

# Standard Operating Procedure (SOP): How to move jacks to new ports in Mysoft

2020-11-18 | Connor J Kuehl [cjkuehl@iastate.edu](mailto:cjkuehl@iastate.edu) | ITS Physical Infrastructure

## Purpose

This document outlines how to connect jacks and ports in Mysoft. This is the procedure that moves the files from Step 3 to Step 4.

## Situation

We have a large stack of “cut sheet” files each containing many jacks that need to be changed in Mysoft to connect to a new port (switch interface), because we have just concluded a multi-year, multi-million-dollar project to upgrade switches in most buildings on campus.

## Expectations

- Speed: we expect that each person working on this will complete one record per minute worked averaged over each day. In other words, in an 8 hour day you should complete roughly  $8 \times 60 = 480$  records or just over 3 average-size (150 rows) cut sheet files.
- Quality: if you are not sure, don’t assume and don’t make a change until you are comfortable. This system affects a database that is used for millions of dollars of billing annually. There are no dumb questions! You are not likely to break anything significantly, but be sure to ask if you have questions.
- Communication: please ensure you communicate by posting a quick message to [Teams channel](#)
  - at the beginning of your work shift – something like “I’m logging on”
  - when you start or finish a file – something like “I’ve started / completed file: <hyperlink> or building name”
  - when you have a question or issue that isn’t recorded in this SOP
  - at the end of your work shift – something like “I’m logging off”

## Procedure

1. Open the file from [folder 3](#) in box
2. Open the first available file in excel online
3. Create two new columns: “Date done” and “Initials”. See example: <https://iastate.app.box.com/file/473826732171>.
4. Go to Mysoft at <https://mysoft.tele.iastate.edu/>
  - a. Equip/services
  - i. Equip/services
5. Set search by: user id
6. Copy/paste in the jack from the file into the search bar
7. Click “get” or press “enter” key
  - a. If there are multiple records returned, use the one that does not have an end date.

Teams Channel:

<https://teams.microsoft.com/l/channel/19%3a1545faa0c3314aedb59828244036a9c9%40thread.skype/Mysoft%2520Record%2520Reconciliation%2520channel?groupId=69b037fd-a437-4352-8b96-bb7625d60a2c&tenantId=0347d89a-0174-4dd3-adeb-3339c89c35f5>

Search By:

User Id:

User Id	Item Nbr	Description	Start Date	End Date	Billed Thru Date
M241020AA-D	DO NOT USE - FENET	FAST ETHERNET 100 MBPS	9/17/2003	6/15/2012	6/15/2012
M241020AA-D	CENET	CAMPUS ETHERNET 100M/1G/2.5G	6/16/2012		1/15/2020

- b.
  - c. If there is no record returned, put "Not found" in the Date column --> these will be reviewed later to review these, ensure they are not being used, and request the Network Engineers to turn the port off.
  - d. If the record returns a phone (ITEM NBR = Cisco 8861), put "Phone" or other note in the Date column. When Full time staff (FTS) review, they will evaluate and correct.
  - e. ITEM NBR
    - i. CENET, DENET, ENETALL, FENET, ICENET, – update these normally
    - ii. DISC-ENET, DLINK\_\_\_, ASANTEHUB, SW-\_\_\_, CISCO 8861/8831, TS-PORT, UPS\_\_\_ -- note these but do not update
  - f. *If you find that all the records or a large portion are not found or have some issue, reach out to Lyle or other FTS to find out what's going on. Likely, you'll need to search differently. For example, you may need to change room numbers from 2 digit to 4, or vice versa.*
  - g. *If a jack(s) has an end date, it (they) can be ignored. These are archival/historical records and do not need to be changed.*
8. Double click the record returned
  9. Go to Location tab
  10. Click the [...] button by LEN/Port Nbr
  11. Type "\*" and then paste jack into Port Nbr field
  12. Click "get" or press "enter" key
  13. Double-click the record returned
    - a. If no ports are returned, click add new. Click the [...] button to the right of Port Nbr\*. Paste the jack into the LEN/Port Nbr field.
    - b. If multiple ports are returned select the one that has -X0 or -M0 in the middle of the port over one with -A0
    - c. If there are multiples with -M0 and -X0, flag with a comment of "Duplicate ports" in the date column.
  14. Verify the new record is listed in the LEN/Port Nbr
  15. Click "save and exit"
  16. Mark the row as complete in the excel file by entering the date (or comments as instructed before) and your initials in the two columns you created.
  17. Repeat this until you've gone through all the rows in a file.
  18. Once you have completed all rows, move the file into folder 4 and tag the file as "student entered E/S".
  19. FTS will review, check if the port is being used (Prime) and shut off in Prime if not. Then they will move the file to folder 5.

**Commented [BB1]:** Added sub-point g based on Teams chat from 12/1/2020 at 4:11PM between Finn and Connor

Teams Channel:

<https://teams.microsoft.com/l/channel/19%3a1545faa0c3314aedb59828244036a9c9%40thread.skype/Mysoft%2520Record%2520Reconciliation%2520channel?groupId=69b037fd-a437-4352-8b96-bb7625d60a2c&tenantId=0347d89a-0174-4dd3-adeb-3339c89c35f5>