Misc. IT Notes

Network drives

DFS: Distributed File System

Share DFS: [\\prd-file2\SHARE](\\prd-file2\SHARE)

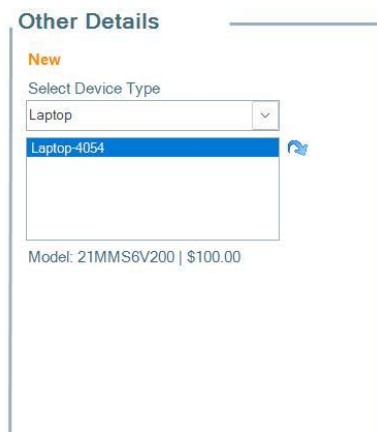Apps DFS: [\\prd-file1\APPS](\\prd-file1\APPS)

Home DFS: [\\prd-file1\HOME](\\prd-file1\HOME)

Actuarial DFS: \\fsco-apps2\ACTUARY

 More needs to be added

Buybacks

When processing a buyback request for a user, please ensure the laptop is highlighted as shown below and the Model number and right price appears before saving. The payroll team reached out that they got a few laptops buyback with $0 price, this happens if the item is not properly selected. All laptops should show $100 while mobile phones have varying prices (See buyback pdf)

Other Details

New

Select Device Type

Laptop

Laptop-4054

Model: 21MMS6V200 | $100.00

Forticlient

Ensure username is all lowercase; this is a requirement set by the VPN issuerer, not FSRA

Outlook

Some outlook issues can be solved using the web version for a temporary solution

https://outlook.office.com/mail/

Outlook & Meetings Integration

First attempt a repair

Reset both apps (or only the most likely cause of the problem) if issue involving integration continues

If issue involving integration involves an add-in, add-in settings to ensure it is enabled and accessible.

Other way to send fax

https://prd-fax01.fsrao.ca/rightfax/

CMDB Database

Exists

Updating software

FSRA uses a whole bunch of software, each with their own instructions on updating said software. Ensure that when updating a bunch of users software, that you actually get confirmation of version change.

Granting permission for users

This is the job of collaboration team. But, refer to the three excel sheets for what type of access the user needs and add it to the ticket notes

What the documentation will be NOT

It is not end all be all documentation. It should not be assumed that all problems that a user has can be solved by searching this documentation

Language

Include French support – update website plan

Sections to be added

Onboardings

Hardware related issues

Offboardings

General Services

Some issues, such as booking a desk, is a general services issue

Loaner Misc. Info

Loaners are not eligible for buyback

HCL Notes

If you get account creation request for HCL Notes, please assign to Scott. For efiling, assign to Andy (outdated?)

VPN Dropping

Uncommon. But if it is happening, change the IPv4 DNS server address to googles. (8.8.8.8 and 8.8.4.4)

Assets for Documentation

Announcement

Appointment

Appointment Management

Appointment Scheduler

Appointment Service

Approval

Availability

Availability Template

Change Request

Configuration Item

Customer - Internal

Incident or Request

Knowledge Article

Problem

Standard Change Template

Task

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Logged in at:
Fri, May 9, 2025, GMT-04:00 11:11 am

Softphone (600000000003348) **Connected**

MY SKILLS

ServiceDesk   -   -   0:00

ACD Status: My Skills 1   Calls 0   Callbacks 0   Voicemails 0   Longest Wait 0:00   Details ▾   GMT-04:00 11:11 am