

TECHNICIAN PROCEDURES

INTRODUCTION

The Information Technology technician team provides a range of IT services to all departments and computer classrooms at Jacksonville University. This includes the following:

- Effective customer support to all staff, admin and faculty.

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OVERVIEW OF THE CURRENT TECHNOLOGY BEING USED AT JACKSONVILLE UNIVERSITY

System Center Configuration Manager (SCCM): System Center Configuration Manager is responsible for collecting the only inventory, remote assistance, software pushes, configuration changes, and compliance checks at Jacksonville University. This software will install an agent onto all computers that are joined to the "ju.edu" domain and have a supported Microsoft operating system. The deployment of the agent will take place everyday at 12:00PM for all computers found in the "JU Computers", "Orthodontics" and "MACINTOSH" Organizational Unit in Active Directory. A successful installation of the agent will show up in the "control panel" of the operating system. It will show icons for the agent as "System Center Configuration Manager Agent".

Windows Update Services (WSUS): Responsible for pushing windows updates to all computers with a supported Microsoft operating system installed. WSUS is setup to only deploy updates to the computers found in the "JU Computers", "Orthodontics" and "Sodexo" organizational units in active directory. The software updates are set to deploy at 4:00PM everyday and any updates not installed in 15 days will be applied immediately. A status icon will come up in the taskbar showing how many updates are applied and if a reboot is needed.

Network managed antivirus: System Center Endpoint Protection antivirus is installed on all the University owned computers on campus and Kaspersky is installed on Apple computers. SCEP is set to update every computer on campus in a 2 hour interval. Laptop computers, which should have an "L" at the end of their computer name, are setup with an alternate source for updates. All laptops will also download updates directly from the internet if not on campus. Apple computers which should be labeled with an "M" at the end of the computer name are set to update with different credentials.

Active Directory (Domain, OCEAN, ju.edu): All computers on campus should be on the "ju.edu" domain, unless it is determined that the computer will be used for other purposes. By adding computers to the domain, all policies that are set by the network department are sent out to the new clients, and all network resources become automatically available to all the clients. This includes the installation of "SCCM", "WSUS", "Network Drives", "Network scripts", "Permissions to any printers" and many other resources.

Network Drivers (H, G, and others): 98% of the network drives on campus are setup to map through a login script, once joined to the "ju.edu" domain. The user is added to a group by the network administrators and the drives will map automatically on the users computer. No manual mapping is necessary, unless there is a special case with a user that will need two drives with the same drive letter.

Network Printers: The network printers that are setup at Jacksonville University are housed on our main print server GULF or BAY. All network printers need to be mapped through the server in order for all security policies to apply. Any secured printers will have groups in "Active Directory" which only users in the list will be allowed to use. In order for these security policies to apply, the computer must be joined to the "ju.edu" domain.

Exchange e-mail server: The main mail server on campus is called "FLOUNDER". Once a computer is joined to the "ju.edu" domain, it can be setup to open a user's mailbox through "Microsoft Outlook". All user mailboxes are created automatically by the networking group. This process should be semi-automatic and should only require the user to login with their domain account in order to access it. In special cases where computers cannot be added to the "ju.edu" domain, the network team offers e-mail on the web at <https://email.ju.edu>.

LanSchool: This piece of software is used by the faculty and employees in several classrooms around campus. It allows the faculty to share their computer screen and control other computer screens in the classroom. It requires the LanSchool agent on all the client computers and the LanSchool agent for the "main teacher station".

Computer Imaging: The tech team uses the Windows Deployment Services (WDS) via SCCM 2012 in order to clone and image all computers with the Microsoft operating system. Workstations PXE (network boot) to the imaging server (DELTA) via WIN PE where the windows Images are stored ([\\Delta\captures\\$](#)). Apple computers required little configuration therefore they are not imaged out of the box. Imaging Macs are done by booting from an external drive and restoring the .dmg file using Disk Utility or copying image from the external drive using a third party software (i.e. Super Duper, Carbon Copy Cloner, etc..)

Tech Login Window: The tech login window is only displayed for the users that are part of the "DesktopAdmins" group in active directory. It is a window that provides hardware

PROCEDURES

NEW EQUIPMENT AND SOFTWARE

ALL COMPUTERS WILL HAVE A TECH SHEET ATTACHED TO IT AND SIGNED BY A TECHNICIAN.

Current equipment renewal procedure: The CIO has set for renewal the equipment that falls under these categories:

- Student facing technology equipment, 2 years.
- Staff, admin and faculty facing, 4 years.

New desktops, laptops, monitors: All newly purchased desktops, laptops and monitors will be brought to the "tech work area" currently Founders 15. The computers will be unpacked, asset tagged and entered into the inventory (SHAREPOINT) with no status assigned to it yet. All matching monitors will also be unpacked asset tagged and assigned to its respective station in inventory. This will happen no later than 3 days from the day the equipment arrives. All new equipment must be locked in either the tech storage room in Founders 15, a large shipment of computers & monitors will be stored on the shelves and under the tables in Founders 15. All accessories will be in a centralized location in one of the locked storage rooms.

New printers, docking stations, scanners, special computer equipment: All this equipment will be unpacked and asset tagged in the "tech work area" currently Founders 15. Once asset tagged it will be entered into inventory under the appropriate category. All newly purchased equipment will be stored in locked storage in Founders 15.

New Software: Newly purchased software is to be unpacked copied onto the network (SPLASH) with its appropriate license and stored in the storage cabinet in Founders 13 with the amount of licenses available and the department that purchased it.

EQUIPMENT IN FOR REPAIR

Equipment will only be worked on in the "tech area" in Founders 15. Computers that cannot be repaired will be evaluated and disposed of no later than 5 days from the day it came in. Equipment that is under warranty can be stored in the Founders 15 storage rack until repaired. It must be labeled with the day it came in or with the tech sheet. Support must be contacted 10 days from the day it was determined that the computer was damaged. Once the equipment is repaired it can be stored in the main storage area in Founders 15 under the "REPAIRED SECTION", unless the equipment is to be of high value or importance and needs to go in a locked storage area. The data on a hard drive

is also to be considered if it's of high value or importance. All computers that were repaired must have a sheet attached to them stating that they are in good condition and are ready to go out when needed.

How to capture Operating System images for deployment with SCCM 2012

Last edited 10/09/2013 by David Donnelly

Configure workstation

- Install Operating System

- Update drivers if needed

- Install and configure additional applications

- Install Windows updates

- DO NOT join to domain. Join to a workgroup. Workgroup name doesn't matter.

- Create local tech account with normal password and add to Administrators group

- Make sure Guest account is disabled.

- No need to disable Administrator account, sysprep will do it during image capture.

- Delete any other user accounts. Only accounts should be Administrator, Guest and tech.

- Restart workstation, log into tech account.

Insert SCCM 2012 Capture Media into CD drive. Browse to My Computer > CD drive > run LaunchMedia.cmd by double clicking.

"Welcome to the Image Capture" screen. click "Next"

"Image destination" screen

- "Destination" field, browse to [\\delta\captures\\$](#). Authenticate with your network credentials when prompted.

- Create a name for the .wim file. Naming convention is model_name_windows_version_bit_department (if department needs to be specified. (e.g. Opte

"Summary" screen

Click "Finish"

The rest is automated. The wizard will run sysprep, reboot into the PE and capture the image to the server. When it's done you can remove the CD and power the system off.

Let the admin team know so we can update/create a task sequence for deployment.

How to deploy Operating System images with SCCM 2012 via PXE

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Power workstation off

Press Power button

Start pressing F12 button for a list of boot devices

Select Network Boot

When "Press F12 for network service boot" appears, press F12

When prompted for a password, enter "Deploy2ME".

Select the appropriate Task Sequence from the list. The naming syntax of the Task Sequence will help you find the right one.

Click "Next".

Replacement printer: Use the same steps above to deploy the printer. When the old printer comes in to IT, it will be evaluated within 2 days of its arrival. The IP address and printer name will be given to the Network Administrators for proper removal from the server. If it is to be disposed of "please view the equipment disposal section". If it is considered good equipment, please place the printer in the "REPAIRED SECTION" this will be understood that it is ready to go out if needed. In both cases the IP address and name must be given to the Network Administrators for proper removal from the network.

NOTE: Technicians can work closely with the Network Administrators in order to deploy or replace a network printer.

COMPUTER NAMING CONVENTION

When renaming Sodexho machine on the network:

1. Prefix Sodexho computer names with "SDX"
2. Append the last 6 digits of MAC address.
3. The format of the computer name should look like: "SDX-2B-6B-20"

When renaming Millar Wilson Lab machine on the network:

1. Prefix MWL computer names with "MWL"
2. Append the last 6 digits of MAC address.
3. The format of the computer name should look like: "MWL-2B-6B-20"

When naming a master image machine on the network:

1. Prefix image computer names with "IMG"
2. The format of the computer name should look like: "IMG-XPIMAGE"

STUDENT IT WORKERS

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COMPUTER CLASSROOMS

Each tech will have several computer classrooms assigned to them. They will have to check the status of their classrooms every 2 weeks to make sure everything is in order. Also, they will have to be proficient with the software that is installed for the assigned labs. An e-mail every year must be sent out to the appropriate professors and staff of the intentions to image the classroom and any additional software needed. This e-mail is an additional e-mail to the one sent out by Lois Becker and approved by Tom.

STATUS REPORTS

All technicians will need to provide status reports to their direct supervisor. The PC Technicians will send the status reports every week before 5PM on Wednesday to the Senior Technician. The Senior Technician will provide a status report to the Senior Network Administrator every week before 12PM on Thursday. These status reports will be e-mailed to the respective person.

STATUS REPORT FORMAT

E-mail subject: Technicians Status Report

Major Accomplishments

Any important accomplishments.

Next Week's Objectives

All the objectives you have planned for next week.

Issues

Any issues encountered during the week

All technicians are expected to work as a team; therefore, if many work orders were

TECHNICIAN TEAM PROCESS WHEN HANDLING WORK ORDERS

