



Technology Department

Network Documentation Policies and Procedures

Contents

Overview Documentation	5
Tech Dept Accounts, Passwords, Vendors List	5
Username Protocol.....	5
Student Accounts	5
Servers	6
Network Diagram.....	7
Computer Naming Scheme	7
Accessing the network remotely	7
Access to Sensitive Information, Files, & Documents	8
Financial Databases.....	8
Fundraising (Development) Databases.....	8
Social Security Numbers.....	8
Document Retention Policy	8
Files on users' computers	8
Users' files on file-servers	8
Server disk space quotas:.....	8
Databases	8
Deleted items in e-mail.....	8
“Tombstone” removal	8
Data Policies when a student or employee leaves BGA	9
Policies when a student graduates	9
Policies when a student leaves prior to graduation.....	9
Policies when an employee leaves	9
Backup	9
Backup Schedule	9
Backup cycles	10
How to recover a file from backup.....	10
Connecting to and working with the Firewall.....	11
Common Network Tasks & Troubleshooting.....	11
How to add a new user to the network.....	11
Bulk import of users:.....	11
To add an individual new user:.....	11
What to do after a power outage.....	11
Wireless network configuration	11
How to start services on all servers	12
How to unlock a user's account	12
If users cannot access the Internet:	12
If Email is not being received or delivered	12
To Restart or Shutdown all the Servers	13
Problems accessing File Servers.....	13
Problems with wireless access points.....	13
How to reset a user's password.....	13
What to do if a machine is “off-line”.....	13
How to change permissions on folders	14
How to edit Group Policies (2003 vs. 2008?).....	14
How to edit domain policy for allowed or blocked applications	14
How to print the contents of a directory.....	14
How to reboot key servers remotely (explore remote reboot).....	14
AntiVirus - Sophos.....	14
Updating network virus protection.....	14
Updating client virus protection	14
KACE KBOX.....	15
Description	15
Asset Management (Inventory)	15
How to install applications via the Kbox	15
Email.....	16
Overview Documentation:	16
New user server setup:	16
New user client setup:	16

SWIRBO junk mail filter.....	16
What if email is down?	16
What if we cannot send outside email?.....	16
What if we cannot receive outside email?.....	16
How to reset a user's Outlook profile	16
How to restore a User's mailbox if they delete items accidentally	16
What if a user cannot access archived email?.....	16
How to forward a user's email to another account.....	17
How to view a user's email.....	17
How to delete email from a user's mailbox	17
How to add a public folder.....	17
What if public folders are not working?	17
How to add an email distribution list.....	17
How to add users to an email distribution list.....	17
How to restrict access to an email list.....	17
How to add a public calendar	17
How to give rights to a public calendar	18
How to web enable a public calendar	18
How to connect to a drive.....	18
External Email Issues.....	18
Blackbaud	18
Overview Documentation:	18
New user server setup:	18
New user client setup:.....	18
Installing EDUCATION/FINIANCIAL EDGE.....	18
Installing RAISER'S EDGE	18
What if people cannot connect with Blackbaud?	18
Follet OPAC Library Database.....	19
Overview Documentation:	19
New user server setup:	19
New user client setup:.....	19
Common Tasks:	19
What if the database is not working?	19
How to install for a librarian workstation:.....	19
How to install for a kiosk workstation:	19
Printers.....	20
Overview Documentation:	20
Printer Inventory.....	20
Adding/Installing a printer on the network.....	20
Installing a printer for a user.....	20
Adding a printer on a user's machine by accessing the Kbox	20
Adding a printer by sending it to them over the network.....	21
Adding a networked printer manually by creating a local TCP/IP port.....	21
What if people cannot print?	21
Floor plans, room numbers, and network outlets	21
How to activate and deactivate the Overhead Paging System.....	21
Radios	21
Overview Documentation:	21
Channels and Frequencies:	21
NOAH Weather Radios	22
Imaging Process	22
How to Image	22
How to Update BIOS on a Dell XT	22
How to Update BIOS on a Toshiba	22
Repair Process	23
Calling in Repairs to Richards	23
Checking Repair Status at Richards	23
Phones	24
Overview Documentation	24
Voice Mail Scripts:.....	25
How to fix an ext. if the busy signal does not work:	25

How to add a voice mail extension..... 25
How to program and/or disable a DID..... 25
How to program a voice mail button..... 25
How to program a voice mail transfer 25
How to restart hold music..... 25
How to set a voice mail security code 25
How to transfer the phones and transfer between Day, Night, and Night 2..... 25
How to set DND, Do Not Disturb..... 25
How to reset the phone switch 25
How to change the School's main greeting..... 25
How to use the Conference Bridge 25
How to use Info X Change 25
How to activate and deactivate the Overhead Paging System 25
How to activate and deactivate the Phone Paging System 25
How to transfer calls to an analog line if our voice T-1 is out..... 25
How to reprogram the display name on phones 25
How to program autodial buttons on phones 25
How to do a conference call..... 25
How to set the time..... 25
Programming Speed dial..... 25