IT ServiceDesk – email address to send PC issues to

Facilities – email address to send facility type stuff to

Clear old passwords for outlook / lync – Control Panel Items, Credential Manager, generic credentials, remove from vault.

x69 – Dennis

xdr – Tony

DMZ – term to indicate server(s) are firewalled from our network and firewalled from the internet to protect the network.

\*\*\* Disconnect to DMZ for any reason \*\*\*

1. Unplug from DMZ
2. Note static IP address and change to DHCP (You’ll need it to hook back in)
3. make sure ‘register connection in DNS’ is unchecked in the advanced network tab.
4. Run gray cable to server and plug into iLo switch

Rack mount server – 4 NIC (Network Interface cards)

Blade server – 2 NIC

NIC speed (throughput) – Local Area Connection Status (Double-click on network icon in system tray) , also look at duplex settings (should be full and NOT half) looks like it’s normally set to auto.

netstat –e is helpful to see if there are errors, (could indicate a problem)

WINS – Windows internet naming services (legacy IP Address naming) Not really used anymore but still setup

32 vs 64 OS – amount of RAM they can utilize (32 – 4 GIG, 64 – 32 GIG)

ipconfig – determine IP of a machine plus additonal info, mac address

ipconfig /all – get all the info

ipconfig /flushdns – clears your DNS cache

ipconfig /registerdns – force update to DNS server

ipconfig /release – release your current IP.

If setting static IP:

10.90.21.240 (oaintaddc1) – (primary DNS server)

10.12.32.254 (amvntaddc3)– (secondary DNS server)

Find / Add DNS entry – under oaintaddc1 Forward Lookup Zones, ssfhs.org (takes awhile to load)

To add DNS entry: right-click ssfhs, select new host, add Name / IP address, make sure Create accosiated pointer (PTR) record is checked (This will create reverse lookup)

subnet – have 254 addresses

subnet mask:

255.255.255.0 (1st 3 numbers are network number)

Gateway:

255.255.255.1

Server Info:

Server Type

1. Model (located in CMDB)
2. Rack Mount (DL)
3. Blade (BL)
4. Virtual
5. How do I connect? (RDP ALL models)
6. Rack Mount

* KVM in DataCenter Computer Room

UserID: User00

pw: nothing

double scroll lock returns to the console

* IP KVM
  + Test KVM – ID: admin, pw: alverno1, address: <https://10.90.39.252/auth.asp>, double scroll lock to return to console

Lafayette KVM – ID: admin, pw:alvernobl

* ILO

1. Blade (P or C class enclosure)

* ILO

1. Virtual

* VI client (vsphere)

oai <- usually indicates server is in the data center

next 2 characters

il – means server has ILO

ilo registration (hp passw: z…)

Server log error codes:

6009 – indicates server is booting up in 2003 and earlier

6008 – unexpected shutdown (blue screen , power outage…) (2003 and earlier)

WMI – Windows Management Infrastructure

Raid 1 – mirrored, normal setup for 2 disk drives

Raid 5 - ???, normal for 4 disk drives ( 1 disk used for failover)

System Management Homepage

Look for physical problems

find serial number for non-ILO (need for HP support calls)

CPUZ – tool to gather CPU info

**HP Support call** – search contacts for HP follow instructions in notes

**alert monitor user preferences:**

[\\ssfhs\enterprise\CitrixApps\Heat\Alert\L3Win](file:///\\ssfhs\enterprise\CitrixApps\Heat\Alert\L3Win) SQL Server.alr

ActiveXperts (AX) – free monitoring tool used on low priority servers, monitors drive space and cpu

EGmon – cost money to add servers

**San**

NAS – Network attached storage

Powerpath (triangle icon) indicates server is or was connected to the san

Powerpath – presents disc as 1 (multipathing software)

multipath – fiber channel SAN (Fabric) – multiple connections to SAN storage

Fiber cable is used for SAN storage

HBA – Host BUS Adaptor

Identify what storage device you are connected to:

Control Panel – iSCSI Initiator, Target Tab, select connected one and view details, properties tab

Fiber switch

User Access Control – usually disabled, couple servers have it

Look up server age:

<http://h20000.www2.hp.com/bizsupport/TechSupport/WarrantyLookup.jsp?country=US&prodSeriesId=397638&prodTypeId=15351>

Diskpart:

San request to add storage.

1. RDP to server
2. computer management, disk management (find out the disk number)
3. open power path (double-click on arrow), Disks, scroll over to get Lun Name, or Device ID (Symmetrix)
4. Fill out request on intranet, forms, production control, disk request form

Server Name: dropdown , must be in CMDB

Description

IP

Date Needed – change to what you need

For extending put in ‘?’ in Server Port Number / Server Fibre Number fields (2 each), add description in comments

once request is completed:

1. RDP into server
2. open computer management – will see black bars for the new storage (If you don’t see the new space, right-click disk management and rescan disks)
3. use diskpart from the cmd prompt (more info under favorites)
4. type list volume
5. type: select volume #, where # is the number of the volume you need to add to
6. type: extend, it will give you a message that the space has been added, verify looking at computer management, black bars should go away.

\*\*\* Note – if you get an error about ‘parameter is incorrect’ you may need an additional step.

if the disk is extended (black turned to blue) but the space still shows the old value on the properties of the drive do the following:

select volume #

extend filesystem

San request new storage:

If you don’t see the new space, right-click disk management and rescan disks

Use all space

choose drive letter

allocate unit size – change to 64K for DB servers, usually keep default (They will tell you it’s for DB)

Volume label – change to desribe what it is or to one provided

Quick format in most cases

\*\*\* NOTE: for Windows 2003 and before

Before formatting the disk!!! set offset using diskpart

1. Open a command prompt, and execute Diskpart.exe.
2. At the Diskpart command prompt, type **List Disk** and press Enter. If the disk you want to align does not appear in the list make sure that it exists and is accessible using the Disk Management snap-in.
3. At the Diskpart command prompt, type **Select Disk** *X*, where *X* is the number of the disk as shown in the output of the **List Disk** command. Diskpart should return a message that indicates that Disk *X* is the selected disk.
4. At the Diskpart command prompt, type **Create Partition Primary Align=64**
5. At the Diskpart command prompt, type **Assign Letter=***<DriveLetter>.* For example, to assign letter Z to the disk, type **Assign Letter=Z**.
6. Once the drive letter is assigned, type **exit** to exit out of the Diskpart utility.
7. <http://www.microsoft.com/technet/prodtechnol/sql/bestpractice/pdpliobp.mspx>
8. <http://support.microsoft.com/default.aspx?scid=kb;EN-US;929491>

Refresh preferences:

1. Virtual
2. Blade
3. Rack Mount

Scheduled reboots / backups

Path for files:

[S:\Groups\Source\Microsoft\RebootScheduleFiles\](file:///S:\Groups\Source\Microsoft\RebootScheduleFiles\)

IHP Path:

[RebootScheduleFiles](file:///\\ihpsrv13\Installation\RebootScheduleFiles)

Different for 2000, 2003, 2008

Windows 2000

1. Copy both files to C:\WINNT\system32\
2. Settings/control panel/scheduled tasks (Look here to see if it ran ok)
3. Add scheduled task, browse to reboot.cmd
4. NOTE: change userid to system with no PW

Windows 2008

1. copy 2 files from [S:\Groups\Source\Microsoft\RebootScheduleFiles\](file:///S:\Groups\Source\Microsoft\RebootScheduleFiles\)

rebootW2008 (windows command line, and xml file)

1. server manager, configuration, taskscheduler
2. Import Task, right click paste in window, click open
3. update description, 2nd Thursday of month or after (check with Bobby)
4. Triggers tab – put in schedule

Microsoft PW: alv…+ext

McAfee on 2000 servers – need sdat6468.exe installed to update to EPO.

**SPACE ISSUES**

clean up space on a server:

on C: Drive – If any other drive forward log to app team (use CMDB)

1. user profiles (Can delete any roaming profiles other than your own. Don’t delete app accounts)
2. unistall files (C:\Windows, C:Winnt) leave last months worth
3. page file ( move???) pagefile.sys – requires a reboot
4. install treesize – find large files to report to app team
5. C:\Windows\Temp can usually be cleaned out
6. Program Files\Support\I386 – can be deleted or moved to another drive. These are windows files used for installing components when install cd is not available.
7. Windows\ServicePackFiles\i386 – can be moved
8. Defrag – can free up space but time consuming and can impact performance. Last resort.
9. NBU – look in NBU\_VSP\_Cache, Netbackup folders (If you see files then a backup is running) Wait for it to finish and then evaluate space.
10. cleanmgr.exe – run from start menu, calculates and cleans up space. (Don’t compress files – could cause performance issues)
11. Note: If it’s a VM you can add a drive if you need to move it somewhere
12. if print server – you can move spooler off of C drive
13. Unistall NBU and reinstall on D Drive.
14. Search for update.exe in $hf\_mig$ and delete

**To change the spool folder location (2003)**

1. Open Printers and Faxes.
2. On the **File** menu, click **Server Properties**, and then click the **Advanced** tab.
3. In the **Spool folder** window, enter the path and the name of the new default spool folder for this print server, and then click **Apply** or **OK**.
4. Stop and restart the spooler service, or reboot the server.

**To add print drivers to server**

1. open printer / faxes
2. go to properties (right-click in open space and select properties)
3. select drivers tab, click add button, next, next, ‘Have Disk’
4. add needed drivers (look for them in source\printers\drivers\hp\

**Printer issues**

Can ping printer but appears offline on print server

* 1. Go to Devices and Printers
  2. go to printer properties
  3. go to ports tab, select configure port
  4. uncheck SNMP Status Enabled
  5. Confirm with user if printer is working, if not have them reboot printer

egmon

eg – type into web broswer to bring up eg login screen

id: egall

pw: egall

close alert window

select oaintegmn2, select component servers, search for server using nickname

Mount Point – a way to point to folder shares without using drive mappings. Prevents running out of drive letters. Allows for more smaller drives which are faster to backup

permissions on windows

share – share tab on folder properties; overrides NTFS permissions

2008 R2 – look at admin tools, share and storage management

NTFS – security tab on folder properties

access based – enumeration – only see what you have access to vs. seeing folders but not being able to open them.

**Clustering**

2008 R2 Clustering – needs enterprise edition of OS

each server needs at least 2 Network Interface Cards (NICs)

1 used for heartbeart (failover)

requires shared storage

Heartbeat has static IP address

Other NIC connected to network using (DHCP)

Steve showed me example in file server cluster he is setting up. In this case he is using DNS round robin technique. (3 NICs being used, 1 for Heartbeat, 2 for network (serves as a load balancer – DNS alternates between the 2)

VLAN is setup on the switch for heartbeat (Com team does this)

VLAN – isolates ports on a switch to each other

On PC – in server manager go to features and add failover clustering

LUN # - is inique per storage device unless you are clustering then they must be the same on each clustered server

2 drives are setup on each server. The smaller one is called the Witness and holds the cluster info.

GEO-clustering – clusters on different subnets in different locations new with 2008, question on whether SQL DB would work, will work with file servers

new cluster server: oaintcfs1

The physical servers that make up the cluster are OAINTCFS1 and OAINTCFS2.

In 2008 Fail Over Clusters when you create a cluster you need to name the cluster. A Cluster Name Object is created in AD, that object has its own IP address.

Then when you install a clustered service\Role, such as File Server, it also gets its own name and IP address.

The cluster name for this cluster is: OAINCCFS

The name of the clustered file server is: OAINTCFS1

I plan on adding more clustered file servers, I’ll name them OAINCFS2,3, etc.

Quarom – Name for disk structure to detemine which sever in cluster gets resources, in 2008 it’s called Witness disk.

**SCCM instructions**

Citrix – AIS Applications – Config Mgr Admin Console

Go to Computer Management, Collections, SSFHS Enterprise Maintenance Window Collections (Server)

**Add Server to collection:**

* 1. right-click collection, select properties
  2. select Membership Rules tab
  3. click button with hand on it
  4. select edit query statement
  5. select Criteria tab
  6. double-click (critera) OR select ‘Show Questy

<http://oaintsccmc/smsreporting/Report.asp?ReportID=280&DEPLOYMENTID=%7BEA675F80-02A9-41A8-A69E-08F7015E9EB8%7D>

<http://oaintsccmc/smsreporting/>

SCCM – Microsoft System Center Configuration Manager – We use this to coordinate updates and patches to PCs and Servers. Windows Update must be disabled.

**Remove server from SCCM:**

Go to Computer Management, Collections, All Windows Server Systems

Delete the Server from here

**more info on sccm:**

[\\oaintfile2\shared\Groups\Infrastructure\SCCM\_Patching\Process](file:///\\oaintfile2\shared\Groups\Infrastructure\SCCM_Patching\Process)

**DHCP**

DHCP Server: OAINCDHCP1

There is a snap-in in the computer management console

add server: oaincdhcp1 – cluster server

iPv4 – what we are currently using

iPv6 – not used

address pool – set up by telecom, sets range of addresses to use

A78 switch on 10.15.100 subnet (address leases is where you want to go)

All servers on a network send out a DHCP broadcast to obtain IP address (unless a static address is set). Broadcast don’t go across switches (subnets). Switches have been configured to send the DHCP broadcast to DHCP server directly

2008R2 – DHCP is auto backed up every hour

Our setup then copies backup to DRVAULT share on both Oaintfile2 (datacenter) and Csentprt1 (Lafayette). Note – because this is on a share a job is set up on each server to cover failover and to provide a fresh backup 2x per day under normal circumstances.

Setup DHCP server – can be windows, unix, linux – we use windows here because it integrates best with AD.

1. Install Service (via adding DHCP serer role)
2. Open DHCP server utility
3. Authorize – enables the service
4. Restore / Setup DB

See what DC is being used: command prompt echo %logonserver%

SCCM service (CmmExec.exe) using all the CPU

Try to restart service (sms agent host). If that won’t work kill process and start this service.

**oncall**

Unix / Linux – Heat group ‘Unix Support’ (all Portal are Unix servers)

Northern Servers: Send to interactive platforms north

heat mobile url: <https://my.ssfhs.org/heatmobile>

issues with how a log was handled let Dottie or Victor know.

ping showing negative time: (event id 1054 shows up in application log)

Dual Core or multiprocessor AMD Opteron processors may encounter Time Stamp Counter (TSC) drift in certain conditions.

fix:

Edit the BOOT.ini file and add the parameter "/usepmtimer", then reboot the server.

(Boot.ini located in C:\, may have to edit view to show system files)

Microsoft License Key servers:

KMS – regular checks for valid license, default setup when building servers (oaintdb4)

MAK – one check for license (Needed for servers NOT connected to the network)

oaintlmswb – has example of scheduled job to cleanup a directory

systeminfo – grab good info about server from command line, including uptime.

iSCSI – Datacenter subnet: 10.90.125

A78 subnet: 10.15.125

**Room Access**

Indy C100 – 5959\*, or 0130\*

Mooresville – 85732\*

**Firmware updates:**

iLO – extract the files, do upgrade through the iLo web page, point to the \*.bin file

network flash recovery state – see wiki

Request VPN access for vendor to install server:

* 1. Send security request (They need the following information)
  2. Contact number and person at company?  
     a. do they have a login to A78ntcanmfs?  
     b. How do they want to connect to server via Remote Desktop?  
     c. Do they use Nortel vpn client?  
     d. Please give me a list of users who can open this vendor account.

Client VPN setup – vendor uses this website for instructions:

<https://www.myssfhs.org/vpn.htm>

Clinical Network – Only need to be on there if we are not allowed to baseline the server (per vendor)

If on clinical network then we will NOT connect to the domain.

Received a log about an application error on a server related to memory could not be read.

Look at available RAM on the server. If it’s low 2GB or under, consider adding another 1GB of memory. If this doesn’t solve consider it an application issue.

there are currently no logon servers available to service the logon request <- means a server that should be connected to the domain isn’t for some reason. Sometimes a reboot will take care of this.

* + 1. Log into server with admin account
    2. review system logs
    3. If it’s a VM verify the host is not having issues.
    4. if the C drive is low on space, look at the Ipsec Service. If it’s not running.

1. Delete the local policy registry subkey. To do this, follow these steps:
   1. Click **Start**, click **Run**, type **regedit**, and then click **OK**.
   2. In Registry Editor, locate and then click the following subkey:

**HKEY\_LOCAL\_MACHINE\SOFTWARE\Policies\Microsoft\Windows\IPSec\Policy\Local**

* 1. On the **Edit** menu, click **Delete**.
  2. Click **Yes** to confirm that you want to delete the subkey.
  3. Quit Registry Editor
  4. NOTE – if this is not present go on to step 2 below

1. Rebuild a new local policy store. To do this, follow this step:
   1. Click **Start**, click **Run**, type **regsvr32 polstore.dll**, and then click **OK**.
   2. reboot

**Setup autologin server**

run autologon.exe on server while logged in as account you want to autologon

move server to autologin container in AD. (Otherwise disclaimer screen pops up and stops it from working)

To remove autologon run autologon again.

**Change Windows time to use AD**

To set the operation of the W32Time service back to the default, delete the **ntpserver** value, and then change the **type** value from **ntp** to **nt5DS**. The values are located in the following registry location:

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\W32Time\Parameters

**net stop w32time  
w32time -update  
net start w32time**

10.90.26.254 (time.windows.com) -> NTP (Network Time protocol)

**Active Directory**

dsa.msc – opens AD users and computers from the command line

**Group Policy GPO**

GPO MGMT – Group Policy Object Management

ADUC – Active directory Users & Computers

gpresult – command from DOS prompt that shows GPO policies setup for you and computer

gpupdate </force> - refresh policies on PC / User, use “/force” if original command doesn’t work

Add new user to active directory – Go to Start, Programs, Administrative Tools, Active Directory Users and Computers.

Make sure view / advanced Features is selected

Right-click top level select find another user and then look at objects to see where the record should be located.

set - from command prompt to see what DC is using

or echo %logonserver%

PS C:\scripts> netdom query fsmo

Schema master OAINTADDC5.ssfhs.org

Domain naming master OAINTADDC5.ssfhs.org

PDC OAINTADDC1.ssfhs.org

RID pool manager OAINTADDC1.ssfhs.org

Infrastructure master OAINTADDC1.ssfhs.org

Note\* time server is located on PDC server!

**Disk info for server:**

run perfmon from command line. Right click screen select add counters

**Robocopy**

* + 1. copy robocopy folder in source to C drive of source server
    2. modify bat file using example and instructions
    3. drag into dos prompt window and run

ECHO OFF

REM /E = All sub-directories including empty ones

REM /TEE = View console out put and send to log file

REM /LOG:file = create log file

REM /LOG+:file = appends to an already existing file

REM /TS = includes Time Stamp on log file

REM /NP = suppresses Progress indicator (% copied)

REM /PURGE = Deletes destination files and directories that no longer exist

REM /CREATE = is used to create the folder structure first with out migrating file data

REM /R:n = Number (n) of retries on failed copies - default is 1 million

REM /W:n = Waite time (n) between retries - default is 30 seconds.

REM /copyall = Copies all files and folders, NTFS permisions, file attributes, ownership.

**Memory**

* 1. Get info using CPUZ tool, iLo, powershell script (memcheck)

**Server Retire**

NPM removal -

[\\ssfhs\shared\oshared\Groups\Infrastructure\documentation\Server removal list.xls](file:///\\ssfhs\shared\oshared\Groups\Infrastructure\documentation\Server%20removal%20list.xls)

**Closet requirements for a Server**

* + 1. Secure
    2. Non-water fire supresssion
    3. Redundant Power
    4. Proper A/C
    5. Video Camera – to see who has access and when

Login.bat files located [\\ssfhs\sysvol\ssfhs.org\scripts](file:///\\ssfhs\sysvol\ssfhs.org\scripts)

HP Smart Update Manager – oaintsum2, open shortcut on desktop (SUM), follow instructions

System Control Panel Applet – message when trying to move page file. (means setting to do no core dump has not been set.)

**Disable Application/System Popup messages on Windows Startup**  
You can control what errors pop-up to interupt you by using the following registry keys (errors are still recorded in the event logs):   
  
HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Windows  
Add value NoPopUpsOnBoot as a REG\_DWORD. When set to 1, Boot pop-up messages are suppressed. The default is 0.   
  
Add value ErrorMode as a REG\_DWORD.  
0 - All system and application errors Pop-up (this is the default).  
1 - Errors from system processes are suppressed.  
2 - All system and application errors are suppressed.

**DFS setup**

DFS server oaintcfs1 and 2

Create folder on F mountpoint

Disk Request (Need Initiator Name)

Initiator – consumer of disk

Target – provider of disk

Get on both servers in cluster

Admin -> ISCI, refresh connect, select multipath

storage – format drive

Fail over cluster manager – open storage / add disk

under services and applications add storage

**Get iqn info from ISCI storage:**

Get on Server

Open iSCSI initiator

On target tab select an iqn and select devices, look at volume path name

**Add new route to a server**

go to command prompt

*route –p add 172.20.1.9 mask 255.255.255.255 172.20.1.50 metric 1*

where, 172.20.1.50 is the new route, 172.20.1.9 is the subnet, and the mask is set for 255 meaning it’s the only address you are talking about.

**Weathergoose**

Mooresville – setup and supported by Alex Luchauer

IP:           10.12.32.252

Hostname: amvemsrv1.ssfhs.org

**Server locations**

A28 – Home Health – server by Valla Vista in Greenwood

A37 - IHP

A78 ICE MDF – Server room St. Francis

MAB - ABO

A65 –

E05 – FMS (B)

E10 - Hammond

**New iSCSI request**

1. 2 cables from server to iSCSI switch
2. Request IP address from storage team on iSCSI network
3. Team the 2 NICS (Use HP Network Configuration Utility)
4. Make static with IP and subnet, leave gateway and DNS empty, under advanced disable DNS registration and NetBIOS (wins tab)
5. Get IQN – Go to iSCSI initiator and click on Configuration tab
6. Submit storage request with info below

I need to add 2 disk from the iSCSI storage device at A78 on server A78NTDB1.

10 GB disk

50 GB disk

iqn.1991-05.com.microsoft:a78ntdb1.ssfhs.org

IP address - 10.15.125.240

2012 test server - OAINT2012T

pages to cell phone: send email to Keith Baute

Pager:   725-0158, Cell:       317 225-0924, Carrier: Verizon

**Add a network card to a server**

* + - 1. download latest driver to server
      2. undo screws in back / inside
      3. insert card, change back if needed
      4. Hookup / startup
      5. check for unplugged ports
      6. check device manager
      7. if unknown in device manager install driver
      8. reboot if needed
      9. make sure everything is plugged back in

**Client Computing Applications** – Citrix Heat group

all clinical networks use .35 or .135 in the 3rd octect position

**Restore a file from backup**

1. heat self service (backup – restore ) is group

**Server build on non-server hardware**

* note drivers (network, video, disk controller)

**VIM tricks:**

Get rid of ^M

:ed ++ff=dos %

:ed ++ff=dos %

or

:%s/\r//g

sort a file (vi)

:%!sort

**Start powerpath in windows 2012 – powershell**

& 'C:\Program Files\EMC\PowerPath\EmcPowMon.exe'

**powerpath errors**

The commands are below. After issuing the first command it lists all failed paths and asks you what you want to do. I usually say “a” which means remove all.

* 1. powermt check
  2. powermt restore
  3. powermt save

Unless your sure errors are related to a disk migration do not perform these steps. These should only be done in the case where paths have legitimately been removed. Confirm number of disk match disk on the server.

**powerpath licenses**

we request them from the SAN team. They are responsible for ordering them.

they usually oder 20 or so at a time, after giving 15 or so out they will order more.

When we retire SAN connected servers they reclaim them. The licensing is based on # of CPU so make sure you tell them how many CPU(sockets) your server has.

**Request a certificate**

<https://certreq.ssfhs.org/certsrv>

hostname assigned to service, [report42.ssfhs.org](http://report42.ssfhs.org) for example, need to know if it’s a windows machine

this needs to be put in DNS, via log to comm team

**Archive location:**

[\\ssfhs\archive\](file:///\\ssfhs\archive\)

**Find how much space you have on consolidated file server:**

1. Find out which server it is on. Use Failover Cluster Manager (under services and applications)
2. Click on storage tab, find cluster space name, expand Disk to see which one you want.
3. Look in disk management to find that disk by name and select properties to see exact space remaining.

**Hotfix**

[\\ssfhs\shared\OShared\Groups\Source\Microsoft\Hotfixes\](file:///\\ssfhs\shared\OShared\Groups\Source\Microsoft\Hotfixes\)

1. Run on needed servers. Don’t really do anything to test them.

**Insight Manager**

1. Connect to <https://oaintsim1:50000>.
2. Sign on using domain based user ID and password.
3. Select Options, Discovery.
4. Select either the “Multiple System Discovery” or “Single System Discovery” jobs.
5. Click the “Edit” button.
6. For a Multiple System Discovery, enter an IP range, individual IP’s, or individual system names, each on a separate line.  
   For a Single System Discovery, enter an individual IP or hostname.
7. Click Save.
8. Ensure that the desired job is still selected, and click “Run Now”.

**Network connectivity to A78 from Datacenter**

here to A-Indy is 2 gigabit OC48 WAN....

A-Indy to A78 is 1 gigabit

Switches:

There are two switches on the 10.15.100....  It looks like you are trying to connect to the 10.15.100.231 switch.  That one has 96 ports.  The other switch only has 48 ports...

 The layout of the 96 port switch is as follows:

 Ports 1-79 are for the 10.15.100 VLAN

 Ports 80-90 are for the 10.15.35 VLAN

 It looks like ports 7,8,9,10 are available, at least there is not a link on those ports.  One of those ports should get you where you need to be...if you have issues, let me know.

 By the way 80-90 are usually reserved for clinical on the 96 port switches.  40-50 may be the case on the 5650 switches...

**Wiki notes**

Convert excel to wiki language

<http://excel2wiki.net/index.php>

**Monthly oncall reports:**

\\oaintent1\shared\Groups\IntResoures\AIS\ais\_support\_model\reports\Team Monthly Reports

**Citrix Profiles:**

Roaming (any app other than Epic)

[\\ssfhs\enterprise\Profiles\Profile](file:///\\ssfhs\enterprise\Profiles\Profile)

Citrix Epic Profile

[\\ssfhs\enterprise\CPM2k3](file:///\\ssfhs\enterprise\CPM2k3)

[\\ssfhs\enterprise\CPM2k8](file:///\\ssfhs\enterprise\CPM2k8)

1. Look at users account in AD on Remote Desktop tab to get profile directory path
2. confirm profile is there ans secured properly
3. Which app were they launching

**The following is a list of call types that should be sent to hospital AME HEAT groups.**

Internet

Req HW/SW Install <<< Use this one for printers!

Standard Hardware

UPS

Windows OS

Scanners

Req Equip Move

Telecom Pager/Repl Phone

Warranty

Virus

ACL – print / file server combo server team needs to deal with printers on the server.

**Citrix reboot schedule**

Weekly between 3-5 A, put 3AM in CMDB.

ODD – Tues

EVEN – Wed

**Go to meeting / teleconference number**

ID: 9333     Password: 629402

**VA scans**

[\\oaintsec2\va\_remediation\VA\_NonPCI\InternalScanResults\Intranet\Datacenter\SCCM\_Servers](file:///\\oaintsec2\va_remediation\VA_NonPCI\InternalScanResults\Intranet\Datacenter\SCCM_Servers)

**Disk Alignment**

Some information about disk alignment using diskpart.

<http://support.microsoft.com/kb/929491>

<http://clariionblogs.blogspot.com/2008/02/disk-alignment.html>

<http://www.tcpdump.com/kb/os/windows/disk-alignment/into.html>

**Blade Servers**

onboard administrator – ethernet connection with web interface

pw – standard serverbuild pw

naming standard – oaioa#(a|b) – where # is an incrementing number based on number of blade enclosures we have. Each enclosure has 2 OA’s where a is the primary. B would become active in a failover situation. Example: oaioa11a

Use OA name in web broswer to access enclosure.

Login: Administrator, PW <server build default>

The enclosures are also named – format CCE#, where # is an increasing number

Virtual Connect manager (standard new server ID and PW)– allows you to set profile for each device bay. Always want smartlink selected

Older blades don’t have onboard administrator but you can access the enclosure via iLo of a server in the enclosure.

note: Dennis sometimes has different passwords for iLO

Normal Blade setup – 4 cables – go to 2 switches on same network

Enclosure types for Blade Servers – NOT in CMDB

11 types (Find out via ILO)

ILO –

Connect to ILO by putting in DNS into browser

ID: Administrator

PW: al…bl

Notes – Remove HBA’s from blades NOT using storage

Don’t put blades not using Fiber into fiber connected enclosures

Steve idea – Hypervisor in enclosure 10 G connectivity with each other

possible scenerio – blade server in DMZ

Fabric – Fiber channel network

12 blade enclosures here, 1 at LDC c7000

SEI support on C class enclosures

p class – most old citrix servers, if enclosure goes down move to another p enclosure – may need to change IP address.

Interconnect Bay on back - we use HPVC (virtual connect) flex-10 ethernet

2 groups for LDAP authentication (Not currently working) – AIS BladeAdmins, AIS Blade Admins

**Reset iLo in use**

in iLo session go to administration, network, apply will reset ilo.

**Setup a Blade profile**

Can be assigned to multiple slots but we don’t do this

**Setting up heartbeat network in blade enclosure**

Under Virtual Connect, Connections, Ethernet Networks

Define Ethernet Network – Set Name, Add port

confirm wellness credit: send email to [mbswellness@franciscanalliance.org](mailto:mbswellness@franciscanalliance.org)

**Uninstall SCCM Client from a server**

run c:\windows\ccmsetup\ccmsetup.exe /uninstall

that may remove forefront as well.

also delete %systemroot%\smscfg.ini

**DR Info / Contact Info**

[\\Oaintent1\Shared\Groups\DR Plans\Non Standard DR Plans](file:///\\Oaintent1\Shared\Groups\DR%20Plans\Non%20Standard%20DR%20Plans)

**Nurse Call reboots**

1. Call Derrick Adams @ 528-1990
2. Send email to OPS about downtime starting ( Look in drafts )
3. Reboot A78NTENC01, 02 and 03
4. Confirm powershell is installed and enable remoting
5. Call Derrick Adams @ 528-1990
6. Send follow-up email to OPS
7. Close change gear

**color is messed up on windows 2003 server:**

### Note: I have a exported key here H:\temp\color.reg

### Export the registry subkey from another Windows Server 2003-based computer

1. Click **Start**, point to **Run**, type **regedit** in the **Open** box, and then click **OK**.
2. Locate the following registry subkey:

HKEY\_USERS\.Default\Control Panel\Colors

1. Right-click the **Colors** registry subkey, and then click **Export**.
2. In the **File name** box, type a name for the file.
3. Note the location where you will save the file, and then click **Save**.

### Import the registry subkey into the affected computer

1. Click **Start**, point to **Run**, type **regedit** in the **Open** box, and then click **OK**.
2. On the **File** menu, click **Import**.
3. Double-click the .reg file that you want to import.
4. Quit Registry Editor, and then restart the computer.

**Interview help**

[\\oaintent1\shared\Groups\IntResoures\AIS\HR\InterviewGuides](file:///\\oaintent1\shared\Groups\IntResoures\AIS\HR\InterviewGuides)

**How to install eG**

1. Run appropriate exe from:  S:\Groups\Source\EG\_Suites\EG\_Source\_Eval564\Windows\
2. Next, Next
3. Answer No to SSL pop-up box
4. For eG Manager IP/ Host Name enter: OAINTEGMN2
5. For eG Manager Port enter: 80, Next
6. Answer No to Proxy server pop-up
7. Next
8. Select Yes for Nick Name support pop-up
9. Enter the server name for nick name, example: oaintsp13wfe2, Next
10. Finish
11. In 2012, go to start, apps, right click Start Agent under eG Monitoring Suite, run as administrator
12. Confirm with Jerry he can see it

old pager info: [emerginsuite@usamobility.net](mailto:emerginsuite@usamobility.net)

new pager info: [message\_notification@usamobility.net](mailto:message_notification@usamobility.net)

**windows scheduled task states**

0 { $State = 'Unknown'}

1 { $State = 'Disabled'}

2 { $State = 'Queued'}

3 { $State = 'Ready'}

4 { $State = 'Running'}

**setting up server to send free text emails**

Just do a security request, I think there is a block for application access that has free text, and state you want to replace 10.90.13.12 in the relay with 10.90.45.73, say “Give this to Rick Shell” in the comments.

If both need to be active at the same time, just request that 10.90.45.73 be added.

**Steve Stuff**

DR – ?, work at the LDC, DR 1 and 2 – physical 1 for 1

Oaintfile2 migration – PGP encryption (oaintpgpcl – new server VM (andy duran knows about it)) – Erik Hiner is PM, Prod control – Gary Cross, Larry Oliver (peoplesoft)

DHCP – failover – is in the DR vault on how to do it.

DHCP – current is 2008R2 cluster that is here, standby at LDC.

DHCP servers get updated then telecom has to update all switches if IP addresses changes

**Cascade pickup**

<http://www.cascade-assets.com/franciscan/>

Just fill out the form and submit. They will send you an email to schedule the pick up.

**Epic Citrix Servers**

We are beginning to work on new process to build Epic Citrix Servers, in the mean time we will continue to create these servers as they are needed.  But we need to keep track of what servers are built using the current method.  I have created a spreadsheet located here: [\\oaintfile2\shared\Groups\Infrastructure\EpicCitrixServers](file:///\\oaintfile2\shared\Groups\Infrastructure\EpicCitrixServers) (wow, a link that will break when we migrate file servers )  If you will enter these, it will help the cleanup process once the new process is functional.

**Automatic Private IP Addressing** (**APIPA**)

Link-local addresses for [IPv4](http://en.wikipedia.org/wiki/IPv4) are defined in the address block 169.254.0.0/16

Assigned to a server when it can’t access DHCP or the network. IP address 169.x

**wmic commands**

wmic /node:<server name or IP> bios get serialnumber

* retrieve server serial #

wmic /node:<server name or IP> csproduct get name

* retreives PC model info

**dsquery commands – active directory (AD)**

dsquery – runs commands against active directory

dsquery computer –name oaint\* (List all computers in AD that start with oaint)

dsquery /? – help menu

Directory Service command-line tools help:/n/

dsadd /? - help for adding objects.

dsget /? - help for displaying objects.

dsmod /? - help for modifying objects.

dsmove /? - help for moving objects.

dsquery /? - help for finding objects matching search criteria.

dsrm /? - help for deleting objects.

dsquery computer - finds computers in the directory.

dsquery contact - finds contacts in the directory.

dsquery subnet - finds subnets in the directory.

dsquery group - finds groups in the directory.

dsquery ou - finds organizational units in the directory.

dsquery site - finds sites in the directory.

dsquery server - finds AD DCs/LDS instances in the directory.

dsquery user - finds users in the directory.

dsquery quota - finds quota specifications in the directory.

dsquery partition - finds partitions in the directory.

dsquery \* - finds any object in the directory by using a generic LDAP query.

compmgmt <- opens computer management window