L09 Configuration as a User Interface

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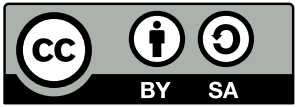

Three-way merge

Learning Outcomes

Students will be able to

- recall a method of avoiding errors.
- apply some principles of good error messages.
- remind some basics of system administrator research.

Synchronization

Problem: transient and persistent configuration settings might be out-of-sync [7]

Requirement

Configuration libraries must provide ways to keep transient and persistent views consistent.

Solutions:

- Often write out configuration settings.

Semantic Three-way merge

Problem: When trying to writing out configuration settings, the configuration settings might not be as they were before. (Conflict)
Solution: Many conflicts can be resolved automatically with a semantic three-way merge.
We can resolve many conflicts automatically if we consider:

- the key/value structure (vs. line-based)
- the origin of the configuration settings
- the type of settings

For example, when upgrading slapd:

- System administrator changed the file (Ours).
- Package maintainer changed the file (Theirs).

Conflicts Example

Ours:

```
1 slapd/threads/listener=4
2
3 slapd/threads/enable= \
4     yes # must be enabled for listener
5
```

Theirs:

```
1 slapd/threads/enable = on
2 slapd/threads/listener = 8
```

Origin:

```
1 slapd/threads/listener=8
2 slapd/threads/enable = true
```

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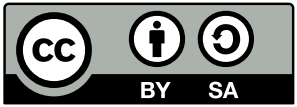

Error Messages

Motivation (Recapitulation)

Error messages are extremely important as they are the main communication channel to system administrators.

```
1 [a]
2   check/type:=long
3 [b]
4   check/type:=long
5 [c]
6   check/range:=0-10
7   assign/math:=../a+../b
```

Task

Where should the error message point to if we change b to 10
(a is unchanged 1)?

Considerations (Recapitulation)

Task

What needs to be considered when designing error messages?

- Generic vs. specific plugins
- Precisely locate the cause (and do not report aftereffects)
- Give context
- Personification [8]

Further Considerations

- configuration design first: avoid errors if possible
- "edit here mentality": do not point to correct statements [9]
- precision and recall[1] [11]
- error messages should not leak internals [4]
- do not propose solutions [9] if you are not sure
- reduce vocabulary [9]
- tension between providing enough information and not overwhelming the user [11]
- colors might help [11]

[1] terms from classification, it is the numerical counterpart of soundness and completeness

Error Messages for Misconfiguration [12]

- error messages are sometimes the only interface
- tool uses misconfiguration injection and checks if error message point to the correct setting
- tool requires system tests
- they considered error message as okay if key *or* value is present

Implication

Missing error message means the configuration specification is not complete.

Context for error messages

Error messages should contain:

- pin-point key (which also pin-points to the specification)
- repeat relevant parts of values and the specification
- show mountpoint (to make relative keys unique)
- show file name and line number
- for reporting bugs: show source code lines

Precise Location (Recapitulation)

```
1 a=5   ; unmodified
2 b=10  ; modification bit in metadata
3       ; is only set here
4 c=15  ; unmodified by user but changed
5       ; later by assign/math
```

Example Error Messages (Recapitulation)

```
Sorry, I was unable to change the configuration settings!
Description: I tried to set a value outside the range!
Reason: I tried to modify b to be 10 but this caused c to
        be outside of the allowed range (0-10).
Module: range
At: sourcefile.c:1234
Mountpoint: /test
Configfile: /etc/testfile.conf
```

Example Error Messages (Improvement)

```
Sorry, module range issued error C03100:
I tried to modify b to be 10 but this caused c to
be outside of the allowed range (0-10).
```

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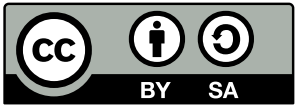

System Administrator Research

User View

Who is the user of CM?

- End Users?
- Developers (devs)?
- System Administrators (admins)?

System Administrator Research

- Interest of understanding administrators emerged around 2002 [1].
- Typical methods are surveys, diary studies, interviews and observations (ethnographic field studies).
- Field studies also done in industry [3].
- Barrett [2] tried to initiate a workshop at CHI 2003 to draw the attention of the HCI community towards system administration.
- The workshop was already dropped in the next year.
- The tenor is that “tools ... are not well aligned” [6].
- Research mainly looks at pre-CM. Manual administration is still standard (Source: e.g., Luke Kanies).

CM research

In the meanwhile at Large Installation System Administrator Conference (LISA):

- began as CFengine Workshop at LISA 2001
- CM workshop by Paul Anderson [1]
- in LISA 2003 an informal poll asked about CM tools:
  the only user of each tool in the room at the time was its author [5]
- it is easy to invent CM tools (and configuration file formats)
- it is difficult to make it useful beyond your own goals

Tasks

What do system administrators do?

- keep our infrastructure running
- coordinate
- do backups
- manage hardware
- do inventory
- install applications
- manage security
- configure applications
- troubleshoot
- $\Longrightarrow$ the unsung heroes!

7 people, 1 command-line [3]

- system administrator misunderstood problem
  (had a wrong assumption)
- 7 people sought attention and trust, competing to tell the admin what to do
- due to wrong assumption the admin communicated to everyone, people could not help
- there were several instances in which the admin ignored or misinterpreted evidence of the real problem
- eventually someone else solved the problem: admin confused “from”/“to” port in the settings and firewall blocked requests

other cases [3]

- lost semicolon: execution of script failed due to missing semicolon, then they tried to delete a non-existent table.
- crontab: onltape/ofltape confused because of discussion about offline backup (although an online backup should be performed).
- crit sit: many system administrators competed against each other trying to write a simple script. The crit sit continued for two weeks.

Haber and Bailey [6]

Later Haber and Bailey [6] repeated an ethnographic field study. The stories are similar to Barrett et al. [3]. Their study was also conducted in the same company. They created personas:

- database administrator
- web administrator
- security administrator

Database Administrator [6]

- frequent contact via phone, e-mail and IM
- needs to work on weekends
- pair-programming for new tasks
- typical errors: stopping wrong database process

Web Administrator [6]

- crit sit
- deploying new Web applications
- about 20-400 steps to deploy an application
- moving from test to production done by hand

Security Administrator [6]

- gets emails on suspicious activities
- multi-user chat
- ad-hoc scripts

Haber and Bailey [6]

- "if data is lost...that is when you write your résumé."
- 90 % is spent with communicating with other admins
- only 6 % is gathering information and running commands
- quality control: monitoring found that non-functional service was down two days

Barrett et al. [3]

- 20 % of the time is spent in diversions
- 20 % of the time people communicated about *how to communicate*
- CLIs were generally preferred
- configuration and log files are scattered, poorly organized and often used inconsistent terminology

Findings [3]

- syntax checking is essential
- replicating actions (e.g., to production) is error-prone
- undo not available
- do not assume a complete mental model ("if understand the system is a prerequisite [...], we are lost")
- do not assume programming skills (only 35 % reported having a bachelor's degree)
- trust in CLI tools but little trust in GUIs (is the information up-to-date?)
- errors while executing scripts lead to inconsistent state, rerunning often does not work

  (not idempotent)

Design Principles [6]

Many design principles for tools were given [6]:

- configuration and logs should be displayed in a uniform way
- APIs/plugins for tools should be provided
- errors in configuration need to be discovered quickly
- confusion of similar settings should be avoided
- provide means of comparing configuration settings
- provide consistent profiles of information
- both transient and persistent settings should be visible
- when errors occur: always display which changes have been made (modern approach is idempotence)

Apply to CM

What can we learn from manual system administration?

- \+ intensive review process catches errors
- – collaboration ineffective
- – context/situational awareness is essential
- \+ precise editing of configuration files works well
- \+ self-written tools are very efficient

Idea

Replicate parts that work well, automate error-prone parts.

Precise Editing

Partial modifications (precise editing) is natural for humans.
It ensures preservations of (potentially security-relevant!) defaults.
In CM following methods are used:

- embed shell commands to do the work
- replace full content of configuration files
- replace full content of configuration files with templates
- line based manipulation (e.g., file_line): match line and replace it
- Augeas/XML: match a key with XPath and replace it
- Elektra: set the value of a key

Apply to CM

Elektra's goals are:

- it should be easy to develop new high-level tools
- precise editing: change the configuration value as specified

Administrators/Devs still need to:

- reduce the configuration complexity
- intensively review and improve the specifications
- test (and debug) configuration settings

Open topics (incomplete):

- safe migrations of settings and data
- collaboration
- management (including knowledge)

Conclusion

- Configuration management languages differ widely.
- Configuration specifications are helpful in different ways.
- Do not design around tools but design tools around you.

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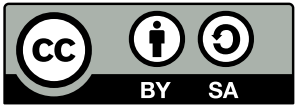

Meeting

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