

Annexes

I – Support aux utilisateurs

The image displays two screenshots of the GLPI (Gestionnaire Libre des Parc Informatiques) web interface.

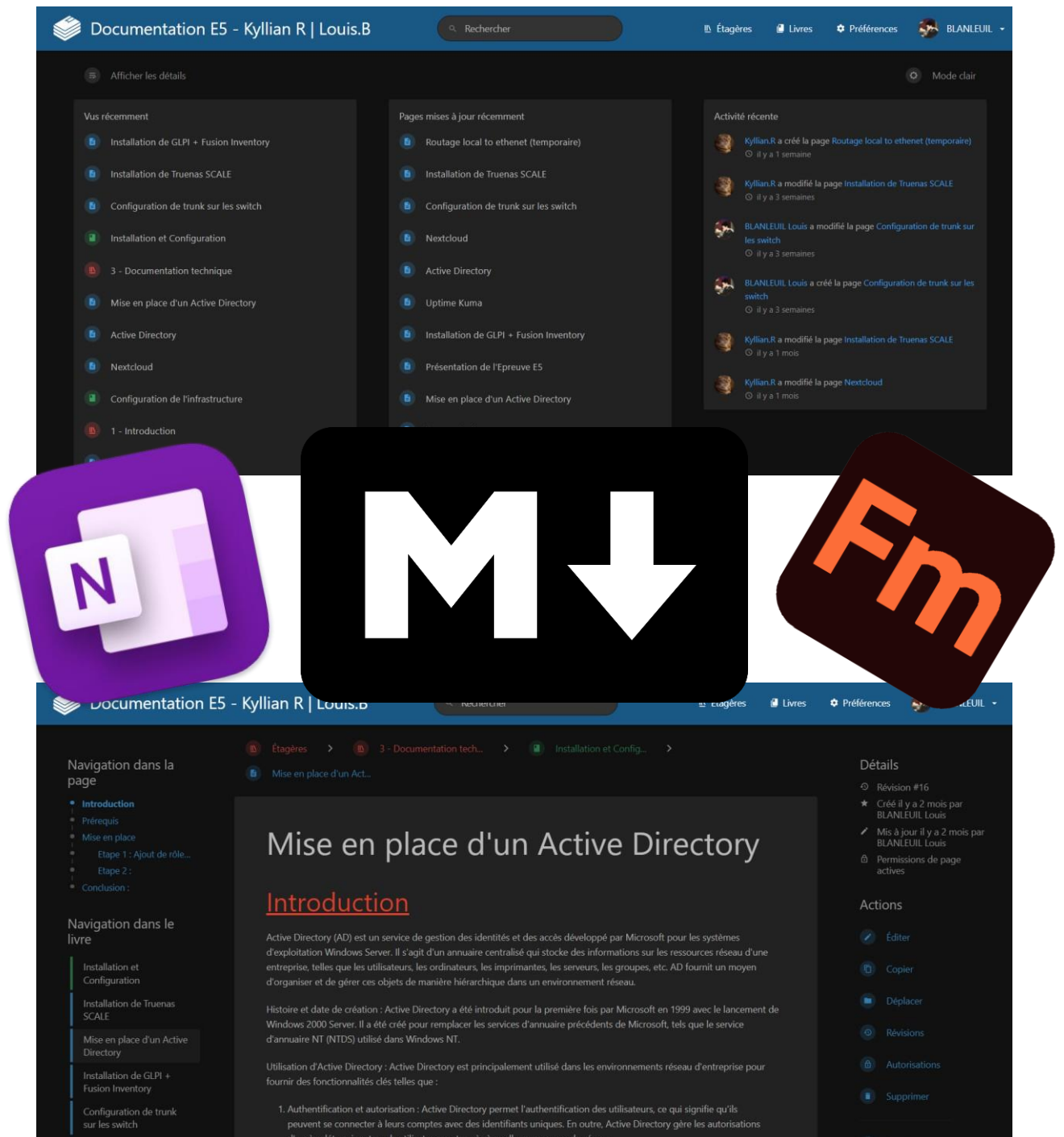
Top Screenshot: Dashboard

- Header:** GLPI logo, "Accueil" link, and a search bar labeled "Rechercher".
- Navigation Menu (Left):** Includes "Chercher dans le menu", "Parc", "Assistance" (selected), "Tableau de bord", "Tickets", "Créer un ticket", "Problèmes", "Changements", "Planning", "Statistiques", "Tickets récurrents", "Changements récurrents", "Gestion", "Outils", "Administration", and "Configuration".
- Dashboard Content:**
 - Tableau de bord:** Tabs for "Vue personnelle", "Vue groupe", "Vue globale", "Flux RSS", and "Tous".
 - Central View:** A grid of 8 colored boxes representing different asset categories, each with a count of 0: Logiciel (green), Ordinateur (red), Matériel réseau (teal), Téléphone (blue), Licence (green), Moniteur (red), Baie (teal), and Imprimante (blue).
 - Statuts des tickets par mois:** A section showing ticket status counts: 0 Ticket (yellow), 0 Tickets en retard (orange), and 0 Tickets en retard (orange).
 - Other Widgets:** Several "Aucune donnée trouvée" (No data found) messages are visible in various widget areas.

Bottom Screenshot: Ticket Detail View

- Header:** Breadcrumbs: "Home / Assistance / Tickets". Search bar and user profile "super-admin".
- Left Sidebar:** "Ticket" section with sub-items: Statistics, Approvals, Knowledge base, Items, Costs, Projects, Project tasks, Problems, Changes, Recurrent tickets, Recurrent changes, Management, Tools, Administration, and Setup.
- Main Content Area:**
 - Ticket List:** A list of tickets with columns for status (MY, WM), creation date, and creator. Tickets include descriptions like "Kosufu femematefo dame h", "Rutifusi kayo", "Metupo downupewasu jeece", "Barerafu jire il hatiomerev", "No", "Po yofipoladuze xucegu", "Xusaga boje", and "Ho".
 - Ticket Detail (Right):** Shows details for a specific ticket:
 - Entity:** Root * Cronin, Turcotte and Cummarata * Schneider, O'Connor and Lefebvre.
 - Opening date:** 16-09-2019 18:00:45.
 - Type:** Request.
 - Category:** TEST.
 - Status:** Pending.
 - Request source:** Formcreator.
 - Urgency:** Low.
 - Impact:** Medium.
 - Priority:** Low.
 - Actors:** Requester (Maurine Yundt), Observer (Eliza Pfannerst), Assigned to (William McDermott).
 - Items:** My devices.

II – Documentation technique



The image shows a screenshot of a documentation website titled "Documentation E5 - Kyllian R | Louis.B". The website has a dark theme and a navigation bar with a search bar and links for "Étagères", "Livres", "Préférences", and a user profile "BLANLEUIL".

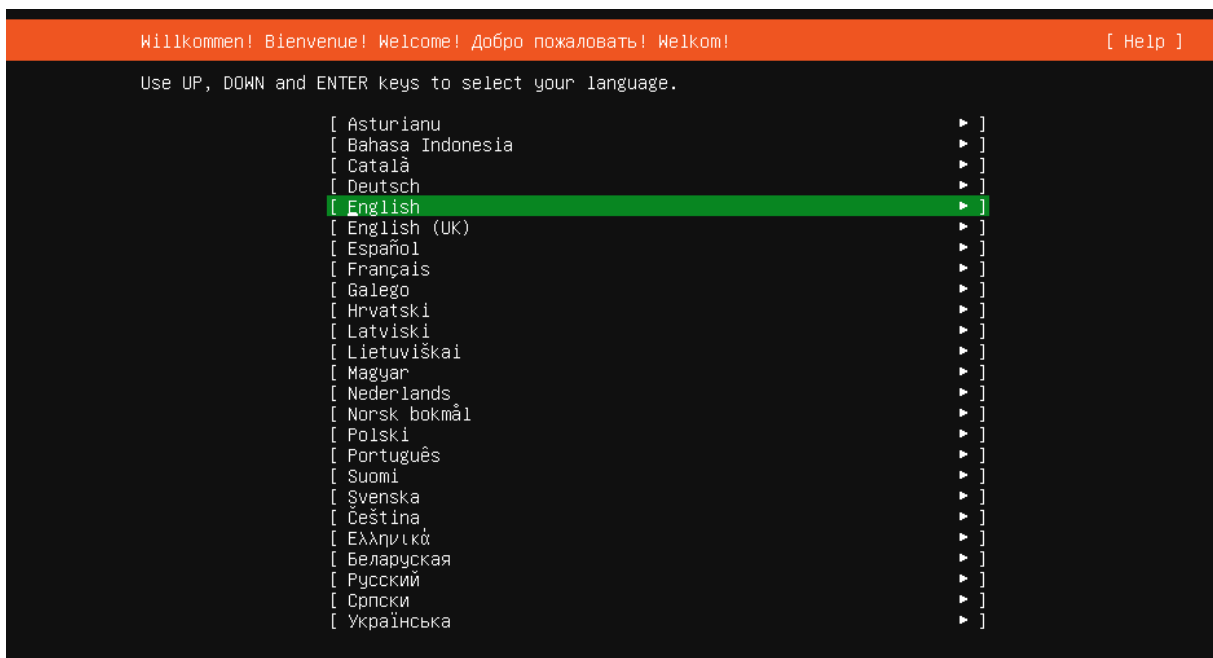
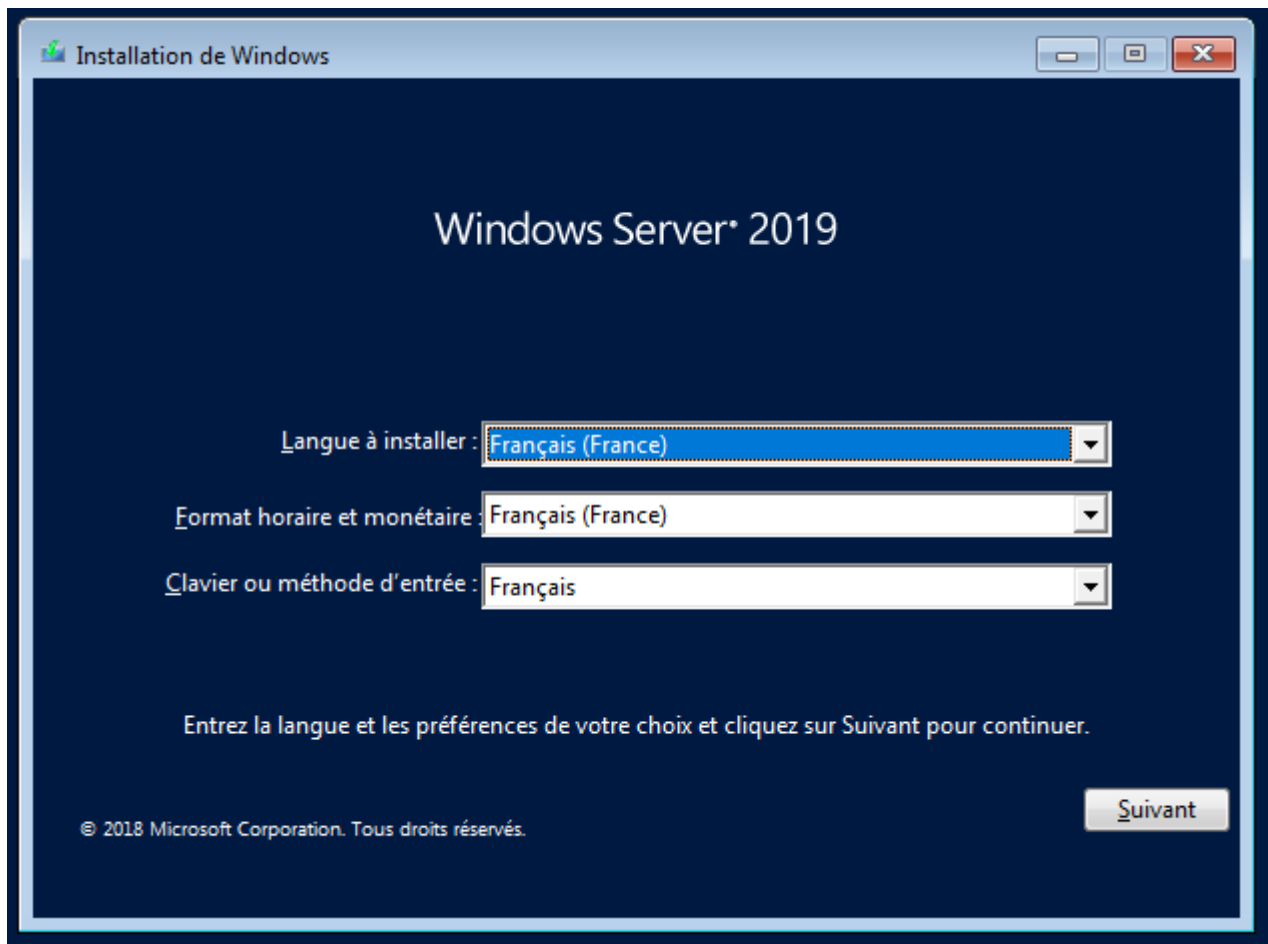
The main content area is divided into three columns:

- Vus récemment** (Recently viewed): A list of documents including "Installation de GLPI + Fusion Inventory", "Installation de Truenas SCALE", "Configuration de trunk sur les switch", "Installation et Configuration", "3 - Documentation technique", "Mise en place d'un Active Directory", "Active Directory", "Nextcloud", "Configuration de l'infrastructure", and "1 - Introduction".
- Pages mises à jour récemment** (Recently updated pages): A list of pages including "Routage local to ethernet (temporaire)", "Installation de Truenas SCALE", "Configuration de trunk sur les switch", "Nextcloud", "Active Directory", "Uptime Kuma", "Installation de GLPI + Fusion Inventory", "Présentation de l'Epreuve E5", and "Mise en place d'un Active Directory".
- Activité récente** (Recent activity): A list of recent actions, such as "Kyllian.R a créé la page Routage local to ethernet (temporaire)", "Kyllian.R a modifié la page Installation de Truenas SCALE", "BLANLEUIL Louis a modifié la page Configuration de trunk sur les switch", "BLANLEUIL Louis a créé la page Configuration de trunk sur les switch", "Kyllian.R a modifié la page Installation de Truenas SCALE", and "Kyllian.R a modifié la page Nextcloud".

Overlaid on the screenshot is a large black square containing a white "M" and a white downward-pointing arrow. To the left of this square is a purple icon with a white "N" (Nextcloud), and to the right is a dark red icon with a white "Fm" (Fusion Inventory).

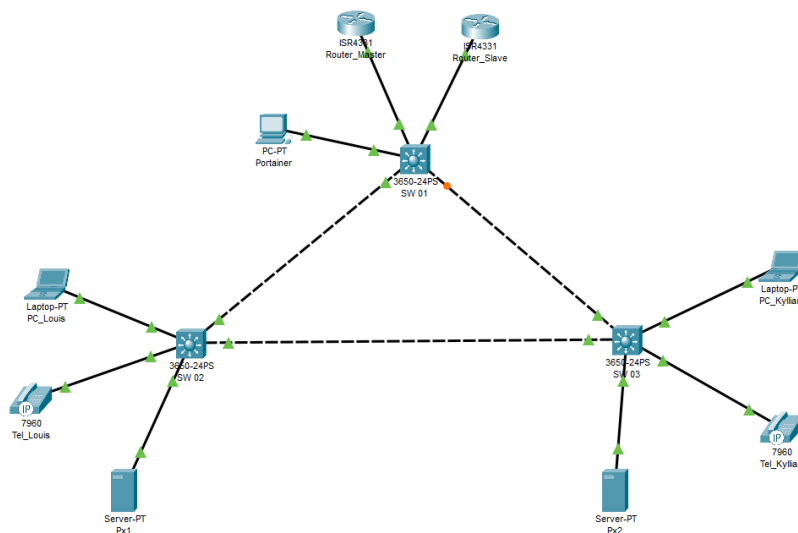
The bottom part of the screenshot shows a detailed view of the "Mise en place d'un Active Directory" page. The page has a navigation sidebar on the left with links for "Introduction", "Prérequis", "Mise en place", "Etape 1: Ajout de rôle...", "Etape 2:", and "Conclusion". The main content area is titled "Mise en place d'un Active Directory" and has a sub-header "Introduction". The text describes Active Directory (AD) as a service for managing identities and access, developed by Microsoft for Windows Server systems. It mentions that AD is a centralized directory that stores information about network resources and provides a way to organize and manage these resources in a hierarchical manner. The page also includes a "Détails" section on the right with information about the revision (#16), the creator (BLANLEUIL Louis), and the date of creation (2 months ago). The "Actions" section on the right includes links for "Éditer", "Copier", "Déplacer", "Révisions", "Autorisations", and "Supprimer".

III – Installation et configuration de serveurs

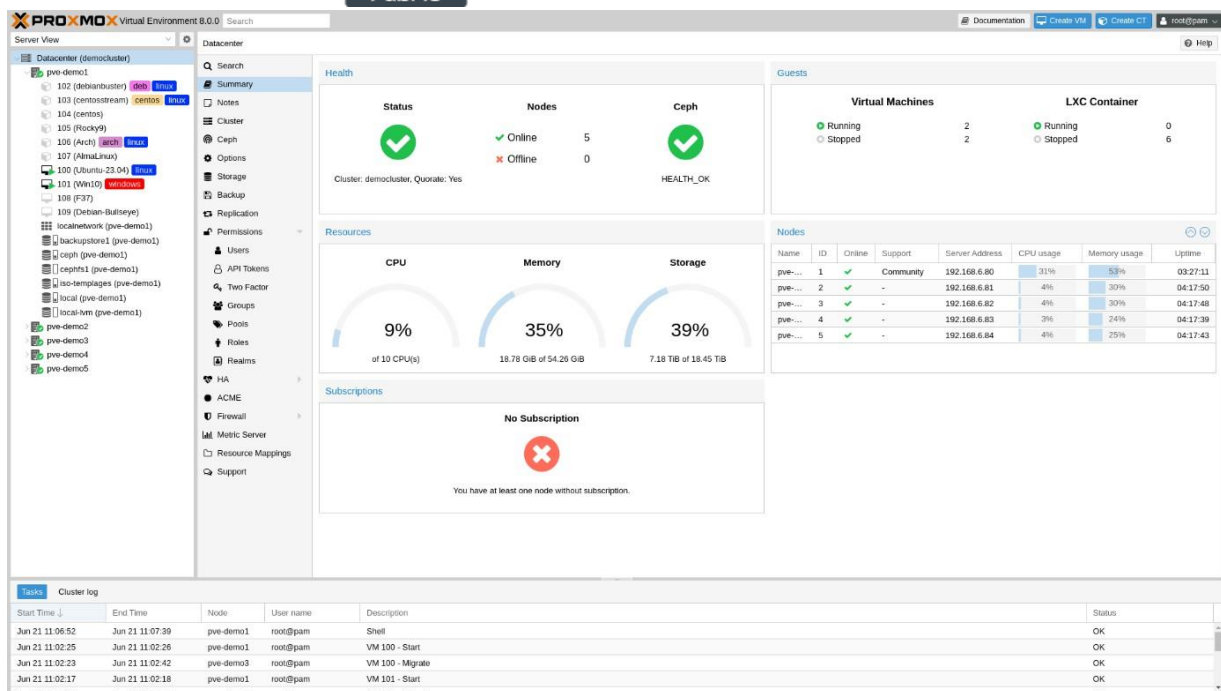
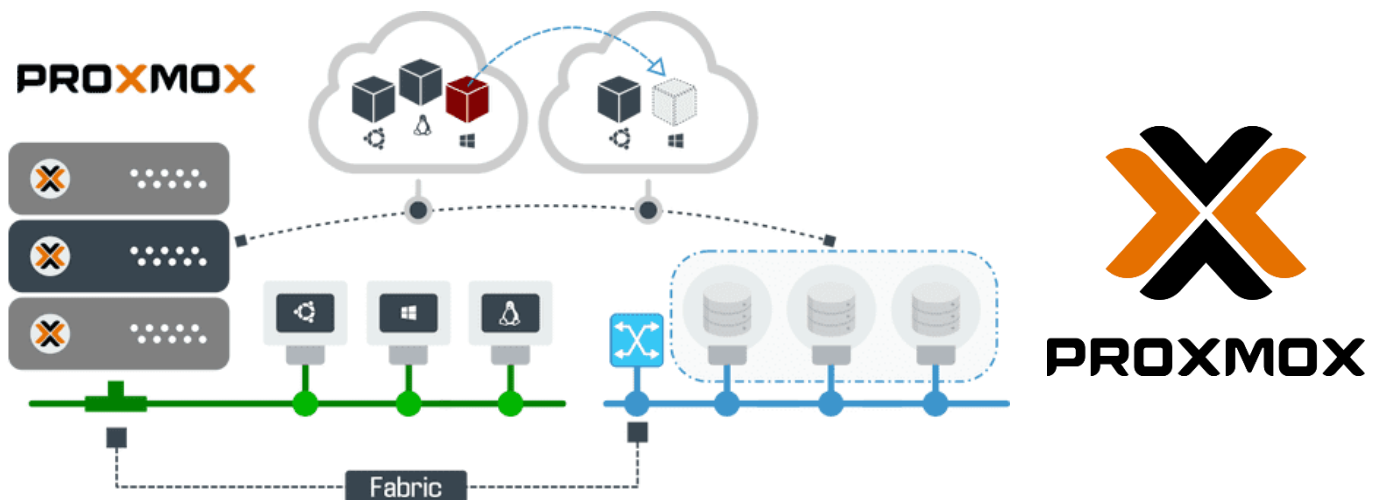


IV – Configuration de routeurs et de commutateurs

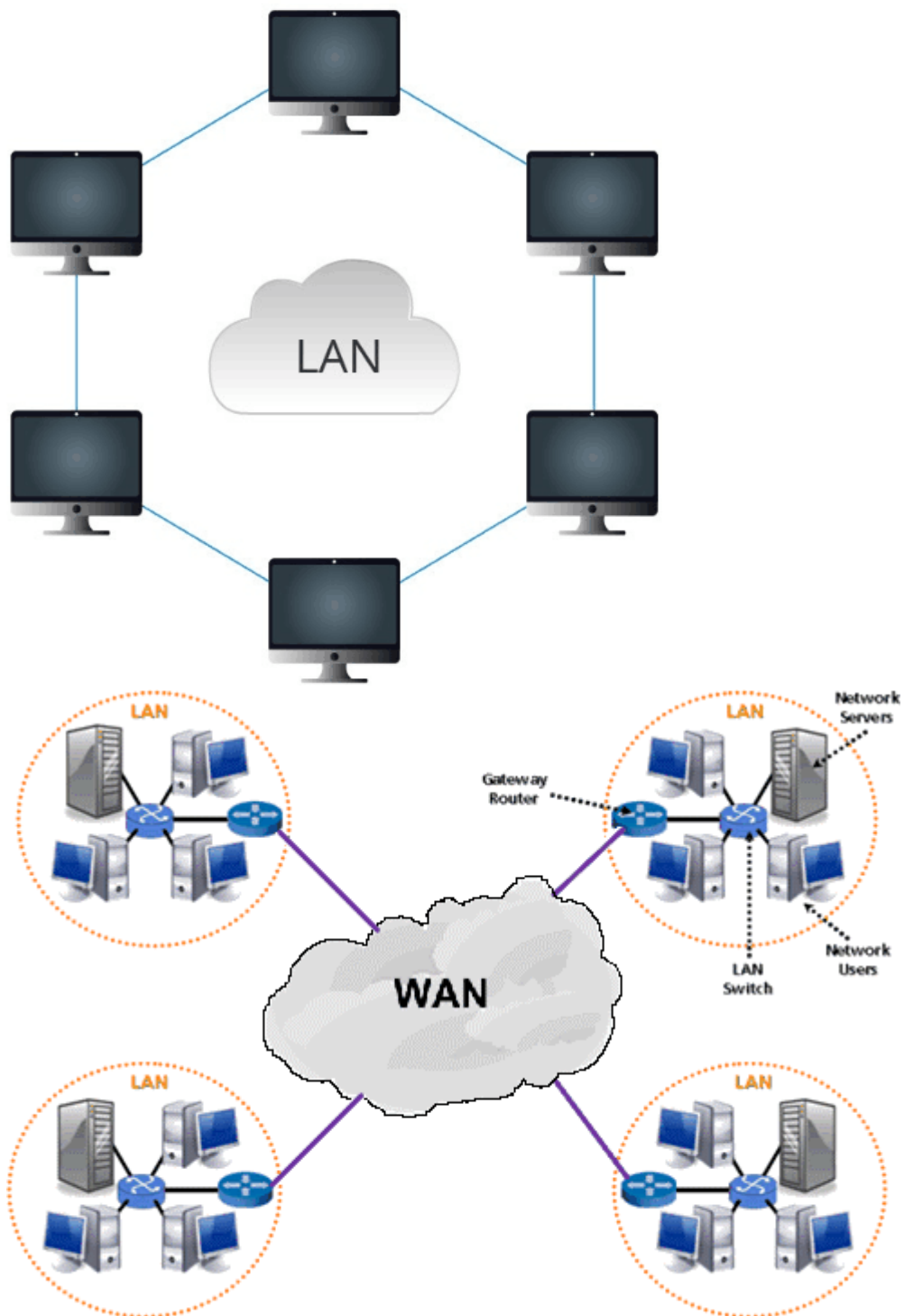
```
Switch#conf term
Enter configuration commands, one per line.  End with CNTL/Z.
Switch(config)#int fa 0/6
Switch(config-if)#switchport mode access
Switch(config-if)#switchport access vlan 20
Switch(config-if)#int fa 0/7
Switch(config-if)#switchport mode access
Switch(config-if)#switchport access vlan 20
Switch(config-if)#int fa 0/8
Switch(config-if)#switchport mode access
Switch(config-if)#switchport access vlan 20
Switch(config-if)#int fa 0/9
Switch(config-if)#switchport mode access
Switch(config-if)#switchport access vlan 20
Switch(config-if)#int fa 0/10
Switch(config-if)#switchport mode access
Switch(config-if)#switchport access vlan 20
Switch(config-if)#exit
Switch(config)#
```



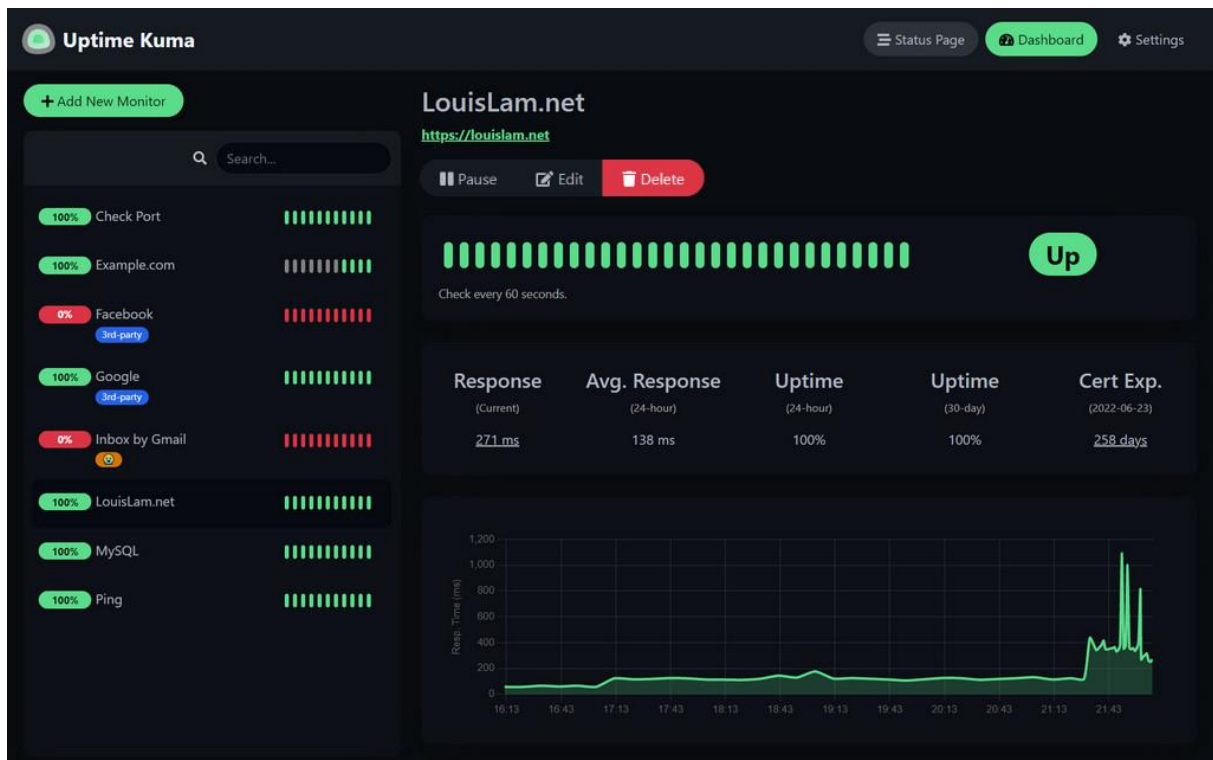
V – Mise en place de serveurs virtuels avec Proxmox



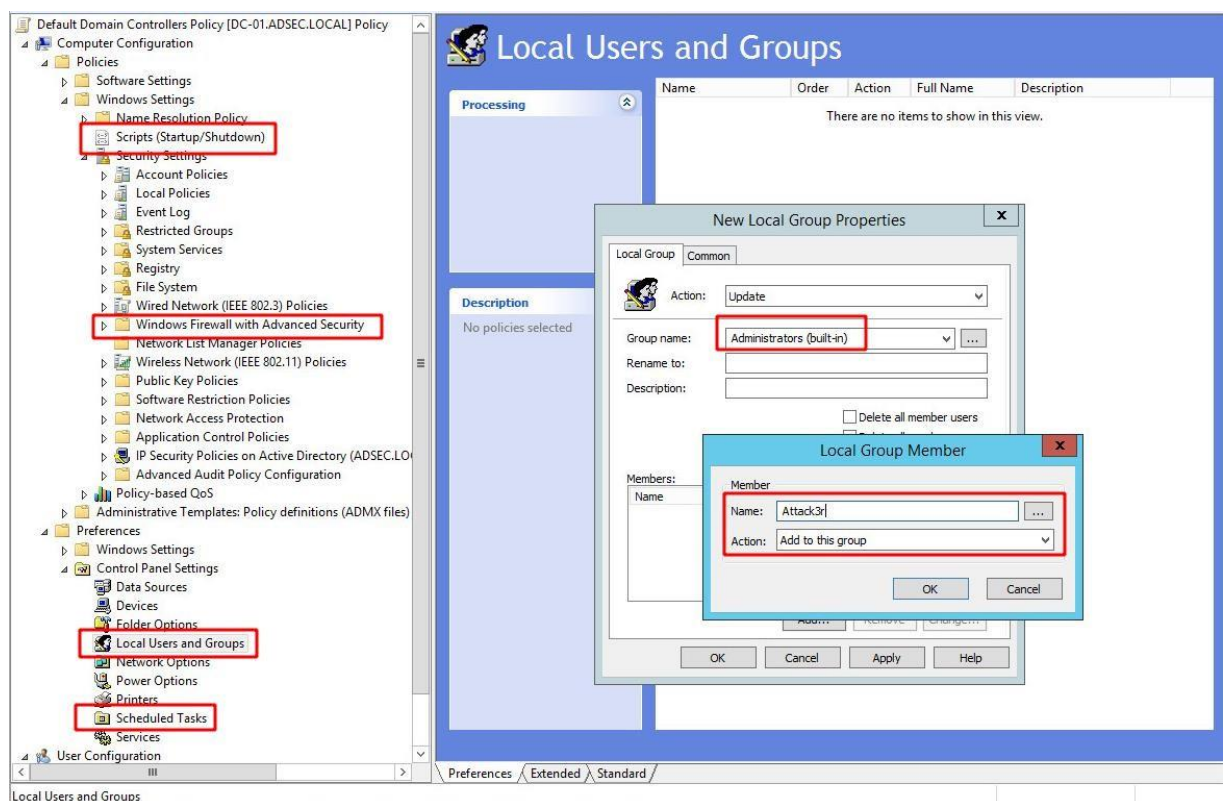
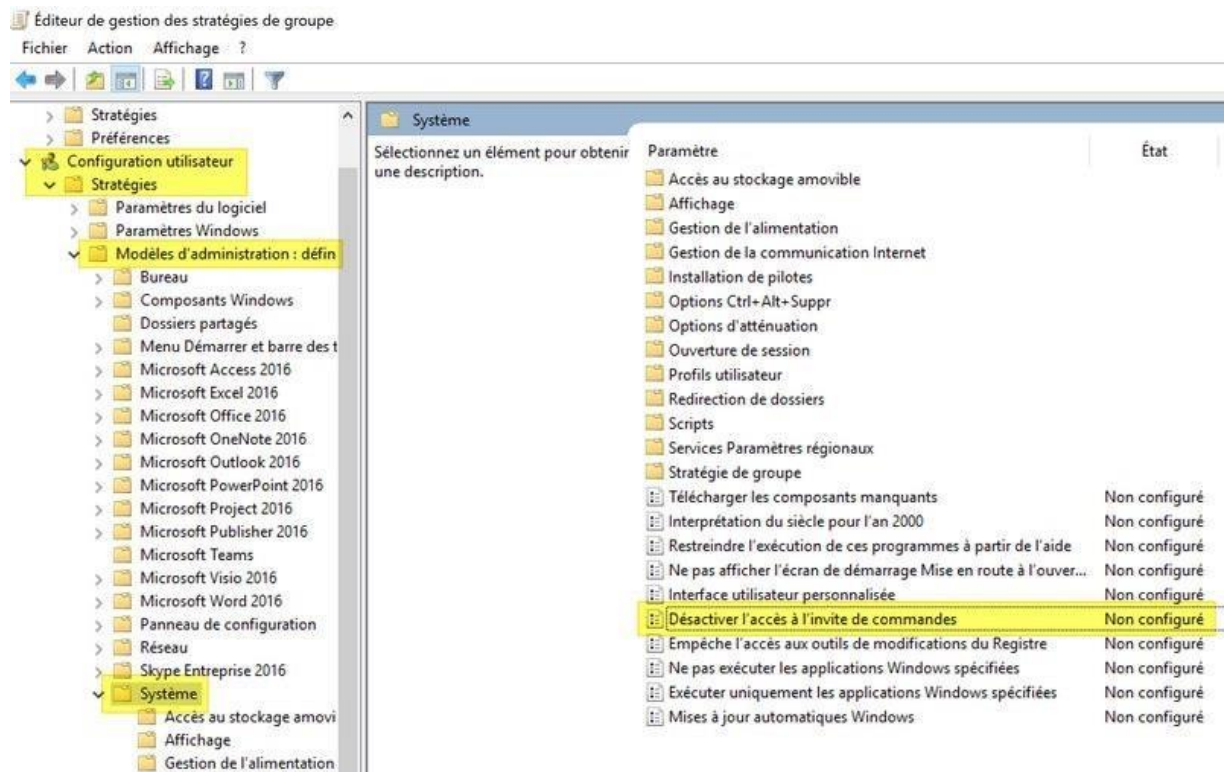
VI – Mise en place de réseaux locaux (LAN) et étendus (WAN)



VII – Monitoring et supervision



Les GPO



La technologie VoIP



zoom Phone

8x8

