inverted matches) IP protocol TOS (Type of Service) IP options or IP security classes Fragment In addition it can: Distinguish between various interfaces Return an ICMP error or TCP reset for denied packets Keep packet state information for TCP, UDP, and ICMP packet flows Keep fragment state information for any IP packet, applying the same rule to all fragments in that packet Use redirection to set up true transparent proxy connections Provide packet header details to a user program for authentication Provide temporary storage of pre-authenticated rules for passing packets Advanced Topics in 61 of 468 Solaris Admin Copyright 1995-2005 Peter Baer Galvin

ipfilter Details - 2 Special provision is made for the three most common Internet protocols, TCP, UDP and ICMP. Can match based on: ■ TCP or UDP packets by port number or a port number range ■ ICMP packets by type or code ■ Established TCP packet sessions ■ Any arbitrary combination of TCP flags

Enable ipfilter

- Disabled by default
- Assume a role that includes the Network Management rights profile, or become superuser
- ◆ Edit /etc/ipf/pfil.ap
 - Uncomment the interface(s) to filter on
- Put filter rules in /etc/ipf/ipf.conf for automatic use at boot
- Put NAT rules in /etc/ipf/ipnat.conf for automatic use at boot
- Put config info in /etc/ipf/ippool.conf for pooling of interfaces at boot time

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Enable ipfilter - 2

- Reboot or run
 - /etc/init.d/pfil start
 - unplumb and replumb the interface(s) to filter
 - Activate filtering via /etc/init.d/ipfboot start
- Now enable ipfiltering
 - Enable filtering: ipf -E
 - Activate filtering: ipf -f filename
 - Activate NAT if wanted: ipnat -f filename
- ♦ Monitor with ipfstat

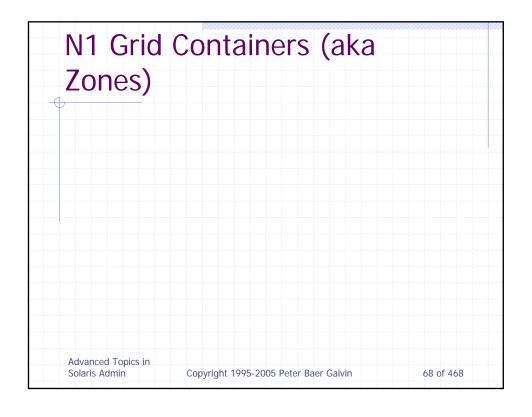
Advanced Topics in Solaris Admin

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/etc/ipf/ipf.conf Rules processed top to bottom Entire ruleset is run, not just until a match Last matching rule always has precedence "quick" rule option says to stop processing if match pass in quick on lo0 all pass out quick on lo0 all block in log all block out all pass in quick proto tcp from any to any port = 113 flags S keep state pass in quick proto tcp from any to any port = 22 flags S keep state pass in quick proto tcp from any port = 20 to any port 39999 >< 45000 flags S keep state pass out quick proto icmp from any to any keep state pass out quick proto tcp/udp from any to any keep state keep frags Advanced Topics in 65 of 468 Copyright 1995-2005 Peter Baer Galvin Solaris Admin

/etc/ipf/ipnat.conf ◆ Very feature rich translation of address and ports ◆ Some examples: map eril 192.168.1.0/24 -> 20.20.20.1/32 map eril 192.168.1.0/24 -> 0/32 portmap tcp/udp auto map eril 192.168.1.0/24 -> 20.20.20.1/32 proxy port ftp ftp/tcp rdr eril 20.20.20.5/32 port 80 -> 192.168.0.5, 192.168.0.6, port 8000 Advanced Topics in Solaris Admin Copyright 1995-2005 Peter Baer Galvin 66 of 468

/etc/ipf/ippool.conf Pool of addresses used by ipfilter Used for defining a single object that contains multiple IP address / netmask pairs Then rule can be applied to a pool ipf rule: pass in from pool/100 to any table role = ipf type = tree number = 100 { 1.1.1.1/32, 2.2.0.0/16, !2.2.2.0/24 }; Advanced Topics in Solaris Admin Copyright 1995-2005 Peter Baer Galvin 67 of 468



Zones Overview

- Virtualized operating system services
- Isolated and "secure" environment for running apps
- Apps and users (and superusers) in zone cannot see / effect other zones
 - Delegated admin control
- Virtualized device paths, network interfaces, network ports, process space, resource user (via resource

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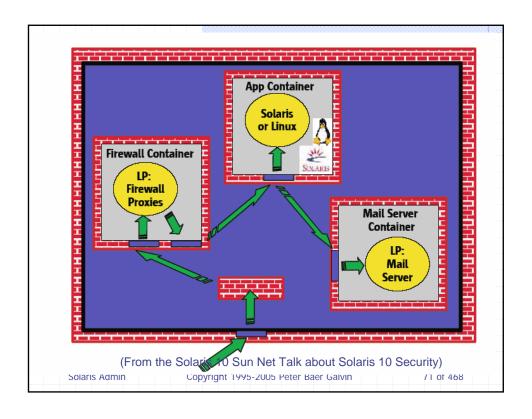
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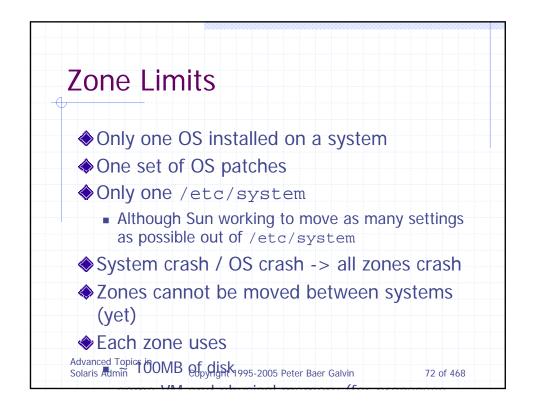
Zones Overview - 2

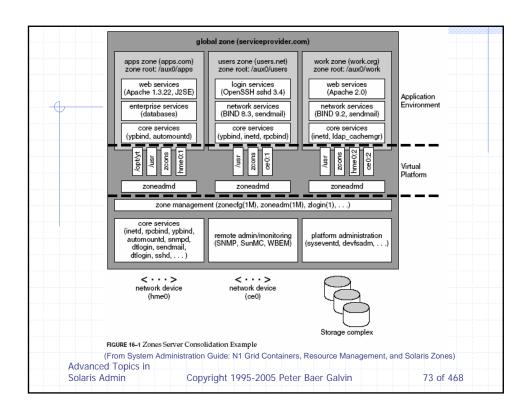
- ♦ Low physical resource use
 - Up to 8192 zones per system!
- Differentiated file system
 - Multiple versions of an app installed and running on a given system
- Inter-zone communication is only via network (but short-pathed through the kernel
- ♦ No application changes needed no API or

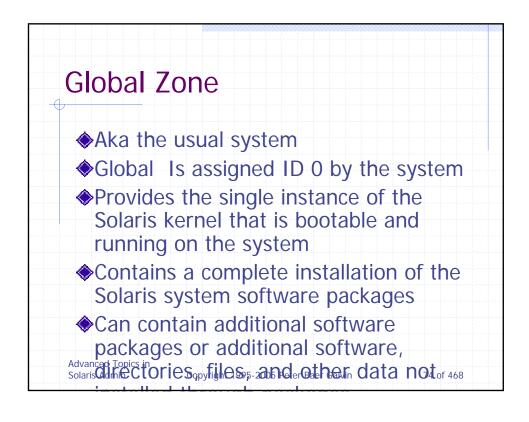
Advante Blpics in

olaris Admin Copyright 1995-2005 Peter Baer Galvin









Global Zone - 2

- Provides a complete and consistent product database that contains information about all software components installed in the global zone
- Holds configuration information specific to the global zone only, such as the global zone host name and file system table
- Is the only zone that is aware of all devices and all file systems
- Is the only zone with knowledge of nonAdvanglobal zone existence and configuration
 Solaris Admin Copyright 1995-2005 Peter Baer Galvin 75 of 468
 Is the only zone from which a non-global

Non-global Zones

- Non-Global Is assigned a zone ID by the system when the zone is booted
- Shares operation under the Solaris kernel booted from the global zone
- Contains an installed subset of the complete Solaris Operating System software packages
- Contains Solaris software packages shared from the global zone
- Adanced Topics in Contain, additional ainstalled

Non-global Zones -2

- Can contain additional software, directories, files, and other data created on the nonglobal zone that are not installed through packages or shared from the global zone
- Has a complete and consistent product database that contains information about all software components installed on the zone, whether present on the non-global zone or shared read-only from the global zone Is not aware of the existence of any other zones
- Cannot install, manage, or uninstall other

 Advanced Tapics in including itself
 Solaris Admin 77 of 468
 - Las configuration information specific to

Non-global Zone States

- Configured The zone's configuration is complete and committed to
- stable storage, not initially booted
- Incomplete During an install or uninstall operation
- Installed The zone's configuration is instantiated on the system but no virtual platform
- Ready The virtual platform for the zone is established. The kernel creates the zsched process, network interfaces are plumbed, file systems are mounted, and devices are configured. A unique zone ID is assigned by the system, no processes associated with the zone have been started.
- Running User processes associated with the zone application environment are running.
- Shutting down and Down These states are transitional states that are visible while the zone is being halted.

Advantowers, a zone that is unable to shut down for any Solaris ensurement will stop in the offer and the solaris ensurement of the solaris ensureme

Current Zone State	Applicable Commands	
Configured	zonecfg - z zonename verify	
	zonecfg -z zonename commit	
	zonecfg -z zonename delete	
	zoneadm - z zonename verify	
	zoneadm - z zonename install	
Incomplete	zoneadm - z zonename uninstall	
Installed	zoneadm - z zonename ready (optional)	
	zoneadm - z zonename boot	
	<pre>zoneadm - z zonename uninstall uninstalls the confi of the specified zone from the system.</pre>	guration
Ready	zoneadm - z zonename boot	
	zoneadm halt and system reboot return a zone in the state to the installed state.	ready
Running	zlogin options zonename	
	zoneadm - z zonename reboot	
	zoneadm - z zonename halt returns a ready zone to the state.	e installed
	zoneadm halt and system reboot return a zone in the state to the installed state.	running
rom System Administration	on Guide: N1Grid Containers, Resource Managemen	nt, and Solaris
rom System Administration	on Guide: N1Grid Containers, Resource Managemen	nt, and Solari

Zone Configuration

- Data from the following are not referenced or copied when a zone is installed:
 - Non-installed packages
 - Patches
 - Data on CDs and DVDs
 - Network installation images
 - Any prototype or other instance of a zone
- In addition, the following types of information, if present in the global zone, are not copied into a zone that is being installed:
 - New or changed users in the /etc/passwd file
 - New or changed groups in the /etc/group file
 - Configurations for networking services such as DHCP address assignment, UUCP, or sendmail
 - Configurations for network services such as naming services
 - New or changed crontab, printer, and mail files

Advanced Topistem log, message, and accounting files Solaris Admin Copyright 1995-2005 Peter Baer Galvin

Zone Configuration

- ◆Zlogin -C logs in to a just-boot virgin zone
 - Only root can zlogin normal zone access is via network
- The usual sysidconfig questions are asked (hostname, name service, timezone, kerberos)
- Zone reboots to put configuration changes into effect (a few seconds)

Advance IMessages look like a system reboot (within Solaris Admin Your Window) 1995-2005 Peter Baer Galvin 81 of 468

Zone Configuration - 2

```
# zonecfg -z app1
 appl: No such zone configured
 Use 'create' to begin configuring a new zone.
 zonecfg:appl> create
 zonecfg:app1> set zonepath=/opt/zone/app1
 zonecfg:appl> set autoboot=false
 zonecfg:appl> add net
 zonecfg:app1:net> set physical=pnc0
zonecfg:app1:net> set address=192.168.118.140
 zonecfg:app1:net> end
 zonecfg:app1> add fs
 zonecfg:app1:fs> set dir=/export/home
zonecfg:app1:fs> set special=/export/home
zonecfg:app1:fs> set type=lofs
zonecfg:appl> add inherit-package-dir
zonecfg:app1:inherit-pkg-dir> set dir=/opt/sfw
zonecfg:appl:inherit-pkg-dir> end
 zonecfg:appl> verify
Advancedflopicain> commit
Solaris Admin app1> exi Copyright 1995-2005 Peter Baer Galvin
```

Zone Conf	iam	ratio	nn -	3	
	igu	ati	ווכ	J	
# df -k					
Filesystem					Mounted on
		2689099			/
/devices	0	0		0%	/devices
/dev/dsk/c0d0p0:boot					/boot
proc	0	0	0	0%	/proc
mnttab	0	0	0		/etc/mnttab
fd	0	0	0	0%	/dev/fd
swap	600780				/var/run
swap	600776		600752		/tmp
/dev/dsk/c0d0s7	4030684	32853	3957525	1%	/export/hom
# zoneadm -z appl ve	-				
WARNING: /opt/zone/a			6 1 1		
When 'zoneadm instal				-	create
/opt/zone/app1, and	-		tried ag	gain,	
but the 'verify' may					
the parent directory	of /opt	/zone/app	ol is gro	oup- or ot	her-writable
or					
/opt/zone/app1 overla	_				
could not verify net	address	=192.168	.118.140	physical=	pnc0: No suc
Advance + 16 Bic 9 In address			eter Baer G		

```
Zone Configuration - 4
 # ls -l /opt/zone
 total 2
 drwx----- 4 root
                                           512 Aug 21 12:44
                            other
    test
 # mkdir /opt/zone/app1
 # chmod 700 /opt/zone/app1
 # ls -1 /opt/zone
 total 4
 drwx----
              2 root
                            other
                                           512 Sep 16 15:14
    app1
 drwx---- 4 root
                                         512 Aug 21 12:44
                          other
 # zonadm -z app1 verify
 could not verify net address=192.168.118.140
   physical=pnc0: No such device or address
 zoneadm: zone app1 failed to verify
 # zonecfg -z app1
Advanced For Cappol> info
Solaris Admin, Copyright 1995-2005 Peter Baer Galvin zonepath: /opt/zone/app1
                                                       84 of 468
```

```
Zone Configuration - 5
 net:
   address: 192.168.118.140
   physical: pnc0
 zonecfg:app1> remove physical=pnc0
 zonecfg:app1> add net
 zonecfg:app1:net> set physical=pcn0
 zonecfg:app1:net> set address=192.168.118.140
 zonecfg:app1:net> end
 zonecfg:app1> exit
 # zoneadm -z app1 verify
 # zoneadm -z app1 install
 Preparing to install zone <appl>.
 Creating list of files to copy from the global zone.
 Copying <2199> files to the zone.
 Initializing zone product registry.
 Determining zone package initialization order.
Advance de Tripins into initialize <779> packages on the zone.
Solaris Adminizing pa Crewight 1995-2005 Peterosaer Galvincent completed 468
```

		_			
Zone Config	aura	tion	-6		
	9				
	74				
Zone <appl> is initiate. The file</appl>	alizea.				
<td></td> <td></td> <td></td> <td>install_</td> <td>log></td>				install_	log>
contains a log of	the zone	install	lation.		
# zoneadm list -v					
ID NAME	STATUS		PATH		
0 global	running	J	/		
1 test	running	3	/opt/zon	e/test	
# df -k					
Filesystem Mounted on	kbytes	used	avail	capacity	7
/dev/dsk/c0d0s0	5678823	2766177	2855858	50%	1
/devices /devices	0	0	0	0%	
/dev/dsk/c0d0p0:boot	10296	1401	8895	14%	/boot
proc	0	0	0	0%	/prod
PIOC					

```
Zone Configuration -7
  # zoneadm -z app1 boot
  zoneadm: zone 'app1': WARNING: pcn0:2: no matching subnet found in
  netmasks(4) for 192.168.118.131; using default of
     192.168.118.131.
  # zoneadm list -v
    TD NAME
                         STATUS
                                         PATH
     0 global
                         running
    1 test running
                                        /opt/zone/test
    2 app1
                         running
                                       /opt/zone/app1
  # telnet 192.168.118.140
  Trying 192.168.118.140...
  telnet: Unable to connect to remote host: Connection refused
  # zlogin -C app1
  [Connected to zone 'appl' console]
  Select a Locale
    0. English (C - 7-bit ASCII)
Advanced Topics in (UTF-8)
Solaris Admin to Previous Screen 2005 Peter Baer Galvin
                                                                  87 of 468
```

Zone Configuration -8 rebooting system due to change(s) in /etc/default/init [NOTICE: Zone rebooting] SunOS Release 5.10 Version s10_63 32-bit Copyright 1983-2004 Sun Microsystems, Inc. All rights reserved. Use is subject to license terms. Hostname: zone-app1 The system is coming up. Please wait. starting rpc services: rpcbind done. syslog service starting. Sep 16 15:48:24 zone-app1 sendmail[7567]: My unqualified host name (zone-app1) unknown; sleeping for retry Sep 16 15:49:24 zone-app1 sendmail[7567]: unable to qualify my own domain name (zone-app1) -- using short name WARNING: local host name (zone-appl) is not qualified; see cf/README: WHO AM I? Advanced Topics in liases: 12 aliases longest 10 bytes, 138 bytes Solaris Admin Copyright 1995-2005 Peter Baer Galvin 88 of 468

```
Zone Configuration -9
 STSF Font Server Daemon.
 Standard Type Services Framework 0.11.1
 Copyright (c) 2001-2004 Sun Microsystems, Inc. All Rights
   Reserved.
 STSF is Open Source Software. http://stsf.freedesktop.org
 Creating new rsa public/private host key pair
 Creating new dsa public/private host key pair
 The system is ready.
 zone-app1 console login: root
 Password:
 Sep 16 15:51:08 zone-appl login: ROOT LOGIN /dev/console
 Sun Microsystems Inc. SunOS 5.10 s10_63 May 2004
 # cat /etc/passwd
 root:x:0:1:Super-User:/:/sbin/sh
 daemon:x:1:1::/:
 bin:x:2:2::/usr/bin:
Advanced Topics in
                                                  89 of 468
```

```
Zone Configuration -10
  # useradd -u 101 -g 14 -d /export/home/pbg -s /bin/bash pbg
  # passwd pbg
  New Password:
  Re-enter new Password:
  passwd: password successfully changed for pbg
  # zoneadm list -v
                       STATUS
   ID NAME
                                     PATH
                running
    3 app1
  zone-app1 console login: ~.
  [Connection to zone 'appl' console closed]
  # zoneadm list -v
   ID NAME
                     STATUS PATH
    0 global
                    running
    1 test
                                /opt/zone/test
/opt/zone/app1
             running
running
  # uptime
   3:53pm up 5:14, 1 user, load average: 0.23, 0.34, 0.43
  # telnet 192.168.118.140
  Trying 192.168.118.140...
Advanced chapicstin 192.168.118.140.
Solans Aldmin haracter is Copyright 1995-2005 Peter Baer Galvin
                                                          90 of 468
```

```
Zone Script
  create -b
  set zonepath=/opt/zones/zone0
 set autoboot=false
 add inherit-pkg-dir
  set dir=/lib
  end
 add inherit-pkg-dir
 set dir=/platform
 end
 add inherit-pkg-dir
 set dir=/sbin
 end
 add inherit-pkg-dir
 set dir=/usr
 end
 add inherit-pkg-dir
 set dir=/opt/sfw
 end
 add net
 set address=192.168.128.200
Advanced Topics Inpen0
                     Copyright 1995-2005 Peter Baer Galvin
                                                               91 of 468
Sodards Admin
  add rctl
```

```
Life in a Zone
       # ifconfig -a
       100: flags=1000849<UP,LOOPBACK,RUNNING,MULTICAST,IPv4> mtu 8232
                                    inet 127.0.0.1 netmask ff000000
       100:1: flags=1000849<UP,LOOPBACK,RUNNING,MULTICAST,IPv4> mtu 8232
                        zone test
                                   inet 127.0.0.1 netmask ff000000
       lo0:2: flags=1000849<UP,LOOPBACK,RUNNING,MULTICAST,IPv4> mtu 8232
             index 1
                                  inet 127.0.0.1 netmask ff000000
      pcn0: flags=1004843<UP, BROADCAST, RUNNING, MULTICAST, DHCP, IPv4> mtu
                1500 index 2
                                     inet 192.168.80.128 netmask ffffff00 broadcast
                  192.168.80.255
                                  ether 0:c:29:44:a9:df
       pcn0:1: flags=1000843<UP, BROADCAST, RUNNING, MULTICAST, IPv4> mtu 1500
                                  zone test
                                    inet 192.168.80.139 netmask ffffff00 broadcast
  Advance Topics in .255 Solaris Advance Baer Galvin 295-2005 Beter Baer Galvin 295-2005 Peter Baer Gal
```

1 1112 111 1	Zone	- 2			
	_00				
\$ telnet 192.168	.80.140				
\$ df -k Filesystem	lebert or				Mounted on
riiesystem	_	1894908			
/dev				21%	
/export/home					/export/hom
/lib		1894908			/lib
/platform		1894908			/platform
/sbin					/sbin
/usr		1894908			/usr
proc	0	0	0	0%	/proc
mnttab	0	0	0		/etc/mnttab
fd	0	0	0		/dev/fd
swap	1043072	16	1043056		/var/run
swap	1043056	0	1043056	0%	/tmp
\$ touch /usr/foo					· -
touch: /usr/foo					
					e swap)

Life in a Z	Ω r	10 -	2		
	VI	10 -	J		
à E					
\$ ps -ef UID PID PPID	C	STIME	עידיע	TIME	CMD
root 11120 11120		11:00:3			zsched
pbg 11377 11347	-	11:01:28	1 1 1	1 7 7 7	ps -ef
root 11229 11120		11:00:40	-		/usr/sbin/cron
root 11341 11120	_	11:00:46		0:00	/ ubl/ bblii/ cloii
/usr/sfw/sbin/snm	_	11 00 1			
root 11266 11120 port 9010 -s	0	11:00:41	?	0:00	/usr/lib/im/htt
yslog -message_local	e C				
root 11339 11336 /usr/lib/saf/ttym		11:00:46	5 ?	0:00	
root 11250 11120	0	11:00:41	?	0:00	/usr/lib/utmpd
root 11264 11261		11:00:41	?	0:00	
/usr/sadm/lib/smc		,			
root 11261 11120 /usr/sadm/lib/smc		11:00:41	?	0:00	
root 11227 11120		11:00:40) ?	0:00	/usr/sbin/nscd
root 11218 11120		11:00:40		0:00	/ usi/ sbiii/ liscu
/usr/lib/autofs/a			1	0.00	
root 11325 11120	0	11:00:45	5 ?	0:00	
Advanced Topics in	Xdmi	d -s zon			

Life in a Zor	00 1	
	HE - 4	
root 11323 11120 /usr/lib/dmi/dmispo		0:00
daemon 11152 11120 /usr/lib/crypto/kcf	0 11:00:37 ?	0:00
root 11241 11120 /usr/lib/sendmail -	0 11:00:41 ?	0:00
root 11214 11120 /usr/sbin/syslogd	0 11:00:39 ?	0:00
root 11299 11120 /usr/dt/bin/dtlogin		0:00
root 11317 11120 /usr/lib/snmp/snmpd		0:00
tc/snmp/conf		
root 11337 11129 /usr/lib/saf/ttymor	0 11:00:45 console n -g -h -p	0:00
zone-app1 console logi	in: -T dtterm -d /dev/	consol
daemon 11177 11120 /usr/sbin/rpcbind	0 11:00:38 ?	0:00
root 11343 11120 /usr/lib/ssh/sshd	0 11:00:47 ?	0:00
Advanced Topics in 47 11344 Solaris Admin root 11344 11230	1 11:00:50 pts/8 ght 1995-2005 Peter Baer Galvin	0:00 -bash 0:00 in telneto

Life in a Zone - 5 \$ mount -p -bash: mount: command not found \$ su -Password: Sun Microsystems Inc. SunOS 5.10 s10_63 May 2004 # mount -p / - / ufs - no rw,intr,largefiles,logging,xattr,onerror=panic /dev - /dev lofs - no zonedevfs /export/home - /export/home lofs - no /lib - /lib lofs - no ro, nodevices, nosub /platform - /platform lofs - no ro, nodevices, nosub /sbin - /sbin lofs - no ro, nodevices, nosub /usr - /usr lofs - no ro,nodevices,nosub proc - /proc proc - no nodevices,zone=app1 mnttab - /etc/mnttab mntfs - no nodevices,zone=app1 fd - /dev/fd fd - no rw,nodevices,zone=app1 swap - /var/run tmpfs - no nodevices,xattr,zone=app1 swap - /tmp tmpfs - no nodevices,xattr,zone=app1 # hostname zone-app1 Advanced Topics in Sodanis Admin Copyright 1995-2005 Peter Baer Galvin 96 of 468

Other Cool Zone Stuff

- ♦ps -Z shows zone in which each process is running
- Can use resource manager with zones
- Zones can use global naming services
 - Use features to enable or disable accounts per zone
- Interzone networking executed via loopback for performance

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Zones and Resource Management

- Load the fair share schedule as the default schedule class
 - dispadmin -d fss
- Move all processes into the FSS class
 - priocntl -s -c FSS -i class TS
- Give the global zone some (2) shares
 - prctl -n zone.cpu-shares -v 2 -r -i zone global
- Check the shares of the global zone
 - prctl -n zone.cpu-shares -i zone global
- Add a zone-wide resource control (1 share) to a zone (within zonecfg)
 - zonecfg:my-zone> add rctl
 - zonecfg:my-zone:rctl> set name=zone.cpu-shares
 - zonecfg:my-zone:rctl> add value \
 (priv=privileged,limit=1,action=none)
 - zonecfg:my-zone:rctl> end

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Zone Issues

- Zone cannot reside on NFS
 - But zone can be NFS client
- Each zone normally has a "sparse" installation of a package, if package is from "inherit-package-dir" directory tree
- By default, a package installed in global zone is installed in all existing non-global zones
 - Unless the pkgadd -G or -Z options are used
 - See also SUNW_PKG_ALLZONES and SUNW_PKG_HOLLOW package parameters
- By default, patch installed in global zone is

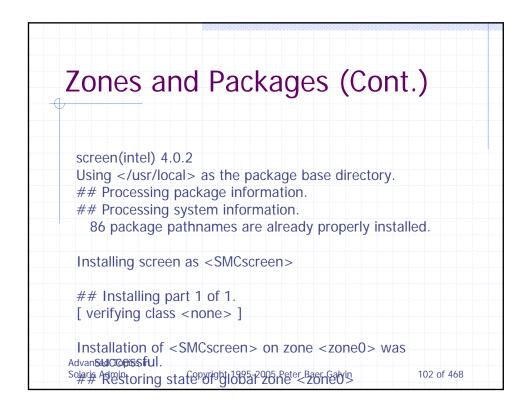
 Advanced Taplic in Solaris national in calling none-globals azones

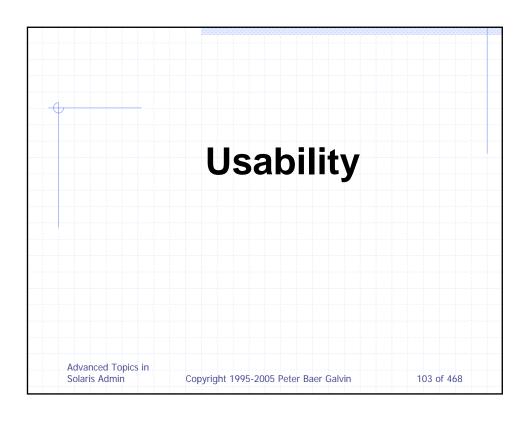
 99 of 468

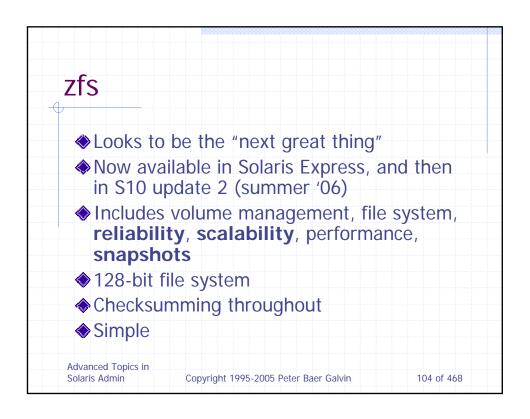
Zone issues - cont

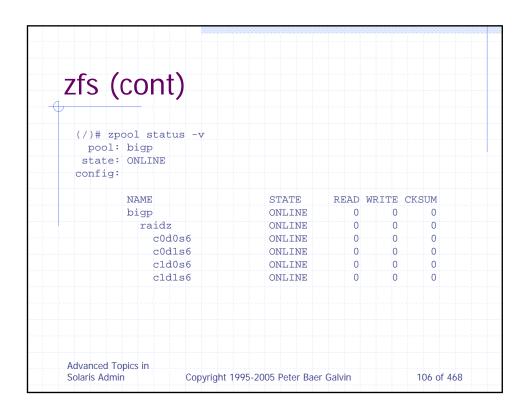
- Upgrading the global zone to a new Solaris release upgrades the non-global zones (but only by using live upgrade)
- Best practice is to keep packages and patches synced between global and all nonglobal zones
- Best practice prebuild a bunch of zones, even if you won't need them
 - Packages and patches stay in sync or as in generic initial system
 - Low resource use
- Use one of them for all applications & non-sys
- Advanced Tarbrin users
 Solaris Admin Copyright 1995-2005 Peter Baer Galvin 100 of 46
 Watch out for giving users root in a zone

```
Zones and Packages
  # pkgadd -d screen*
  The following packages are available:
   1 SMCscreen screen
              (intel) 4.0.2
  Select package(s) you wish to process (or 'all' to process
  all packages). (default: all) [?,??,q]:
  ## Not processing zone <zone10>: the zone is not running and cannot be booted
  ## Booting non-running zone <zone0> into administrative state
  ## waiting for zone <zone0> to enter single user mode...
  ## Verifying package <SMCscreen> dependencies in zone <zone0>
  ## Restoring state of global zone <zone0>
  ## Booting non-running zone <zone1> into administrative state
  ## waiting for zone <zone1> to enter single user mode...
  ## Booting non-running zone <zone0> into administrative state
  ## waiting for zone <zone0> to enter single user mode...
  ## waiting for zone <zone0> to enter single user mode...
  ## Installing package <SMCscreen> in zone <zone0>
Advanced Topics in
                                                                            101 of 468
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```







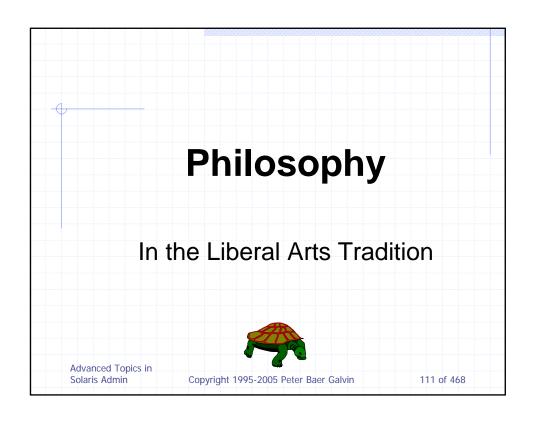


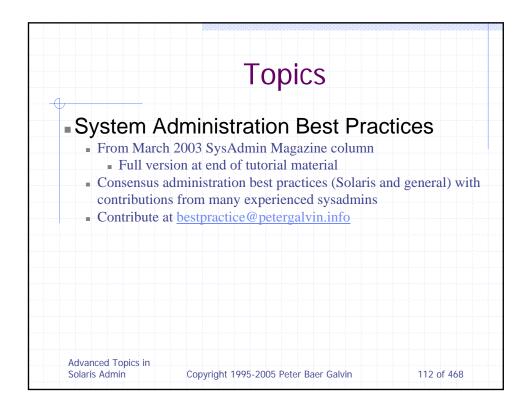
capacity				
bigp 630G 392G		wilte	Leau	write
	2			wrice
P=		4	41.3K	496K
	2	4	41.3K	496K
c0d0s6	0	2	8.14K	166K
c0d1s6	0	2	7.77K	166K
c1d0s6	0	2	24.1K	166K
c1d1s6	0	2	22.2K	166K

```
zfs (cont)
  (/)# zfs
  missing command
 usage: zfs command args ...
  where 'command' is one of the following:
          create <filesystem>
          create -c <container>
          create [-s] -V <size> <volume>
          destroy [-rRf] <filesystem | container | volume | snapshot>
          clone <snapshot> <filesystem | volume>
          rename <filesystems|container|volume|snapshot>
              <filesystem | container | volume | snapshot>
          snapshot <filesystem@name|volume@name>
          rollback [-rRf] <snapshot>
          list [-rH] [-o property[,property]...] [-t type[,type]...]
              [filesystem|container|volume|snapshot] ...
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```

```
zfs (cont)
   set container | volume > ...
          inherit [-r] cproperty> <filesystem | container | volume> ...
         mount
         mount [-o opts] [-0] -a
mount [-o opts] [-0] <filesystem>
         unmount -a
          unmount <filesystem | mountpoint>
          share <filesystem>
         unshare -a unshare <filesystem | mountpoint>
          backup [-i <snapshot>] <snapshot>
         restore [-n] -d <filesystem|container>
restore [-n] <snapshot>
  Each dataset is of the form: pool/[container/]*dataset[@name]
  Run 'zfs -?' to get a list of properties and acceptable values.
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```

zfs (cont)				
(/)# zfs list				
NAME	USED	AVAIL	REFER	MOUNTPOINT
bigp	630G	384G	-	/zfs/bigp
bigp/big /zfs/bigp/big	630G	384G	630G	
(root@sparky)-(7/pts)	-(06:35	:11/05/	05)-	
(/)# zfs snapshot big	p/big@5	-nov		
(root@sparky)-(8/pts)	-(06:35	:11/05/	05)-	
(/)# zfs list				
NAME	USED	AVAIL	REFER	MOUNTPOINT
bigp	630G	384G	-	/zfs/bigp
bigp/big /zfs/bigp/big	630G	384G	630G	7
bigp/big@5-nov /zfs/bigp/big@5-no	0 V	_	630G	





SysAdmin Best Practices (1)

- Keep an Eye peeled and the wall at your back
 - Know how your systems run when no problems, put debugging tools in place
- Communicate with users
 - They can "help" spot problem, give you room to work when trouble strikes
- Help users fix it themselves
 - Knowledge transfer to fellows, users
- Use Available Information
 - RTFM is right, after all these years, use available tech support

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SysAdmin Best Practices (2)

- Know when to use strategy, when to use tactics
 - Hand-to-hand combat vs. arranging the battlefield to increase your odds of winning
- All projects take 2X scheduled time and money
 - So 2 X estimates to prepare!
- It's not done until its tested
 - Great aggravation from untested changes
- It's not done until its documented
 - Decrease wheel-reinvention, miscommunication
- Never change anything on Fridays...or Mondays
 - Speed kills, causes unhappy weekends

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SysAdmin Best Practices (3)

- Audit before Edit
 - Review system logs, understand state before making changes
- Use defaults whenever possible
 - Too clever causes too complex
- Always be able to undo what you are about to do
 - Copy individual files, directories, backup systems to disk/tape
- Do not spoil management
 - Don't let management put you in lose/lose situations
- If you haven't seen it work, it probably doesn't
 - Discount the marketing, watch the details
- If you're fighting fires, find the source
 - Implement alarming, log file monitoring, push important data, don't pull unimportant

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SysAdmin Best Practices (4)

- If you don't understand it, don't play with it on production systems
 - Get a QA environment for experiments, before mistakes cost you in production
- If it can be accidentally used, and can produce bad consequences, protect it
 - Put scripts around powerful commands or procedures, boxes around power-off buttons
- Ockham's Razor is very sharp
 - Check the simple stuff first, avoid complex solutions to simple problems
- The last change is the most suspicious
 - Even if whatever changed couldn't possibly be causing the current problem, it probably is
- When in doubt, reboot
 - Rebooting still solves problems, when used appropriately

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SysAdmin Best Practices (5)

- If it ain't broke, don't fix it
 - Consider how much time has been wasted by those who said "just one more tweek"...
- Save early and often
 - Don't be the guy who lost his thesis when his floppy disk went bad
- Dedicate a system disk (or 4)
- Have a plan
 - Develop written task list, reuse it when task reoccurs or use as basis for similar tasks
- Cables and connectors can go bad
 - Be sure to check them, especially after board changes & system moves
- Mind the power
 - Check power supplied vs. power drawn, grounding, single power grid vs. multiple into a system
 - Same with cooling

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SysAdmin Best Practices (6)

- ◆ Try before you buy
 - If possible, the best way to assure that the solution fits your needs, in your environment
- ◆ Don't panic and have fun
 - Rash decisions cause serious problems
- Know where you are
 - And make it very obvious!
 - I.e. color-coded windows & prompts

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SysAdmin Best Practices (pearls)

- Keep your propagation constant less than 1. (This comes from nuclear reactor physics. A reactor with a propagation constant less than 1 is a generator. More than 1 is a warhead. Basically, don't let things get out of control.)
- Everything works in front of the salesman.
- Don't cross the streams (Ghostbusters reference heed safety tips).
- If at first you don't succeed, blame the compiler.
- If you finish a project early, the scope will change to render your work meaningless before the due date.
- If someone is trying to save your life, cooperate.
- Never beam down to the planet while wearing a red shirt (Star Trek reference — don't go looking for trouble).
- Learning from your mistakes is good. Learning from someone else's mistakes is better.
- The fact that something should have worked does not change the fact that it didn't.

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SysAdmin Best Practices (pearls)

- The customer isn't always right, but he pays the bills.
- Flattery is flattery, but chocolate gets results.
- When dealing on an enigmatic symptom, whether it's an obscure application or database error, or a system "hanging": the Hardware is always guilty until proven innocent.
- Use only standard cross-platform file formats, to share documentation (i.e., ASCII files, HTML, or PDF).
- Use a log file in every computer to log every change you make.
- Share your knowledge and keep no secrets.
- Don't reinvent the wheel, but be creative.
- If you can't live without it, print it out on hardcopy.
- Always know where your software licenses are.
- Always know where your installation CDs/DVDs/tapes are.
- The question you ask as a sys admin is not "Are you paranoid?"; it's "Are you paranoid enough?"

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SysAdmin Best Practices (pains)

- Reboots are for pansies avoid them at all costs even when you think you need to perform one!
- Users will eventually find out about the changes you have made to the system - there is no need to "inform" them with emails, meetings, man pages, etc.
- If you haven't moved the cables they are not the problem!
- Cut your time estimates in half a good Sys. Admin thrives on intense situations.
- There is no better time to make a change than Friday afternoon, people will be more than willing to stay a little while extra to help you test and debug if it is necessary.
- The people who write software don't know what they are doing you have to chose your own settings every time you install a package
- Backups take too long to produce and are rarely needed make the system change and "wing it"!

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