

- support tickets
 - average/mean hours spent per ticket, 278
 - average/mean resolution time, 278
 - categories, 278
 - successfully resolved, 278
 - total ticket count, 278
 - tracking, 265–267
- surveillance cameras, 130
- switches, 8, 15
 - about, 126–127
 - access, 129–130
 - aggregation, 129
 - core, 129
 - daisy-chaining, 128
 - distribution, 129–130
 - inexpensive, 438
 - managed, 126–127
 - stackable, 128–129
 - unmanaged, 126–127
 - virtual, 181–184
- synthesized full backup, 372
- System Information, 258

T

- T1 lines, 157
- T3 lines, 157
- taking down, 10
- tape backups, 365, 366–367, 373–374
- TCP/IP (Transfer Control Protocol/Internet Protocol)
 - about, 85
 - binary system, 88–90
 - built-in commands, 258
 - configuring DHCP client, 105–106
 - configuring for DHCP, 99–104
 - configuring for Windows Server, 197
 - configuring Mac network settings, 30–31
 - configuring settings, 26–27
 - configuring Windows DNS client, 110
 - diagnostic commands, 259
 - domain name system, 106–109
 - IP addresses, 90–93
 - network address translation (NAT), 98–99
 - ports, 340
 - subnetting, 94–98
- Telnet, 342
- terrorism, 380
- theft, 380

- thicknet, 115
- 3-2-1 rule, 361–363
- T-Mobile, 314
- token ring, 112
- tools, 436
- top-level domains, 107
- topologies, 112–114
- transitive trusts, 216
- trees, 216
- Trojan horse, 344
- Twinkies, 437
- twisted-pair cable. *See* UTP (unshielded twisted-pair cable)

U

- Ultrium, 366
- uninterruptible power supply (UPS), 431
- unmanaged switches, 126–127
- unshielded twisted-pair cable. *See* UTP (unshielded twisted-pair cable)
- updating software, 302–303
- user accounts
 - about, 216
 - changing user's contact information, 220–225
 - creating logon script, 230
 - creating new users, 217–220
 - deleting users, 226–227
 - disabling, 226
 - domain accounts, 217
 - enabling, 226
 - groups, 227–230
 - local accounts, 216–217
 - obfuscating user names, 324–325
 - passwords, 221, 329
 - properties, 217
 - restricting, 223–224, 329
 - securing, 324–328
 - setting account options, 221–222
 - setting profile information, 224
 - setting user properties, 220–225
 - specifying logon hours, 223
- user ID, 39, 329
- usernames
 - about, 39–40
 - obfuscating, 324–325
 - for user accounts, 217, 329
- user profiles, 333–334
- user rights, 331