



Title:

FSE Checklist

Summary/ Intro:

The FSE Checklist is guide consisting of a list of tools, software and protocols that needs to be used / run / checked when remoting to or dealing with every User(s) device(s). The FSE Checklist covers checks with FSE Tool, McAfee, Remedy (Helix), Host Name and SCCM.

Steps:

Using the FSE Tool

FSE Tool	<ul style="list-style-type: none"> Run FSE Tool on all devices (update CMDB information) and ensure ALL equipment is correct. <p>IMACD : Task to be completed on the Helix Ticket</p> <ul style="list-style-type: none"> FSE Tool Run – Status – Closed IMACD Task – Status – Assigned/Pending <p>IMACD Categories :</p> <ul style="list-style-type: none"> Laptop/Desktop/Monitor – Any changes or new equipment, incl moves Software on approved eforms UC phone Printers and Scanner's VG202/224 Voice Gateway devices also to be updated on CMDB Ask user if he/she has equipment in a cupboard and also update this on the CMDB 	<p>Contact:</p> <p>Brad Nel and Greg Petersen Brad.Nel@Gijima.com Greg.Petersen@Gijima.com</p> <p>Link to guide : PRO-012 IMACD Process.pdf (nkgwetedocs.co.za)</p>
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Step 1: Locate FSE Tool

Step 2: Copy to Local Machine (C:\\Temp\\)

Step 3: Run FSE Tool

Step 4: Sign in with a-account

Step 5: Confirm User Details (Username and Password)

Step 6: Update user asset list

Step 7: Save and Submit

Ensuring that McAfee is installed, connecting to back services and Up-to-Date

McAfee	<p>Ensure McAfee is installed, connecting to backend service and up to date. McAfee policies to be refreshed.</p> <p>Link to guide : McAfee Refresh Policies.docx (live.com)</p>	<p>Contacts: dl-EskomEncryption@eskom.co.za Use the group email for all McAfee related requests as there are more people that can assist in the group Terrance Doorasamy DoorasT@eskom.co.za Archie Scorgie ScorgiA@eskom.co.za</p>
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1. **Right click** on the **McAfee Agent icon** in the system tray
2. Click **McAfee Agent Status Monitor**
3. Click the **Check New Policies** button.



4. Now Click **Enforce Policies** button (The computer will now update its policies)

Determining the Root Cause on Helix (Remedy)

Work Detail	Categorization	Tasks	Relationships	Date/System	CaseExchange
Company	Eskom				
Resolution Categorization	<< Show Categorization				
Tier 1	Security				
Tier 2	Endpoint				
Tier 3					
Clear					
Resolution Product Categorization					
Tier 1	Hardware				
Tier 2					
Tier 3					
Product Name (R)+					
Model/Version (R)					
Manufacturer (R)					
Clear					
Root Cause					

- Upon resolution of the ticket, click on **categorization** tab
- Click on **resolution categorization** option – **Tier1 + Tier2** to be selected
- Under **resolution product categorization Tier1+Tier2+Tier3** to be completed
- **Root Cause** to not be empty(Undefined)

Status NOT TO SELECT Closed Telephonically or Remotely. Select option to indicate exactly what was done on the ticket. Resolution details to support the selection under root cause



Host Name

- New devices – **DO NOT PUT ON NETWORK UNTIL PC NAME CHANGED** – will register incorrect hostname on AD (MINI).
- First change the PC name as per UID and standard
- Connect the LAN cable
- Naming Standard = Hostname MUST correspond with the UID on the machine. Replace the first 7 digits with an alphabetic **U** and the rest of the number **without spaces or dashes**.
eg **U18891578, U344xxxxx, U189xxxxx, etc.**

The maximum length of a hostname is 15 characters

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Brad/Greg will assist to do checks and will advise if AD needs to assist

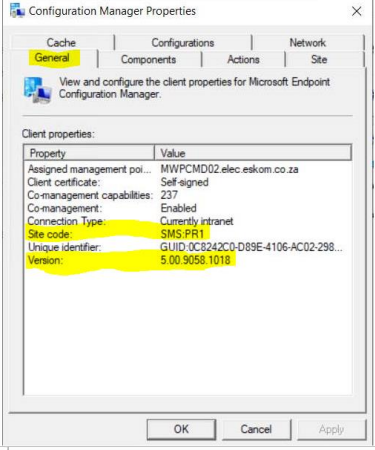
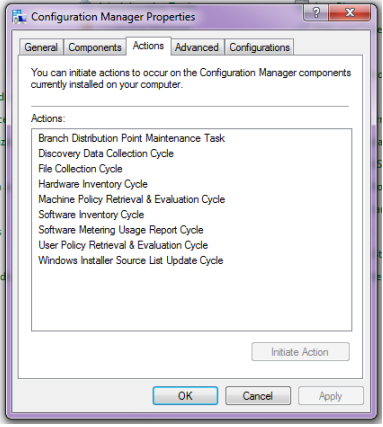
GroupIT AD Team = [dl-](mailto:dl-GroupITADTeam@eskom.co.za)

GroupITADTeam@eskom.co.za

Instructions for SCCM

SCCM	SCCM guide to be followed	<p>Link to SCCM guide - Eskom Field Support: How to guide (nkgwetedocs.co.za)</p> <p>Link to log a ticket with SCCM : https://forms.office.com/r/U3GxpSCd99</p> 
<p>ALL BELOW POINTS - RELATED TO SCCM AND APPLICATIONS INSTALLED BY SCCM</p>		



Utility	Function	Link / view
SCCM	<ul style="list-style-type: none"> Ensure machine scans into SCCM (Correct version of SCCM Client to be on installed on the machine) If not remove the SCCM client as per process and allow to install from the server only Link to remove SCCM Client How2_uninstall_SCCM_CLIENT.docx (live.com) Check in Control Panel for "configuration management" 	<p><u>Contacts:</u></p> <p>@MEA.ZA.Eskom.DD.SCCMTeam Eskom.DD.SCCMTeam@dimensiondata.com</p> <p><u>Check if agent is working:</u> <u>Site code must be present and correct version</u></p>  <p><u>Below Actions has to be listed.</u></p> 



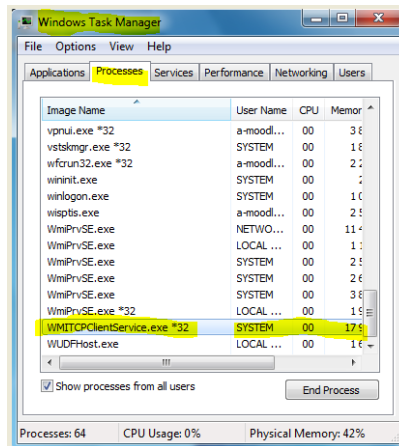
UTILITIES

WMI

Deployed via SCCM -
Check if installed, go to:

- *C:\Programfiles (x86)\CBG-Connect Business Group\WMI TCP Client.*

To see if WMI is running on the Machine:
Go to Task Manager:



MS UPDATES

Check if update do take place
(does it speak to the SCCM
server)

Check if SCCM is running, and machine scans into SCCM as per
above note.

References (Optional):

[PRO-012 IMACD Process.pdf \(nkgwetedocs.co.za\)](#) – Link to Guide (IMACD Process)

[Mcafee Refresh Policies.docx \(live.com\)](#) – Link to Guide (McAfee Policies)

[Eskom Field Support: How to guide \(nkgwetedocs.co.za\)](#) – Link to Guide (SCCM)

[How to _uninstall_ SCCM_CLIENT.docx \(live.com\)](#) – Link to Guide (Remove & Re-Install SCCM client)



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Credit goes to Tasneem Esa