

Training for New Computing Support Reps

Wednesday September 6, 2006

9 am – 11 am

MC 2009

Agenda

- Role of the Computing Support Representative
- Role of the IST Liaison/CHIP Help Desk
- Overview of the Computing Infrastructure (ADS, UWdir, campus network, computer management using WSUS and vanguard, wireless access)
- Introductions of some "behind the scene" IST folks
- Managing laptops
- The IST Request System, including requests for configuring new and departing employees.
- Training opportunities
- ADS Windows Domain Resources
- Bookit administration (scheduling rooms, groups, etc)
- Printers
- Email setup (pop vs imap)
- Tour of CHIP and IST Machine Room

Role of the Computing Support Rep

- First point of contact for staff in department having computer problems or questions. Can contact IST liaison or call x4357 if help is needed.
- maintains an inventory of hardware and software (including version); maintain database of clients in their department
- handles the purchasing hardware/software (including license forms and payment), and/or coordinates with Bob Hicks if participating in desktop rollover program.
- installs software/hardware, or submits a request for assistance. Non-supported software/hardware may not be supported by IST so needs to be discussed with the IST liaison. We realize that some departments need customized software/hardware but usually have in-house expertise to maintain.
- becomes a WSUS-Vanguard tester. One or more additional testers who represent the "norm" especially when specialized software is being used.

Roles of the Computing Support Representative

- creates and maintains web sites. Assistance is available from IST. Use Request System.
- Communication: any IST emails sent via admin-support mailman should be distributed to others in department, as deemed necessary. Attend Computing Support meetings.
- submits a request via email to request@ist or [the IST Request System](#) (preferable method) when a new employee (including co-ops) arrives/departs (email address, PC/Mac setup, drive permissions, etc). Before an employee leaves, make sure all necessary data is removed from personal account **before** the employee's departure because permission is required to login to employee's account after departure.
- How to retrieve files from backups.
- makes arrangements with Central Stores for large equipment moves (moving equipment for a few computers/printers is fine if you comfortable doing so); the IST- liaison can assist with setup once moved.

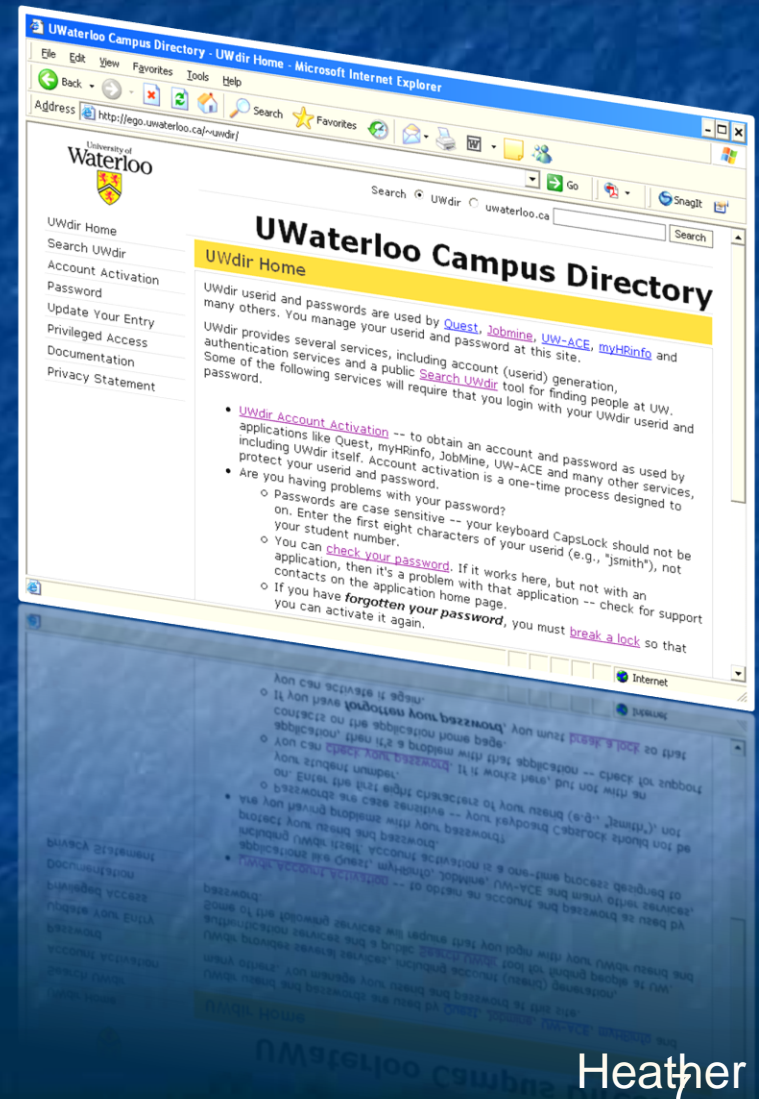
Role of the IST Liaison

- Contact person for computing support person in one or more departments.
- Re-image computers as needed/requests.
- can install or update IST-supported software, if needed, or demonstrate how to do to computing support rep. Make sure appropriate license forms are completed. Imaging PCs may be necessary by using the CDs from IST's Hardware Support.
- assist with trouble-shooting hardware/software problems (preferably communicated via [request system](#) first so a paper trail exists)
- assist with software/hardware purchase recommendations.
- Provide or arrange in-house mini-training (1-1 or group), if needed.
- when IST servers are being retired/upgraded/causing problems, IST liaisons may need to assist the computer support reps
- additional assistance may be needed if computer support rep and/or backup rep is not available (vacation, sick, etc)
- document unique situations in departments and made available in case the designated IST-liaison person is away
- Help with any computer management initiative that IST is performing (e.g. secure subnet migration, printer server changes, virus checking, etc).

Overview of the Computing Infrastructure

UWdir (UWaterloo Campus Directory)

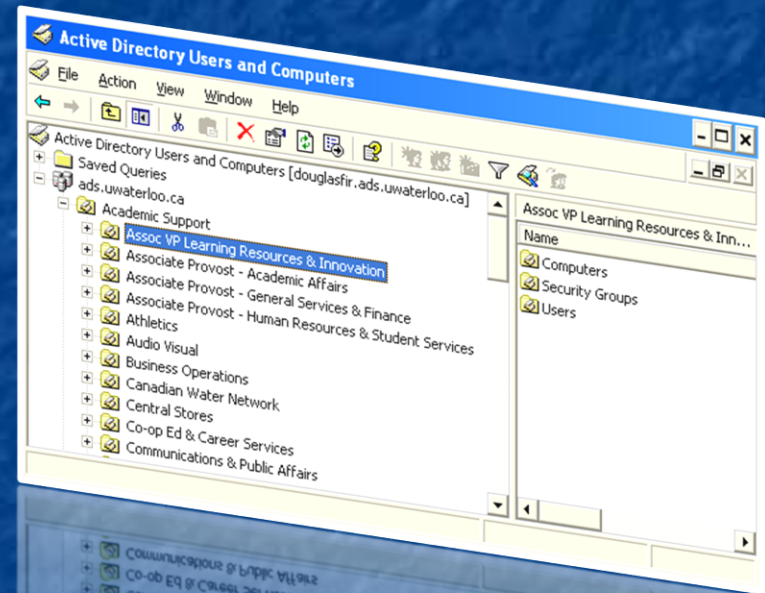
- Employees are added to [UWdir](#) via Human Resources and assigned to a department (even temporary or casual employees).
- ADS (active directory service) looks to UWdir to add those users to the appropriate part of ADS - your department, referred to as your organizational unit (OU).
- New staff need to [activate](#) their UWdir entry to receive a password to log on to their computer in the ads domain as well as Corporate applications and email.
- Office and Phone numbers are added to full-time employee's UWdir entries through Telephone Services, submit a [request](#) on their behalf.



Overview of the Computing Infrastructure

ADS (Active Directory Service)

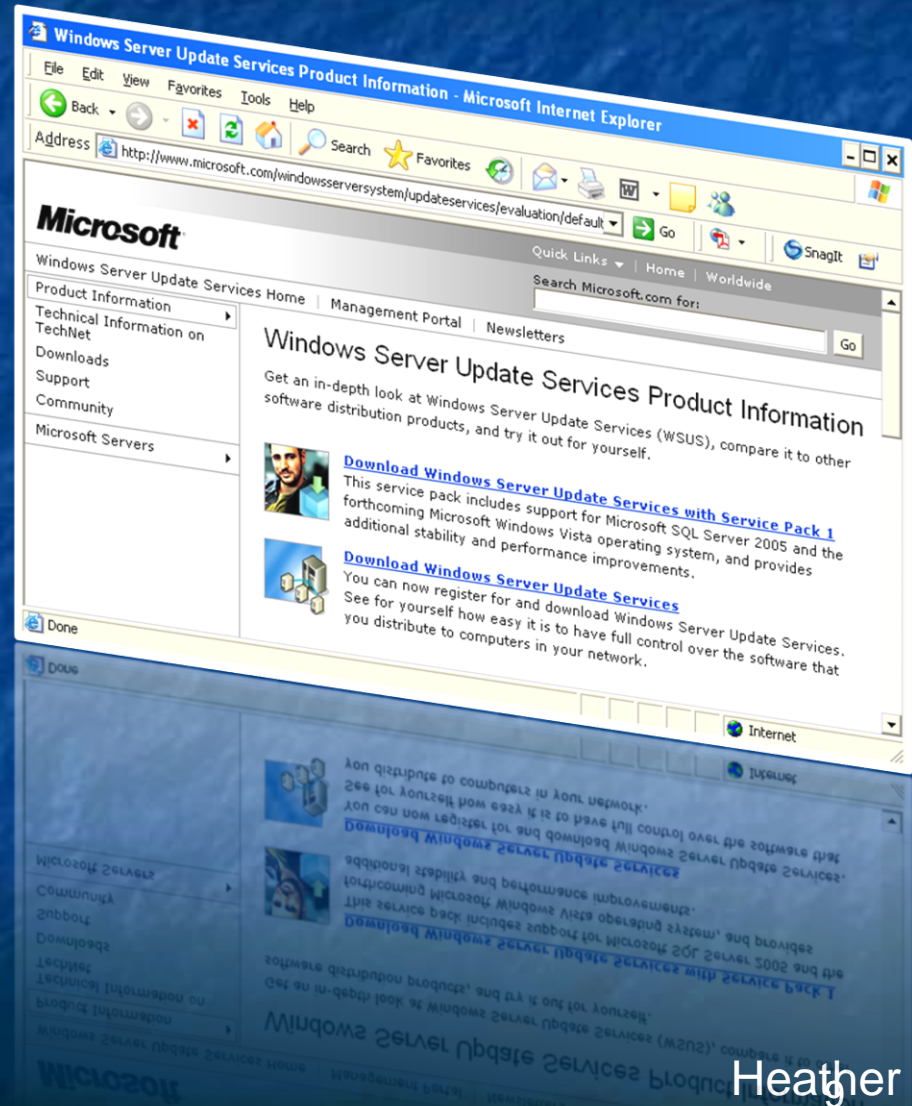
- Your organizational unit (OU) in ADS contains users, computers, and security groups.
- When a user is added to your OU they are assigned your OU's default settings. In most cases this includes a roaming profile (so that when they log on to any computer in the ads domain they keep their settings) an N: drive (accessible only to them), an R: drive (accessible to everyone in the OU, although some folders may be controlled by a security group), and a T: drive (accessible to everyone in the OU for temporary placement of shared files/folders). They should not save any files on their C: drive!
- When an employee changes departments their N: drive files can be transferred to their new OU if requested. When a user leaves UW employ a request must be submitted to have their N: drive and roaming profile deleted.
- As a Computer Support Rep you will have an additional account in ADS, an administrator account referred to as a bang account which will be in the form of your userid preceded by an exclamation mark. You may require these administrator privileges to install departmental software or troubleshoot problems.



Overview of the Computing Infrastructure

Software Updates Using WSUS

- The WSUS (Windows Server Update Service) server provides up-to-date critical security patches from Microsoft. This is an alternative to configuring your system to use Microsoft Update with the added value of having the patches tested on UW workstations for several days prior to general release.
- Patches will get installed to a number of ADS test machines, known as the Vanguard group, immediately upon release from Microsoft.
- The install process will be scheduled overnight with the default install time set to 5:00a.m. If this install time is missed the machine should install the patches 5 minutes after the next power up.
- Vanguard test machines will get their patches prior to the rest of the domain to ensure that there is no negative impact. Test machines should be representative of the kind of applications that are run in your area. The user of the test machine will be added to a mailing list that will notify the tester when new patches have been approved.



Introductions

- Sandra Laughlin (Software Site Licensing)
- Sue Beaupre, Rob Yawney (desktop rollover)
- Nancy Keane, Roger Lycke (hostmaster)
- Reg Quinton (Computer Security)
- Jim Marshall (Bookit)
- Keith Peck (Mailman)
- Trevor Bain, Steve Bourque, Dave Hinton, Jason Gorrie
- Manfred Grisebach

Managing Laptops

- ADS laptops are either Managed or Client Managed
- Managed: automatically receive all software updates and security patches
- Client Managed: laptops can and should be configured to be patched automatically
 - Automatic SAV virus definition updates from the Antivirus server
 - Install SAV from: <http://ist.uwaterloo.ca/download/>
 - Automatic WSUS patches and updates - apply WSUS.reg
 - http://windows.uwaterloo.ca/security/wsus/Manual_WSUS_Workstation_Configuration.asp
- Procedures developed to migrate laptops into Managed environment
- Backup image of Client Managed laptop made prior to migration
- Managed Notebooks @ U of Waterloo website:
 - <http://winxp.uwaterloo.ca/Notebooks.htm>
- 23 laptops and tablets migrated to date for IST and ODAA - No problems!
- Contact Phil Knipe to arrange migration to Managed environment
- All Desktop Rollover laptops are Managed by default

IST Request System

- **Demonstration** of <http://rt.uwaterloo.ca> and <http://rt.uwaterloo.ca/request>
- **New Staff:** Please visit <http://rt.uwaterloo.ca/request> :
 - Choose **IST-Account Request Form** from the drop down list on the right, then click the **Create a New Request** button
 - Fill this form out as completely as possible for one new staff member (if you have multiple staff starting at the same time, please fill out a different form for each of them) and click on the **Submit Request** button
 - A request number will be generated and shown on screen (for tracking)
 - To view the progress of a request or to 'reply' to it (to inquire about status or add more info), visit <http://rt.uwaterloo.ca/request> , find your request and click on its number (to see resolved requests, select the radio button beside 'resolved' and click on **Display the List of Requests**)
- **Departing Staff:** Email request@rt.uwaterloo.ca ASAP (so you don't forget) and include:
 - Their username
 - If they have left campus or are now working elsewhere on campus
 - The accounts that need to be deleted (if you forget, look at the request you created when they arrived or look at the form described above to see what accounts they might have had)

Training Opportunities

- Skills for the Electronic WorkPlace
- Web-based Training
- **Academic Support Computer Rep Meeting on November 1st:**
- **Possible agenda items:**
 - Everything you wanted and needed to know about UWdir
 - Managing Laptops
 - Blackberry/Handheld Support Issues
 - The Campus Network VLAN Changes
 - Windows Vista and Office 2007
 - Ecommerce Update
 - What's Next for the Web
 - Collaborating across platforms (Nexus, Macs, etc).
- <http://ist.uwaterloo.ca/istweb/adminstaffinfo.html>
- IST Professional Development Seminars
 - <http://ist.uwaterloo.ca/istweb/profdev/profdev.html>
- Read the Daily Bulletin every day

ADS Windows Domain Resources

- GroupInfo Data
 - \\uwfile\depot\$\Academic Support Administrators Area\groupinfo
- Domain Roles
 - <http://ist.uwaterloo.ca/is/DomainRoles.html>
- Computing Information for Academic Support Computer Reps
 - <http://ist.uwaterloo.ca/istweb/adminstaffinfo.html>
- Can manage (delete) OU print queue jobs.

Bookit Administration

- Use the request system to request a bookit account for someone in your department, or for a resource (room, laptop, etc)
- Call Jim Marshall (x6399) or Bob Hicks (x2194) if you have Bookit problems or questions.

Printers

- Changing Toner Cartridges
- Potential Problems
- Purchasing New Printers
- Adding printers to PC
- Configuring New Users

Changing Toner Cartridge

- Shake before you replace!
- [Follow instructions on box](#)
- Reorder if it's your last!
- Send used cartridge to Steve Breen (IST) or Central Stores for recycling

Potential Problems

- Paper jams – near print cartridge, tray, fuser; humidity, labels
- Smudges, repeats – try replacing print cartridge
- Run-away print jobs – open tray; find owner
- Nothing is printing – check queue for error; cancel duplicates; cancel job in error
- Cancel job – at printer (anybody); at PC (owner)
- Error printing PDF – switch to PCL; update firmware
- Network issues – cycle power off/on

Purchasing New Printers

- IST supports HP (recommended) & Lexmark (not recommended); no support for Brother, Samsung, Xerox
- Minimize number of different print cartridges
- Features to add: duplexing; extra tray; network card; more memory (min 32-64Mb)
- Check max/min paper size
- Network naming conventions "<dept>-<model>-<no>"; description/location

Adding Printers to a PC

- Local printers – need Admin authority
- Network printers – use Wizard & Find feature (ex. odaa-hp)

Configuring New Users

- Default printer is first printer in list
- Set Printing Preferences (esp. duplexing)

■ Email Setup - IMAP or POP ?

- IMAP: mail folders stored on mail server
 - Easy to change mail programs
 - View all of your IMAP mail folders with myWaterloo web email
- POP: mail stored locally
 - C drive storage = bad / risky
 - If Hard Drive fails – lose everything
 - N drive storage = good / preferred
 - N drive - regular backups
- IST recommended configuration - Outlook IMAP

Tour of CHIP and IST Machine Room

