Project -Technical Support Procedures

Introduction:

1. In this report, I will discuss the Configuration Information, User Account Details, File Sharing Information, and other requirements: user files(EFS files and shared files) must be kept on a separate volume. Second, create a sample mapped drives for the user in the Manager group and a user in the Engineers group for testing purposes. Third, deny the user from accessing all removable storage on the windows 7 machines (Hint: Administrative Template\System\Removable Storage Access).

Requirements:

* First, I installed the two windows operating systems both windows 10.
* Then, I give some configuration information like for the first window the OS installation is Window 10.

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Graphical user interface, text, application, email

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* In addition, you can see I changed my computer name for this you will only type this command system. Cpl. And it will restart the PC.
* Then I provided the two local Administrators Admin, Adam first goes to Account setting in the setting there will be options like family and others on this you can create another user as well.
* Then, I gave IP address so you will need to go network and internet and you can see on that left side there will option like change adapter.

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* Click on that and it will open an ethernet so right-click on its properties and on the (TCP/IPv4) you can change the IP address same as in this screen shoot.
* After this, you will only turn on your network discovery and then your internet will be ready to communicate with others.
* For the second Windows 10, I gave that Test-001 name and the local administrator is Admin01.
* The computer name and workgroup I didn’t provide any services are the same as on the PC.

Graphical user interface

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* For this Test-001 PC the IP address I gave like this you can see from the screen shoot.

A picture containing text, screenshot, computer, monitor

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* Then I turned on the network discovery for the communication with the second Pc like this.

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* For both Windows 10, the domain is on the workgroup computer to do further configuration on both PCs.
* Further, for creating a user you will type this command in the search menu or command prompt lusrmgr.MSC will open the local user and groups screen.

A screenshot of a computer

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* Here you can see I created this user by creating a user right click on the user and then it will show the new user.
* Then, you will create your user and give them detail as same as I gave him.

Graphical user interface, text, application, email

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* After, I created these users on my Windows 10 PC and remember when signing in different user you cannot create your user.
* Because this access will only be for local administrators not for local users.
* If you see that the Administrator Account is disabled, then go to his properties and uncheck the option like Account is disabled.

A screenshot of a computer

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* To create the group same as the user’s step right click on the new group then give the name and add members like in this screen shoot.

Graphical user interface, text, application, email

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* Here you can see that I added these users to the Administrators group by viewing his properties.

Graphical user interface, application

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* Here you can see that I also added these users to the Engineers group by viewing his properties.

Graphical user interface, application

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* Then, I added the users in different groups like in these photos.
* To set up the password Policy and Account Lockout Policy type this command GPEDIT.MSC OR SECPOL.MSC and will open the local Group Policy editor or local security policy.

Graphical user interface, text, application, email

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* Then, I provided some information like password history is 20 passwords, Maximum password age is 30 days, Minimum password length is 8 characters and Password must meet complexity requirements enabled.
* Simply go to their properties and give information about your company requirements.

Graphical user interface, text, application

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* Then, for the accounting policy simply go to their properties and provide them with some information about your company requirements.
* For the remote desktop access please check the IP addresses of the Client machines, and test with ping with (IP address’s) command in the command prompt.

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* First, on the First windows 10 check this option by going to windows firewall with Advanced Security.
* This is for the remote desktop access to the second Client Machine to connect them.

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* Here you can see that I gave it the username and password for this you will only need the second machine.
* Then in the second machine go to the search menu and type remote desktop connection or type this command MSTSC.
* And it will open the screen and after typing your first client machine name or IP address.
* Then, it will ask you for some certificates on this you click on the no option then it will show like this.

Graphical user interface, text, application

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* It means your remote desktop will connect to your first client machines.
* Here on the bottom, you will see I provided the IP address of my first client machine.
* For giving another user access go to the first PC window and in the system properties.
* There will be an option like Remote select it and there the second option like allowing the access by checking the box and then, select user like add a user.

Graphical user interface, text, application

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* Then, I added these users to the remote desktop user’s properties.

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* Here you can see that I gave the username and his password for the remote desktop access.
* After it connected to my first client machines.

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* Here you will see that Second Pc is connected to my first PC and it will connect easily.
* And for the others user, I did not give them any remote access so they cannot connect with the second PC.
* Thisch means it will be no permission for remote desktop access.

Graphical user interface, text, application

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* To create an EFS folder, first, create a folder in the C drive then under the folder create a word document file to test your EFS folder process.
* Second thing, if you want to encrypt your folder that right click on the folder.
* Under the properties click the Advanced option then, select there an option like encrypt content to secure data.
* Further, it gives you a certificate to get an EFS Folder access so another user will easily access the file to other members.

Graphical user interface, text, application

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* Here you can see I gave access to this user of another user file so he can easily open it.
* In their local drive folder and please make that if you access some other user check that the user has a certificate key. Otherwise, it will not give access to the second user.

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* Then, I added this user to the IT stuff folder so they can see the first user file in their system.
* After, I added other users in a different folder, so they can easily access their folders in their system.
* Like sally has access to Nicole’s folder and so on.

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* Then, the third step is File Sharing Information where you can share or give access to any user or group on the folder.
* For example, I gave the file share access to the manager’s group in the Confidential folder.
* You can see it from this screenshot. For this, if you already have a group inside your system.
* Then, right-click on the folder, and under the folder, there will option like Security in this setting.
* Go to the Edit option, under this system option you will be able to see an additional option where you can add any user or group.

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* you will be seeing that there will be an option like Full control, modify permission it checks the option.

Graphical user interface, application

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* Here you can see I created the two mapped drives.
* To create first you will set up the share setting under the folder, after this it will ask you like show me all network shares on this computer.
* Then selecting this option then it will share over all the networks.
* Further, to create your mapped drives go to the computer it will show like a mapped drive select it.
* Then, you will need to provide your first PC name and location like as \\ PC Name or IP address\ Folder Name.

Graphical user interface, application

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* For the Deny users from accessing all removable storage on the PC client.
* First, open your Local Group policy editors for this you will only need to type this command secpol.MSC and then under this.
* Go to your Computer Configuration then expand the Policies folder, and go to Administrative Template.
* Then under this go to your system folder then in this go to the removable storage Access.
* You will see on the right side there will many options.
* You will only need to find an All-Removable Storage class: Deny all access.
* Then you can see from the screenshot that I enabled my All-Removable Storage classes: Deny all access.

Summary:

* Please make sure that when you download both Windows 10 the setting of the network should be Internal Network.
* Second, the IP address will be correct, and please my advice is to ping both IP addresses so your Pc will not be any problem.
* Further, for the password and account policy please provide the correct amount of time.
* when you will create the users and groups, please double check from the properties that the user will set in the correct group or not.
* Please follow the same step for the remote desktop you will use your IP address or Computer name/Local Administrator.
* For the EFS folder and access please go through all instructions like Key or certificate which is very important for another user folder access.
* For the file-sharing Information in this process, you will give permission access to the user on the folder.
* So, they can easily open and read or write on it.
* For the network connection please check that your network discovery is on so you will easily share your folder on another PC machine.
* Please, both EFS Files and shared files will keep on the separate drive/Volume so you will not face any problems.
* Last, deny the user’s please follow this path.
* (Administrative Template\System\Removable Storage Access).