

Updating On-line Files for IDT Operations Manual and Customer Resources

Master Version Locations

IDT Operations Manual and IDT Customer Resources MASTER documents are kept on ARWEN is the following directory paths after logging in via Novell and your regular account/pass:

- ❖ Directory path is:
/ARWEN.DATA/LIB/SHARE/ INFO_SYS/INFOSUP/DOCUMENT/
ResourcesIDTOPS/IDTops DOC files for the IDT Operations Manual doc files
that are broken down by workgroup.
- ❖ Directory path is:
/ARWEN.DATA/LIB/SHARE/ INFO_SYS/INFOSUP/DOCUMENT/
ResourcesIDTOPS/IDTops PDF files for the IDT Operations Manual PDF
versions of the doc files that are also broken down by workgroup.
- ❖ Directory path is:
/ARWEN.DATA/LIB/SHARE/INFO_SYS/INFOSUP/DOCUMENT/
ORACLE_IDTCUST/Current CUST DOC files for the IDT Customer Resources
doc files.
- ❖ Directory path is:
/ARWEN.DATA/LIB/SHARE/INFO_SYS/INFOSUP/DOCUMENT/
ORACLE_IDTCUST/Current CUST PDF files for the IDT Customer Resources
PDF version of the doc files.

IDT Operations Manual and IDT Customer Resources MASTER (BACKUPS) are kept on Phillips iMac

- ❖ Directory path is /IDT RESOURCES/ResourcesIDTOPS/IDTops DOC files for the IDT Operations Manual doc files that are then broken down by workgroup.
- ❖ Directory path is /IDT RESOURCES/ResourcesIDTOPS/IDTops PDF files for the IDT Operations Manual PDF versions of the doc files that are then broken down by workgroup.
- ❖ Directory path is /IDT RESOURCES/ORACLE_IDTCUST/Current CUST DOC files for the IDT Customer Resources doc files.

- ❖ Directory path is /IDT RESOURCES/ORACLE_IDTCUST/Current CUST PDF files for the IDT Customer Resources pdf versions of the doc files.

Indexes for PROD/DEV

The Master PROD/DEV Indexes for the IDT Operations Manual and IDT Customer Resources ORACLE versions are kept on ARWEN is the following directory paths after logging in via Novell and your regular account/pass:

- ❖ Directory path is /ARWEN.DATA/LIB/SHARE/INFO_SYS/INFOSUP/DOCUMENT/ ResourcesIDTOPS PROD/DEV IDTops index for the IDT Operations Manual html indexes that are then broken down by workgroup and the indexes are named:

Emergency.cfm
Index.cfm
Indexmc.cfm
Indexpac.cfm
Indexsans.cfm
Indexscc.cfm
Indexti.cfm

Each work for both production and development systems. The date that appears online as the date the index was updated must be manually updated at the top of each index.

- ❖ Directory path is /ARWEN.DATA/LIB/SHARE/INFO_SYS/INFOSUP/DOCUMENT/ResourcesIDTCUST/ORACLE_IDTCUST/PROD/DEV CUST index/index.cfm for the IDT Customer Resources html index that works for both production and development systems.

The Master (BACKUPS) PROD/DEV Indexes are kept on Phillips iMac:

- ❖ Directory path is /IDT RESOURCES/ResourcesIDTOPS/PROD/DEV IDTops index for the IDT Operations Manual html indexes each work for both production and development systems.
- ❖ Directory path is /IDT RESOURCES/ORACLE_IDTCUST/PROD/DEV CUST index/index.cfm for the IDT Customer Resources html index that works for both production and development systems.

Other Index Version Locations

The Wiki version of IDT Customer Resources index is just a wiki page (not part of the DOCUMENT directory on ARWEN) that also needs updating to match the other

versions. The Wiki version is the only copy of the index. This index points to the pdf documents found in the /ARWEN.DATA/LIB/SHARE/INFO_SYS/IST_BNDR directory for our users.

The Gollum version of IDT Customer Resources index is an html version for the Gollum website at <http://rohan.sdsu.edu/~infosys/>. Master versions of this entire site are found in the directory path of /ARWEN.DATA/LIB/SHARE/INFO_SYS/INFOSUP/DOCUMENT/GOLLUM/. Backup versions of this entire site are found on ELFSONG in the directory path of /IDT RESOURCES/GOLLUM.

User Version Locations

IDT Customer Resources via **ARWEN version** (pdf copies only for Library customers):

Users or IDT staff must be logged in via Novell with their regular account/pass

Directory path is /ARWEN.DATA/LIB/SHARE/IST_BINDER for the IDT Customer Resources

IDT Operations Manual and IDT Customer Resources via the **Oracle/Coldfusion Production version** (pdf copies only for Library customers):

Administrator (Phillips or Neer) must log in via Secure FTP on FETCH to libint.sdsu.edu

Username – webhttp

Pass – master4web

Directory path is /folkscf/htdocs/PRODapps/idtops for the IDT Operations Manual and the indexes are named:

Emergency.cfm This index should match the indexti.cfm for links and information. This index is for an only emergency way into the IDT Operations Manual for Technology Initiatives when the normal way into the system is down. This index is at the same level as the idtops directory – one level up from the other indexes. **NOTE:** any indexes ending in.shtml are holdovers from the old folks website and can be ignored. The new Oracle/Coldfusion versions are:

Index.cfm
Indexmc.cfm
Indexpac.cfm
Indexsans.cfm
Indexscc.cfm
Indexti.cfm

The pdf documents are placed in the corresponding directories for each workgroup and are named:

Opsinfo
Opsmc
Opspac
Opssans
Opsscc
Opsti

Directory path is /lfolkscf/htdocs/PRODapps/itdcustomer for **Production version** of IDT Customer Resources and the index is named:

Index.cfm

The pdf documents are placed in the directory named **resources**.

IDT Operations Manual and IDT Customer Resources via the **Oracle/Coldfusion Development version** (pdf copies only for Library customers):

Administrator (Phillips or Neer) must log in via Secure FTP on FETCH to libint.sdsu.edu
Username – webhttp
Pass – master4web

Directory path is /lfolkstestcf/htdocs/DEVapps/itdtops for the IDT Operations Manual and the indexes are named:

Emergency.cfm This index should match the indexti.cfm for links and information. This index is for an only emergency way into the IDT Operations Manual for Technology Initiatives when the normal way into the system is down. This index is at the same level as the itdtops directory – one level up from the other indexes. **NOTE:** any indexes ending in.shtml are holdovers from the old folks website and can be ignored. The new Oracle/Coldfusion versions are:

Index.cfm
Indexmc.cfm
Indexpac.cfm
Indexsans.cfm
Indexscc.cfm
Indexti.cfm

The pdf documents are placed in the corresponding directories for each workgroup and are named:

Opsinfo
Opsmc
Opspac

Opssans
Opsscc
Opsti

Directory path is /lfolkstestcf/htdocs/DEVapps/idtcustomer for the **Development version** of IDT Customer Resources and the index is named:

Index.cfm

The pdf documents are placed in the directory named **resources**.