

Network Administrator Responsibilities

V 3.2

Updated Jan 08



<u>Contents:</u>	<u>Page:</u>
Introduction:	3
Management Tasks:	3
Customer Account Manager (CAM):.....	3
Administrator password:	3
Are you getting enough support?	3
Support costs:	3
Contact details:.....	4
Education:	4
Tracking IT issues:.....	4
Scheduled activities:	4
Scheduled activities:	5
Appendices:	6
(A) Daily Tape Back Logs	6
(B) Event logs	7
(C) Anti Virus updates for AVD.....	8
(C) Anti Virus updates for Trend Micro	9
(D) Review Server Disk Space	10
(E) Memory Utilization.....	11
(F) Tape Cycles.....	11

Introduction:

This document provides guidance on the Administrator's responsibilities for the maintenance of your network. It is not exhaustive (every network has its own unique requirements, business software etc). Nevertheless, by following these processes, you will have addressed a majority of tasks required.

You might like to add this document to your Services Handbook binder for future reference and in the event the primary IT person is not available (on holiday, ill etc).

You should also check the web-site (www.intralan.co.uk/about_terms_conditions.aspx) for any version updates.

Management Tasks:

Customer Account Manager (CAM):

Know who s/he is. Introduce yourself! In broad terms:

- **Network faults** will be registered by Reception. See Service Handbook (Section A) on how to log calls and what happens next;
- **Everything else**, contact your CAM.

Administrator password:

If you are reading this as the "stand-in" Administrator and do not have the Administrator's password, you will need to have a Director known to IntraLAN to contact us to release your password.

If you want to *change* your password, you should contact us first as there are a number of follow-up actions required (e.g. back-ups), not least of which is to update our database so that we can continue to support you!

Are you getting enough support?

Continue to review whether your organisation is getting the right amount (too little, too much) of IT support. Particularly consider if you have:

- **NetCare Standard:** Would it benefit you/better peace of mind to have an engineer come in for a day to look over your network, perform some housekeeping/apply Service Packs etc?
- **NetCare ProActive:** That the frequency is right for you. You can increase or decrease the frequency although you may not move the pre-scheduled ProActive dates to suit.

Support costs:

Understand (see Service Handbook) when a support call is chargeable and when it isn't:

- **Non-charge:** Fixing a fault (something that was working and isn't now) remotely.
- **Chargeable:** Non-fault items (i.e. Administrative, new set-up) and all site visits (whether fault or non-fault).

If you have concerns about users unwittingly creating chargeable calls, then either don't pass out our help-desk details(!) or ask for a *Purchase Order Required* flag to be set on our system. This is more time-consuming but at least you are then in total control.

Contact details:

If the IT contact details have changed (e.g. new person), please make sure you advise us as we use the nominated Contact for alerts, Health-check reports, imminent warranty expiries etc.

Education:

Do you feel competent and confident enough to undertake this role? It's doesn't help your organisation (cost or time-delays), your self-confidence or our help-desk if you have to call for every minor requirement. IntraLAN run 2 day "Network Administrator's" training courses about 6 times a year. For more information, see www.intralan.co.uk/it_training.aspx and contact your Customer Account Manager for any questions and/or bookings.

Tracking IT issues:

We strongly recommend that you maintain a log of events for:

- Pattern detection (to assist in diagnosis of an elusive fault);
- Change Management;
- Collecting a list of problems (that can wait to some degree) until you have enough for a site visit or as a task list for the next ProActive visit;
- A fair picture on the amount of IT work required of you!

The log can either be on paper or an email "user" (avoid obvious name like "Support" as this is easily spammed). The benefits of an email log:

1. Easier for users to log an issue/request;
2. For you to forward an email to support@intralan.co.uk, particularly with a screenshot;
3. Good for us to have a look prior to a ProActive visit (but please prompt us as not every Customer uses this system).

You don't need to keep a detailed log of any problems passed to the help-desk as we will maintain the details of these calls, which you can review through our web-portal.

The remainder of this Network Responsibilities document sets out the minimum actions required by you in the day-to-day internal management of your network. If you have any questions or concerns about it's content, please contact your CAM.

Scheduled activities:

Frequency	Action Required	Appendix
Daily	Check back-ups have worked OK	A
Daily	Change back-up tape using right set/day. Take yesterday's back-up off-site	F
Daily	Check tape cleaning light and clean the drive if it is indicated as needing cleaning.	
Daily	Log any network problems	
Weekly	Check anti-virus is updating (server & workstations). Don't forget home-worker PCs/off-site laptops.	C
Monthly	Check System log.	B
Monthly	Review the Health-check report (if subscribed)	
Monthly	Check and apply any Service Packs or leave to next ProActive ¹	
Monthly	If you have a ProActive due, prepare "to do" list	
Monthly	Double-check disk space	D
Monthly	Double-check memory utilisation	E
6-monthly	Replace tapes	
6-monthly	Test restore of your data (see <i>Business Continuum</i>)	
6-monthly	Test any spare equipment (e.g. firewalls, routers, PCs)	
6-monthly	Test UPS	
6-monthly	Check number of PCs (if grown) Vs licenses	

¹ If you are going to implement yourself, check with help-desk that there are no known problem. If you leave to us, we will often perform these out-of-hours (chargeable) as it requires a dedicated server.

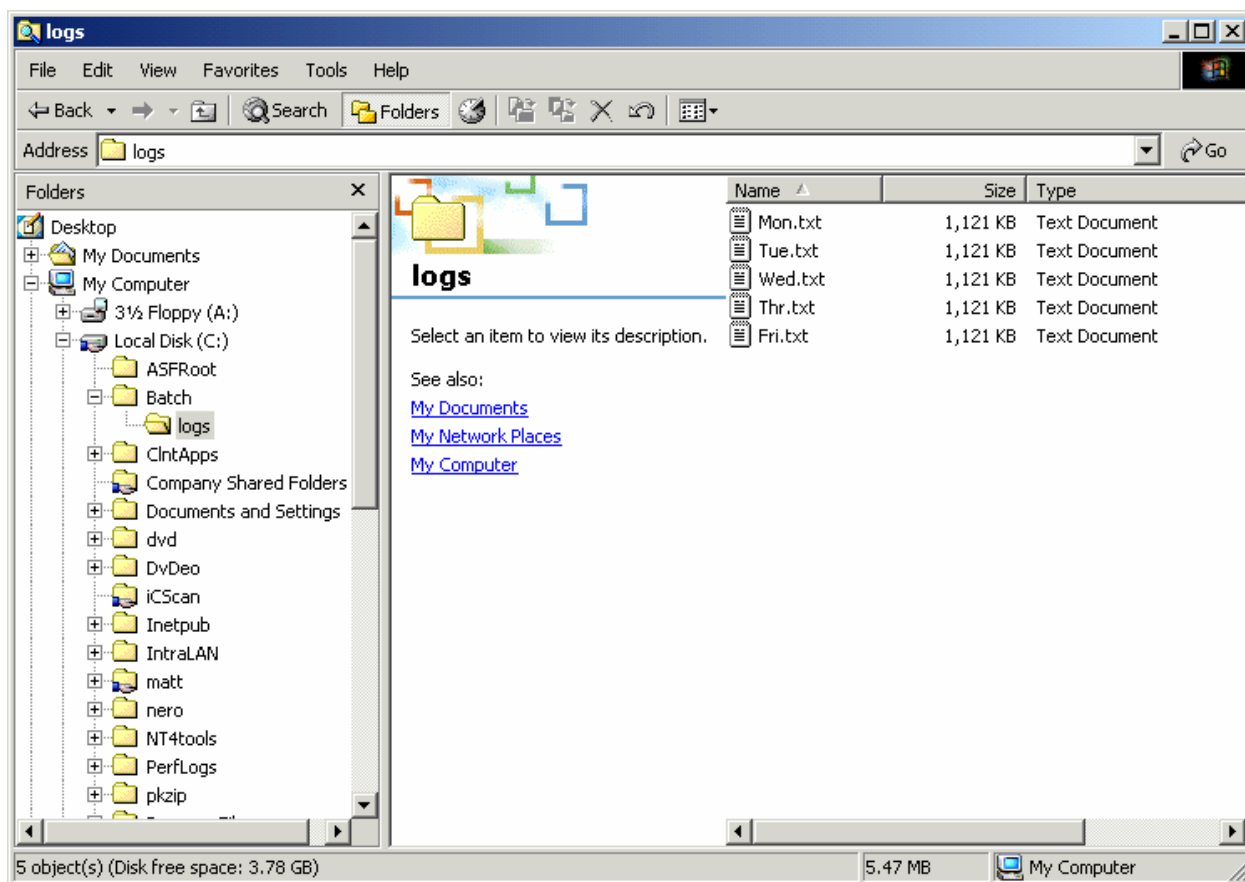
Appendices:

(A) Daily Tape Back Logs

These are found in the logs directory, normally on the C: drive.

To open the logs:

- 1 Right hand mouse click on "My Computer"
- 2 Chose "Explore"



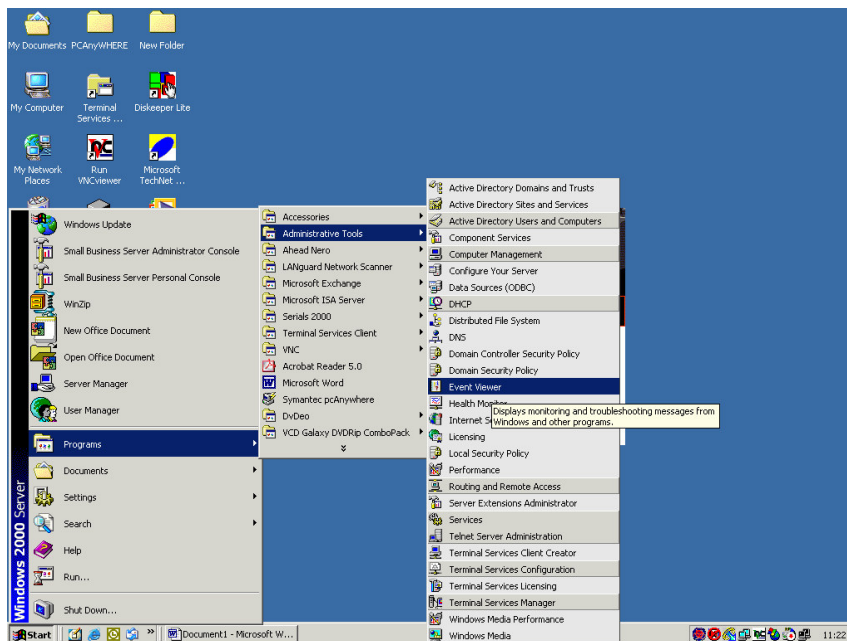
- 3 Open the file (e.g. "Mon.txt") by double clicking on it.
- 4 Scroll to the end of the file to cheek that the backup completed with no errors. You should see that the log ends with the word "successfully completed verify of....."
- 5 If the log stops in the middle of a sentence or there is no obvious completion of the file then there is a problem;
- 6 If there is a problem clean the tape drive and allow to run that night;
- 7 If there is still a problem the next morning please call the helpdesk.

(B) Event logs

The event logs can be found from the Administrative Tools menu then Event Viewer (see below).

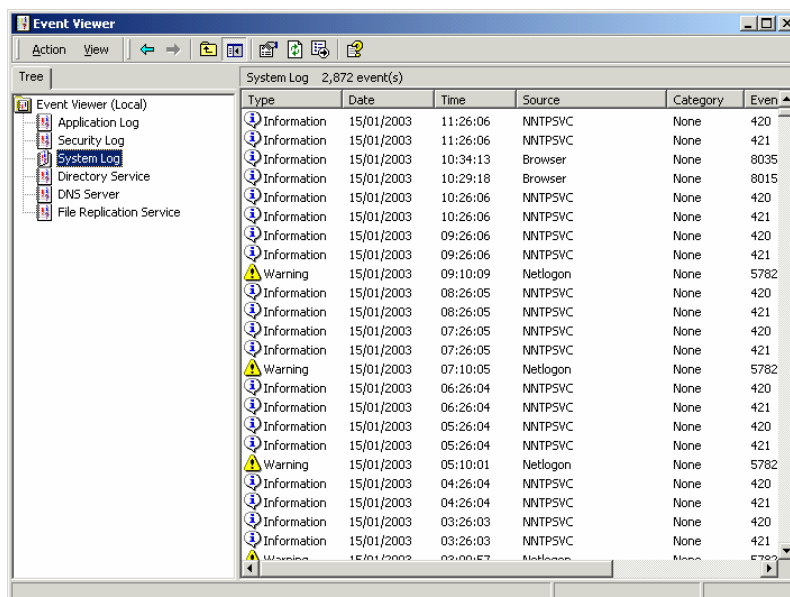
To Open the Event Viewer:

- 1 Click the "Start" button,
- 2 Move the mouse pointer to "Programs",
- 3 Move the mouse pointer to "Administrative Tools",
- 4 Click on "Event Viewer".



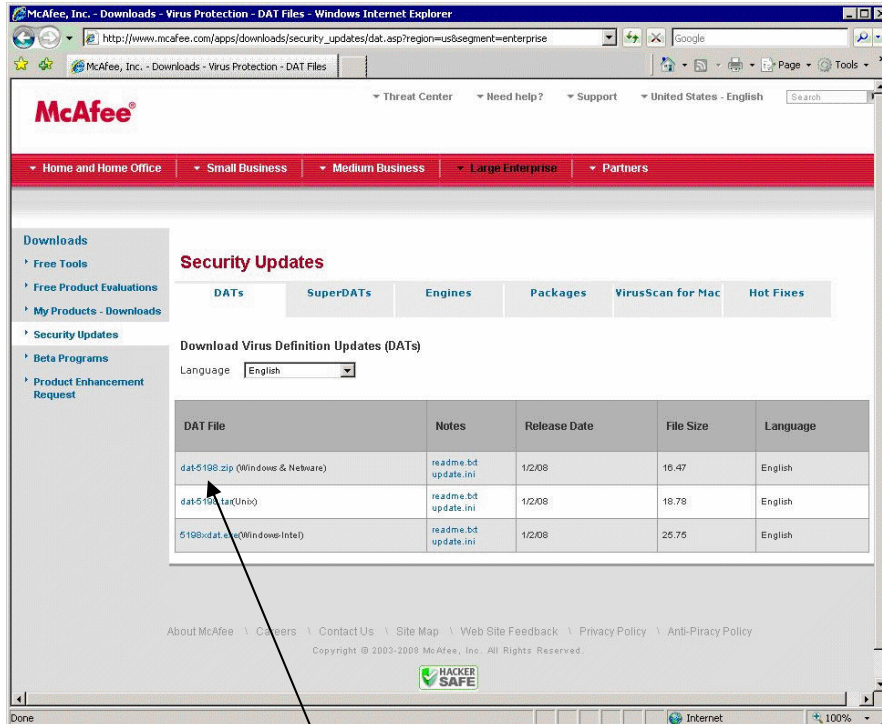
- 5 Now click on "Application Log"
- 6 The list of events will refresh in the right hand window
- 7 Repeat this for all of the logs

Not all red events are a problem and all yellow events need to be looked at, they maybe a warning that disk space is low. Unless you are confident, we do not recommend you try to interpret these logs yourself.

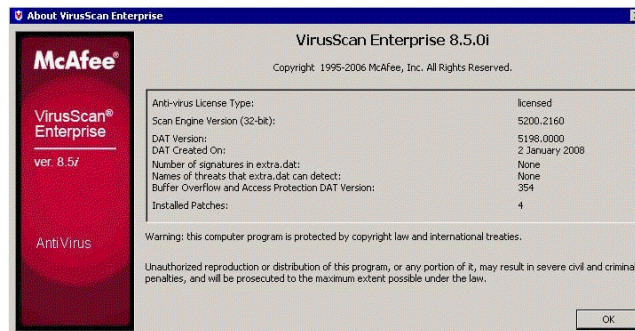


(C) Anti Virus updates for AVD

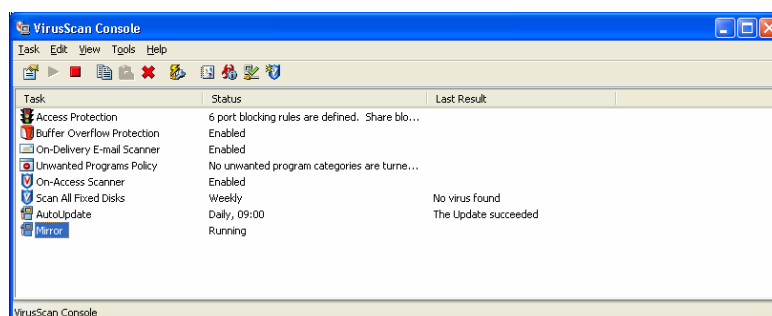
This section is only relevant if you use NAI's AVD. If you use another vendor, please see their documentation. The updates can be downloaded from <http://www.mcafeesecurity.com/uk/downloads/updates/default.asp>



- 1 Click on the latest dat
- 2 Check your computer has the same version as the web site. This applies to both servers and workstations. Right Click the VirusScan icon and select 'About VirusScan Enterprise'



- 3 Check that the weekly scans are scheduled and up to date
- 4 Check that the mirror task is scheduled and up to date



(C) Anti Virus updates for Trend Micro

This section is only relevant if you use Trend Micro's Office Scan. If you use another vendor, please see their documentation. The updates can be downloaded from <http://uk.trendmicro-europe.com/enterprise/support/pattern.php>

The screenshot displays the Trend Micro OfficeScan console interface. The browser title is "Trend Micro OfficeScan - Microsoft Internet Explorer". The address bar shows the URL: <https://ew-srv1.ew.local:4343/officescan/console/cgi/ChkMasterPwd.exe>. The page content includes a left-hand navigation menu with options like "Scan Now", "Update Now", "Cleanup Now", "Summary", "Outbreak Prevention", "Virus Outbreak Monitor", "Clients", "ScanMail for Exchange", "Administration", "Updates", "Logs", and "Tools". The main content area is divided into several sections:

- Outbreak Alert:** Contains fields for "Current outbreak alert:" and "The last outbreak alert:", with a "Reset" button.
- Most Recent Virus Incidents:** Lists the latest infection source, the latest virus detected (infected compressed file), and the latest client with virus incidents (EWXP06). Each item has a link to "Top 10 sources...", "Top 10 viruses...", or "Top 10 clients...".
- Online and Connected Roaming Client Update Status (Total Online OfficeScan clients: 49):** A table showing update components, their newest versions, and the number of clients up to date, out of date, and the update percentage.
- Client Connection Status:** A table showing the number of online, offline, and roaming clients.

A "Refresh" button is located at the bottom right of the console area.

1. Check that the pattern number listed on the Trend website matches the pattern number on your server
2. Check that all client machines are up to date
3. Review any previous virus incidents
4. Hold the mouse over the Trend icon to review the pattern number

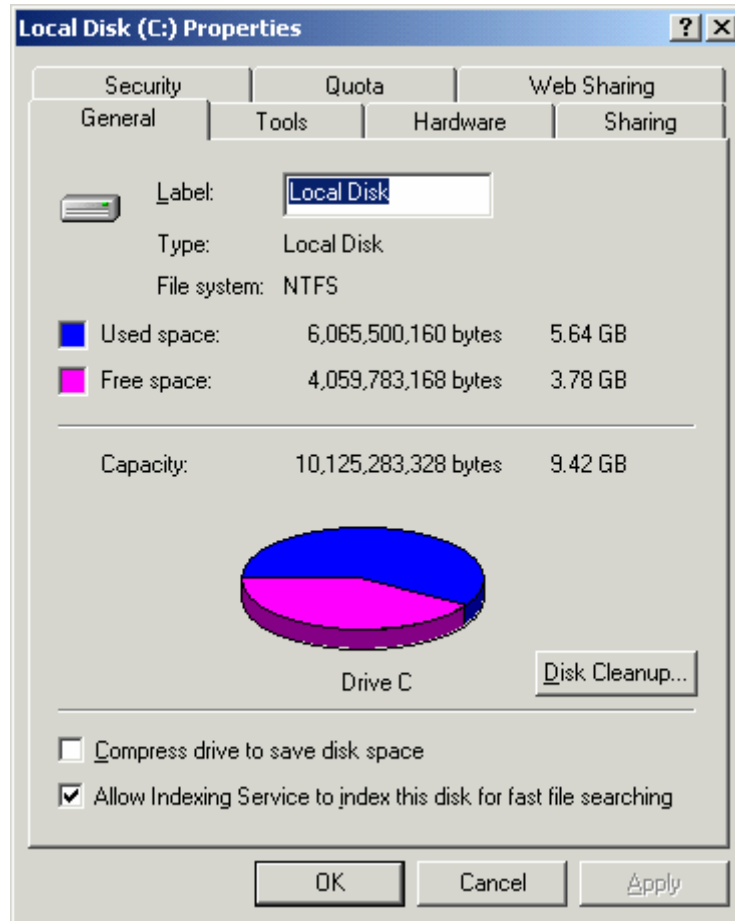
This is a close-up of the Trend Micro system tray icon. It displays the following update status information:

- Eng/Ptn 7.510/2.861.00
- DCE/DCT 3.9/654

The system tray also shows the time as 16:31 and several other icons.

(D) Review Server Disk Space

- 1 Highlight on "My Computer" right hand mouse click then click "Explore",
- 2 High light on the drive required, right hand mouse click and chose " Properties".



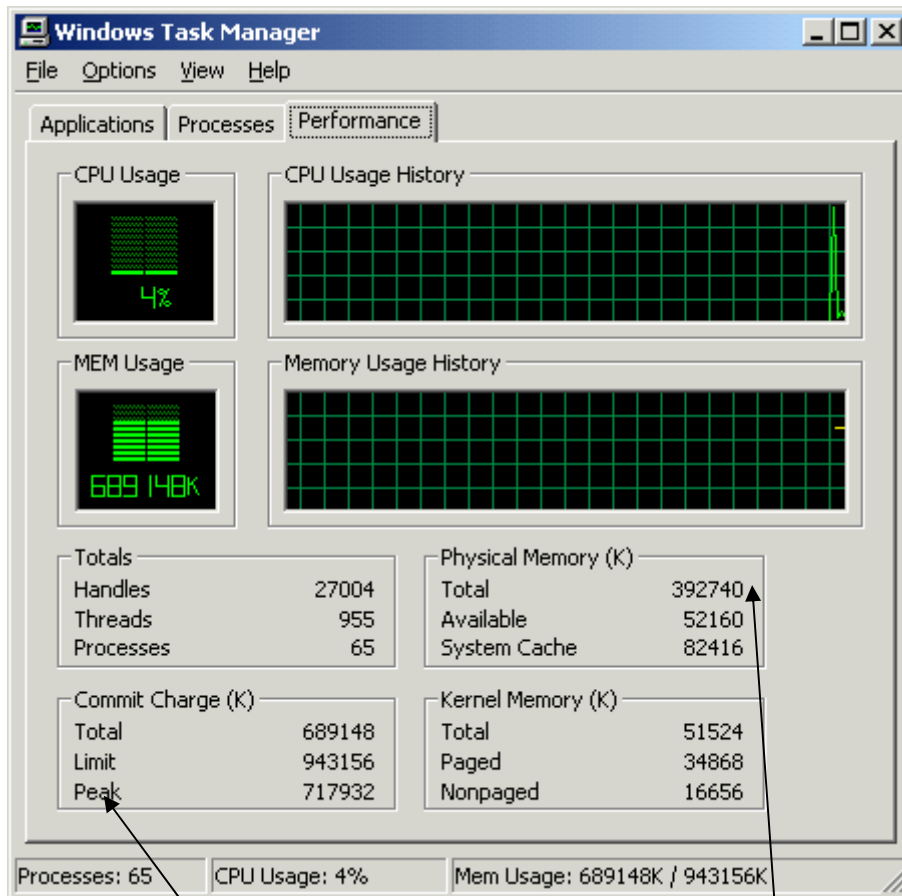
- 3 Do this for each of the local disks

The C Drive should have a minimum of 500 MB free
Other data drive(s) should not exceed 80% of their total size. If you are concerned about the amount of free space please call the helpdesk.

If you would like IntraLAN to do regular remote health checks on you server please call for this to be arranged.

(E) Memory Utilization

- 1 Press "Ctrl-Alt Del" and chose "Task Manager"



- 2 If the "Peak" is regularly close to or greater than the "Total", this is very likely to be impacting the performance of the server and upgrading the memory should improve performance.

(F) Tape Cycles

You'll need 13 tapes. Label them as:

Set A:

A – Mon
A – Tue
A – Wed
A – Thu

Set B

B – Mon
B – Tue
B – Wed
B – Thu

Friday

Fri 1
Fri 2
Fri 3
Fri 4
Fri 5

- 1 Cycle the A and B sets on alternate weeks.
- 2 Change the Friday tape each week throughout a month. This allows you to restore a file from up to a month ago (otherwise it may have been overwritten in a weekly cycle).