

SETTING UP A USER WORKSTATION



<u>System:</u> Quality Management System	<u>Reference No. Revision No:</u> Q-F-IT-P-31, Rev 1	<u>Originated by:</u> Systems Administrator
<u>Revision Date:</u> 16.01.2014	<u>Page No:</u> Page 1 of 8	<u>Authorised by:</u> IT Manager

1 Purpose

This document describes the procedure and process of setting up a new workstation for an SEC user. This includes, but not limited to, installing Microsoft Office, antivirus, ERP, Billing and Novel. The procedure is intended for the Systems Administrator or Computer Technician to use in times of setting up a computer for a user.

2 Scope

This procedure serves as a fine grained guide with step by step tasks to follow in cases where an application has to be installed for a user or when a new computer is set up for a user. Due to the fact that passwords are supposed to be changed from time to time, passwords are not included as part of this procedure.

3 References

Q-F-IT-F-01_System Access Form

4 Definitions

N/A

5 Responsibilities

The Systems Administrator, Network Administrator, and Computer Technician- Only the Network Administrator, System Administrator Computer Technician OR any SEC IT personnel authorised by the IT Manager can set up a workstation for a user.

6 Procedure

6.1 Installing and activating office 2010

- Insert the Microsoft Office 2010 installation disc and enter the product key:

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Quality Management System

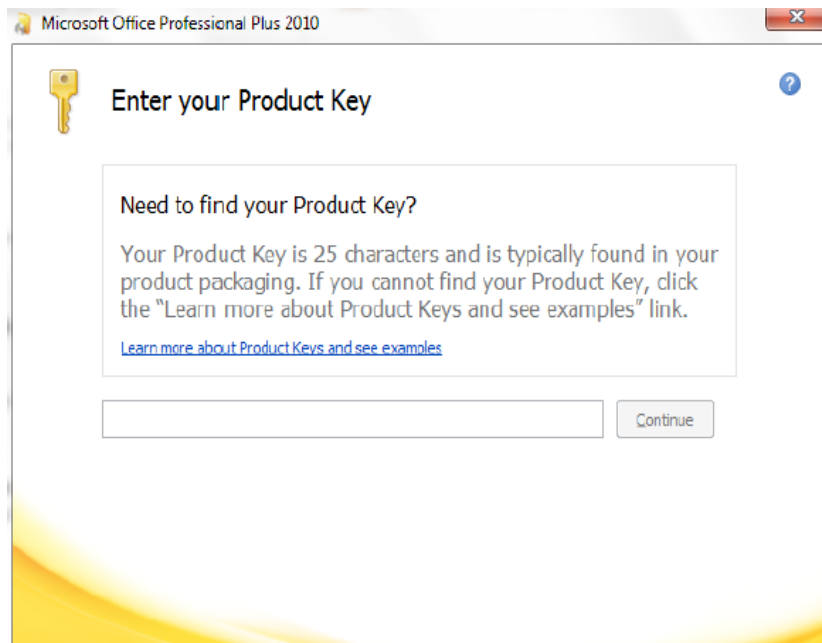
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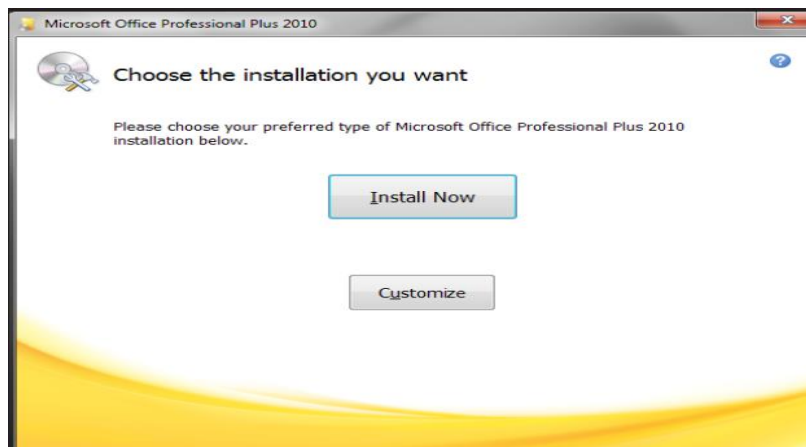


- Click Continue.
- Run the Office 2010 Setup program. The Microsoft Software Licence Terms page will appear. Click on "I accept the terms of this agreement" and Click "Continue"



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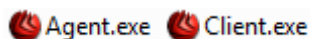
- Click the install button



- The installation progress of Office 2010 will appear.
- Once the installation is complete, click “Close”.
- To activate Office, open, for instance, Microsoft Word 2010 from the Windows Start Menu.
- This will give you a pop up message that says you copy of Microsoft Office is not activated.
- Choose one option between activating through the internet or via telephone and follow through the instructions.

6.2 Installing the Bit Defender Antivirus

- Copy the two files into the local disk drive.
 - Obtain a Bit Defender installation disc from the system administrator or computer technician.
 - Copy the two files: Agent.exe and Client.exe to C:



- Installing bit defender.
 - Run Agent.exe. Do not reboot computer after installation.
 - Run Client.exe. Reboot computer afterwards.

6.3 Installing Ellipse

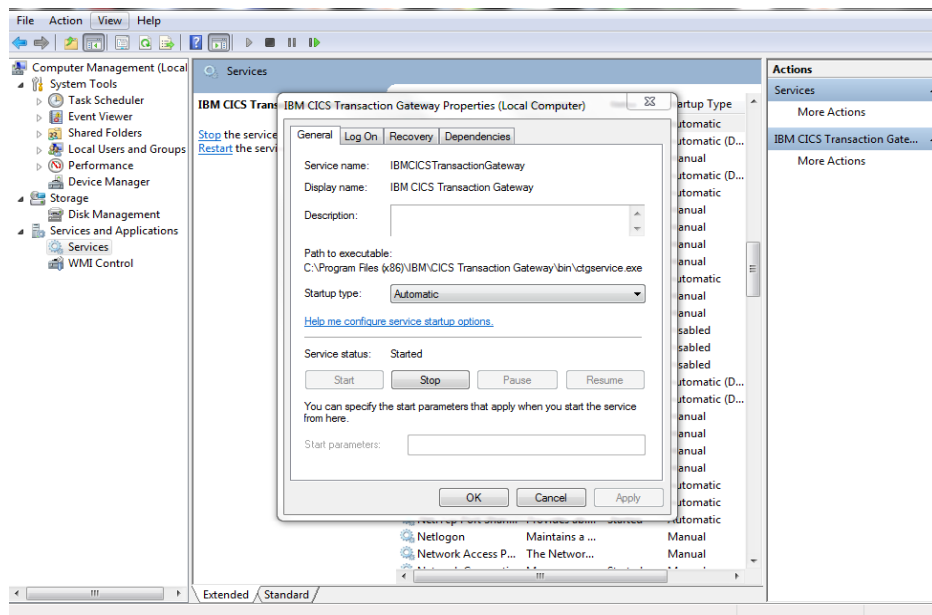
- Obtain an Ellipse 633 Installation disc from the Systems Administrator or Computer Technician.
- Install CTG8
- Run Setup.
- Choose CICS along the installation.

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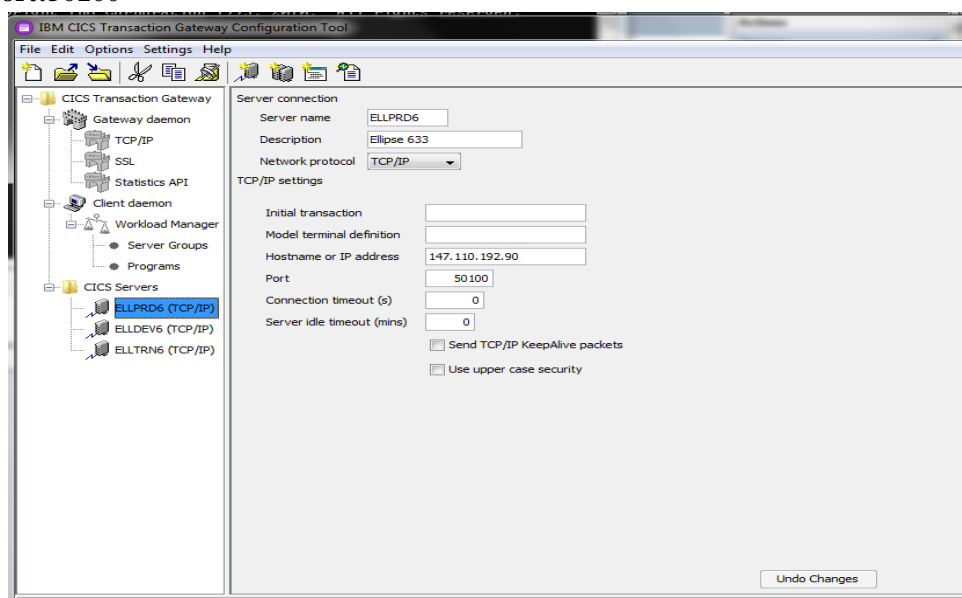



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- When the installation is done, right click on “Computer” got to Manage then Services.
- Change the Service IBM CICS Transaction Gateway service from Manual to automatic. Start the service.



- Go to Start, Programs, IBM Transaction Gateway, Configuration Tool.
- Enter the following details:
 - **Server name: ellprd6**
 - **Server Description: SEC Ellipse 633 Prod**
 - **IP:147.110.192.90**
 - **Port:50100**



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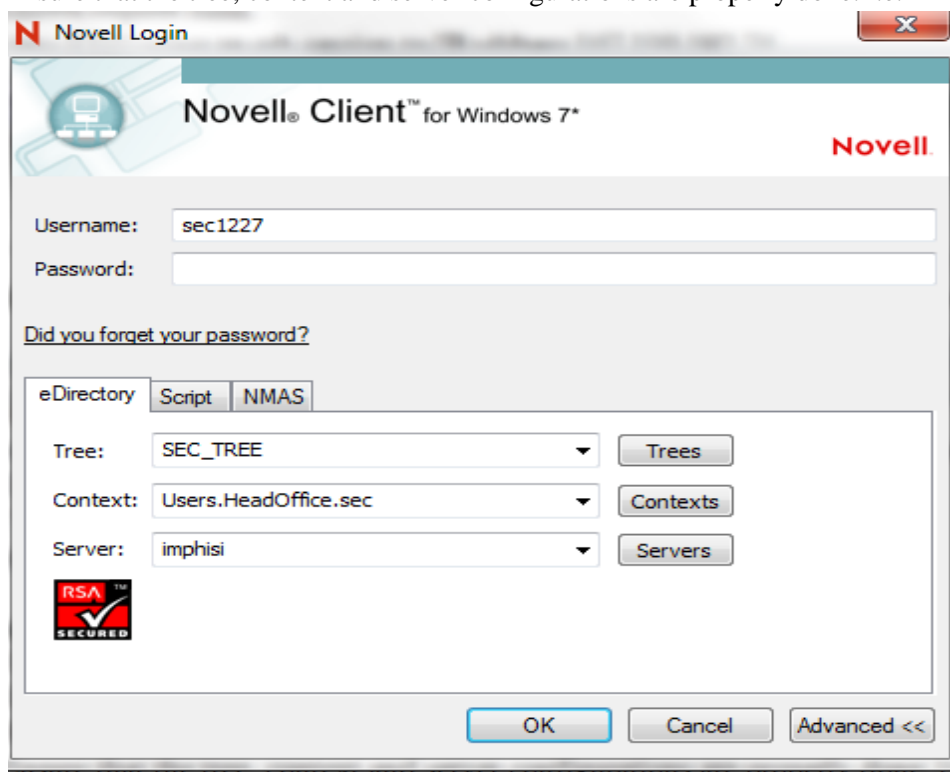
- Copy SEC popup database Contents and replace those in C:\Program Files\Mincom\Ellipse\Winview\Data with the copied contents.
- Change Regional date settings to the format dd/MM/yyyy.
- Delete the shortcuts “Approvals Manager” and “ECCM” on the desktop.

6.4 Installing Billing


- Obtain the billing system installation disc.
- Copy the folder Hotkey and place it on C:\
- On the computer desktop, right click and select new, shortcut, browse, My Computer, Local disk C:, Hotkey, KH. A shortcut for the billing system will be created.
- Go to “Start” then run. Type #hotkey.ini and press enter
- Change the IP address to the computer’s current IP. Save and exit.

6.5 Installing Novel

- Obtain the Novel installation disc.
- Ensure that the computer has a windows password.
- Run the installation.
- Ensure that the tree, context and server configurations are properly done. i.e.

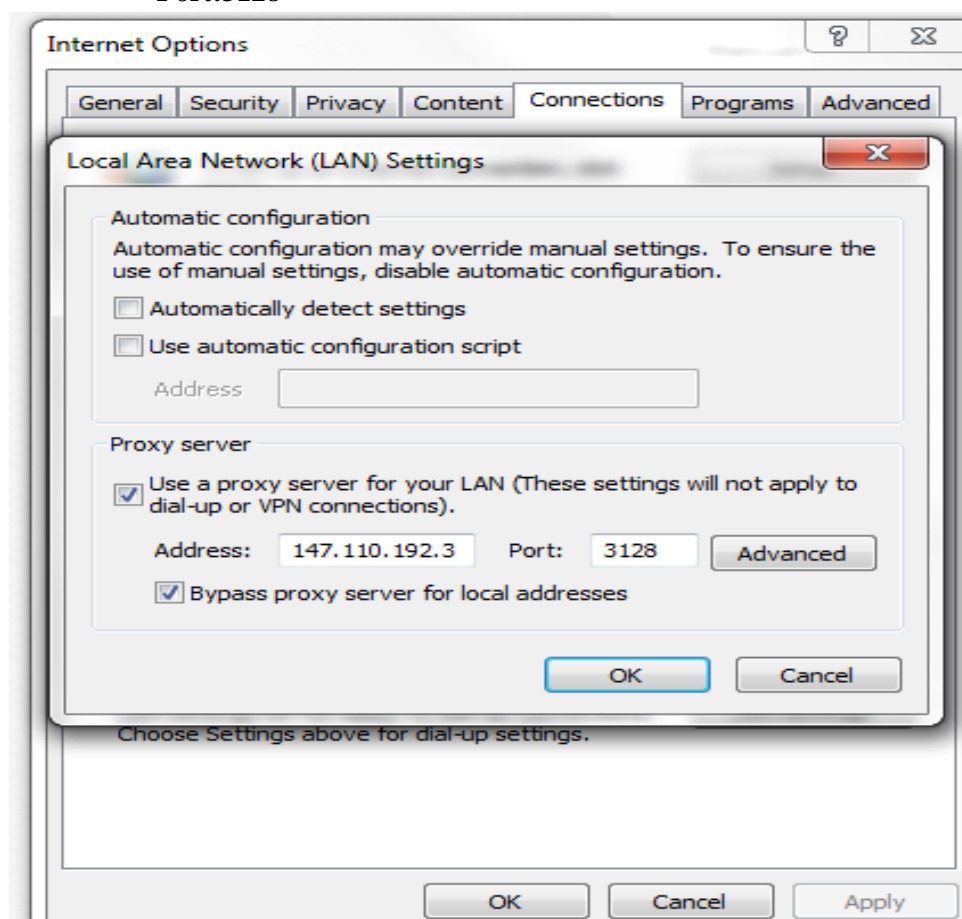


- Request the user to login in order to assist them through the Challenge/Response Administration.


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6.6 Configuring Proxy Settings.

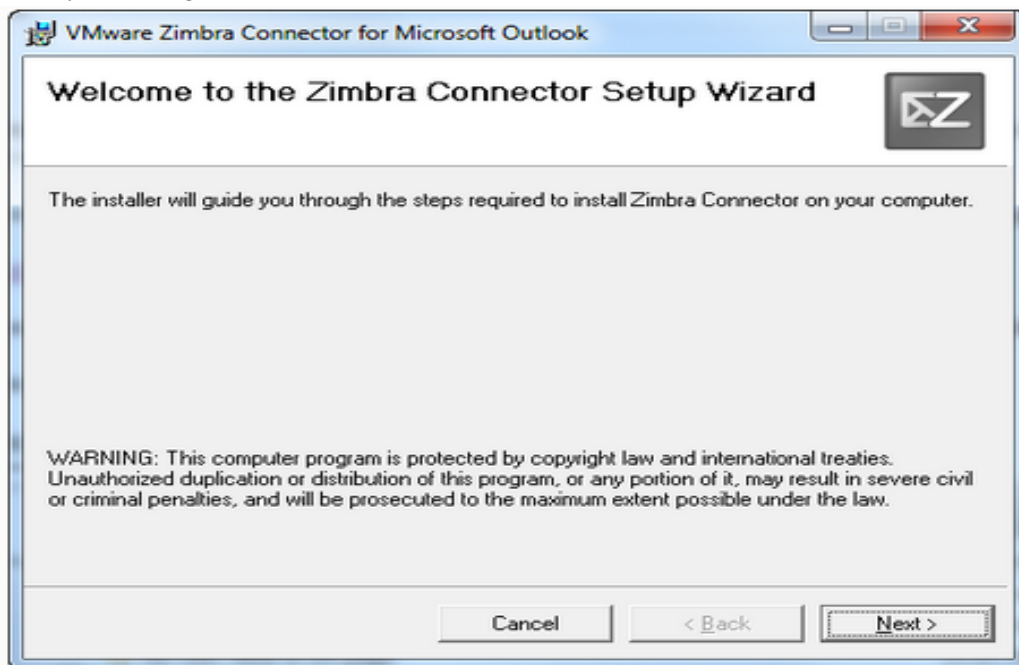
- Open an internet browser, e.g., Internet Explorer.
- Go to Tools, Internet Options.
- In the General tab, ensure that the home page is the luvatsi (SEC homepage). Type the URL #luvatsi.sec.co.sz
- Got to the Connections tab then click on LAN settings.
- Under the proxy Server Settings, Check both boxes and type the following:
 - **IP address: 147.110.192.3**
 - **Port:3128**



6.7 Configuring Microsoft Outlook

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- Start by installing Zimbra Outlook Connector.



- Accept the terms of the license agreement and then click **Next**.
- Click **Next** to start the installation.
- When the installation is completed, click **Close**.
- Start Outlook 2010.
- The first time you start Outlook after installing the Outlook Connector for the first time, the Server Configuration Settings window displays.
- With the **Server Configuration** tab selected, enter the following information:
 - **Server Name:** 147.110.192.1
 - **Email Address:** name.surname@sec.co.sz
 - **Password:** your Zimbra email password
- On the Connections Settings tab, click on No Proxy.
- Click **OK** to complete the process for creating your Zimbra profile.
- Outlook now needs to synchronize to the Zimbra server. This usually happens automatically and during synchronization the Send/Receive Progress dialog box is displayed.

6.8 Assigning an IP to a workstation

- Contact the Network Administrator for an available IP in the location where the workstation will be used.
- Go to Control Panel\Network and Internet\Network and Sharing Center, Adapter Settings, right click on the network card and click on properties.
- Double click on IPv4 Properties.
- Enter the IP address as shown:

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Internet Protocol Version 4 (TCP/IPv4) Properties

General

You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.

☐ Obtain an IP address automatically

☒ Use the following IP address:

IP address: 147 . 110 . 160 . 64

Subnet mask: 255 . 255 . 255 . 0

Default gateway: 147 . 110 . 160 . 254

☐ Obtain DNS server address automatically

☒ Use the following DNS server addresses:

Preferred DNS server: 147 . 110 . 192 . 1

Alternate DNS server: . . .

☐ Validate settings upon exit

Advanced...

OK Cancel

7 Records

Reference No	Title	Responsible	Retention period
Q-F-IT-F-07	Workstation Setup Form	Systems Administrator	2 Years