

_____ Public Library Network Notebook

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Figure 1 - Network Diagram **Error! Bookmark not defined.**

1 Network Overview

1.1 Site Information

CTC Contact Information		Technical Support Contact Information	
Services Coordinator:		Designated IT Consultant	NPower Seattle
Email Address:		Email Address:	consulting@npowerseattle.org
Address:		Address:	403 - 23 rd Avenue S
City, State, Zip		City, State, Zip	Seattle, WA 98144
Phone No:		Phone No:	206-286-8880
Cell Phone No:		Cell Phone No:	

1.2 IT Management & Support

1.2.1 Service Support Contacts

Service Type	Description	Provider	Contact Information
Internet	DSL/Cable		
	ISP		

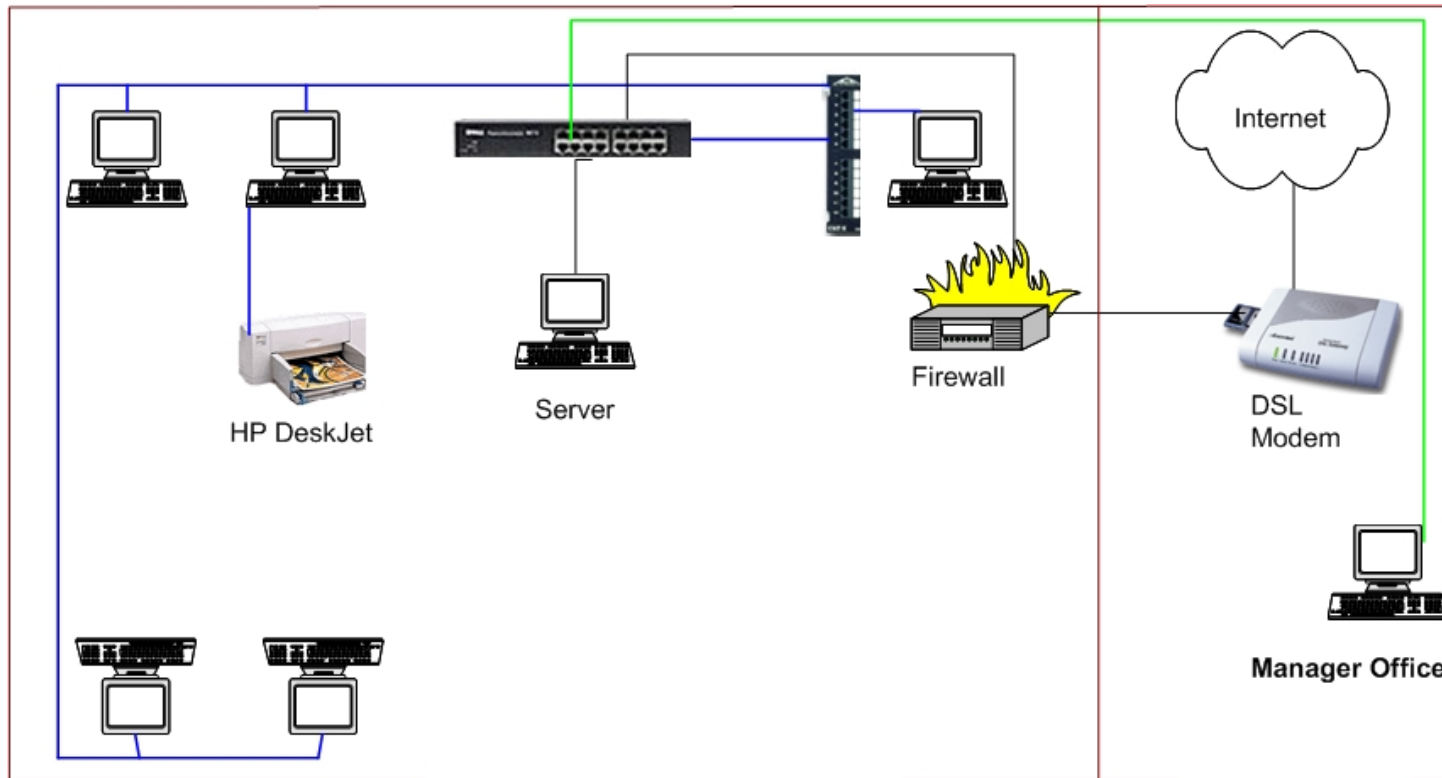
1.2.2 Hardware & Software Support Contacts

Service Type	Description	Provider	Contact Information
Hardware	Server	-	
	Desktop PCs	-	
	Laptop PCs	-	
	Printer	-	
Software	Microsoft Server Products	Microsoft Priority Support	1-800-936-4900
	Microsoft Office Products	Microsoft Standard Support	2 incidents and unlimited installation support at no charge . (425) 635-7056 Paid Support is available for (800) 936-5700 \$35 U.S.

1.3 Network Architecture

Organization Name Public Library has roughly **X** desktop PCs in use (see the inventory section for more detail). Operating System in use is **Windows 2000 Professional**. All Machines are running: **Office XP Professional** and **Symantec Antivirus** software. Specialty applications include children's educational games.

1.3.1 Network Diagram



Connections

All computers in the Computer Room are connected through the Patch Panel to the Switch.

Common Information

All computers are DHCP clients.
IP Address:
Default Gateway:
DHCP Server:
DNS Server:

1.3.2 Internet Connection

Internet Connection Type	DSL
Router/Firewall	
Hub/Switch	

The SDSL/Cable line is 640Kbps and feeds into a Firewall that has an external IP address of xxx.xxx.xxx.xxx. This device performs Network Address Translation (NAT). The account information for the router is:

Username:

Password:

The DNS servers are hosted by the ISP and are xxx.xxx.xxx.xxx and xxx.xxx.xxx.xxx.

1.3.3 Overall Network Address Configuration

The organization uses 10.0.X.X for the network, with a subnet mask of 255.255.255.0. All client computers are set to obtain addresses automatically from the Firewall. Several devices on the network contain static IP addresses. Please see the list below for devices with static addresses:

Device/Computer Name	IP Address
Firewall	<u>10.0.X.1</u>

1.3.4 Email

All email is provided to CTC users via web-based providers (hotmail, yahoo, etc.)

1.3.5 Cabling

The cabling is for all jacks is Category 5e. These cables are run from a central patch panel to various wall jacks within the office. Computer network cards are connected to the wall jacks via Cat5e patch cables. Additionally, the patch panel is connected to the network switches via patch cables.

1.4 Hardware & Software

1.4.1 Server

There single server running Windows 2000 Server. For Windows use the TechAtlas computer inventory tools. Please see the Inventory section of the notebook for server detail.

Server Name	
Hardware & Vendor	
Operating System	
Role	File
Functionalities	File, Print, Backup, DHCP, DNS, WINS, Active Directory
Applications	Antivirus

1.4.1.1 Adapter and Protocol Configuration

To obtain this information from a Windows NT/2000/XP computer, run ipconfig utility from the command line. At the command prompt, enter **ipconfig /all**, hit enter, then copy and paste the output.

1.4.1.2 File Structure & Shares

Local Path	Purpose	Share Name/Path	Comments
C:\WinNT	OS		
D:\Data	Main User Storage	\\server1\data	
D:\Software	Applications for Client Install		

1.4.1.3 Key User Accounts & Security Groups

User Account	Purpose	Security Group Membership	Comments
Administrator	Built In Account	Domain Administrator	

1.4.1.4 Group Policies

Group Policy Name	Purpose	To what is it applied?	Comments
Folder Redirection	Redirect user's documents to the network file share	CTC_Users Organizational Unit	

1.4.1.5 Logins/Batch Files

Drive Letter	UNC Path to Share	Comments

1.4.1.6 Account Information

Username	Password	Comments
Administrator		

1.4.2 Clients – See Inventory Section for More Detail

There are client computers running Windows 2000 Professional. For Windows use the TechAtlas computer inventory tools. Please see the Inventory section of the notebook for client PC detail. Account Information

1.4.2.1 Account Information

Username	Password	Comments
Administrator		

1.4.3 Network Printer(s)

The following is a list of network printer and basic configuration information:

Make/Model	Location	Share Path/Name	IP Address
	Computer Lab		

1.5 Remote Access & Management

Windows XP Professional computers could allow an administrator or technical support person to remotely control lab desktops via the Internet if the appropriate ports are open on the firewall. VNC (Virtual Network Computing) is a free software application that could be installed on operating systems other than Windows XP to allow remote access. .

1.6 Data Security

1.6.1 Firewall

A Firewall is in place and provides Network Address Translation and IPSEC VPN tunnels for all sites.

1.6.2 Antivirus

Symantec Antivirus Software is running on all library PCs.

1.6.3 Backup

No backup procedures are in place for the library computers. All residents are required to keep backups of their own electronic data.

2 Inventories

Attached are TechAtlas inventories of the library's hardware and software.

Please do the following for each new computer that is setup within the Library:

1. Inventory each computer using the TechAtlas inventory tools available at the following URL (select the **Inventory** tab once you are logged in): <http://webjunction.techatlas.org>
2. Download the *Computer Inventory Spreadsheet* available on the **Computer Inventory** page within TechAtlas.
3. Print out a copy of the inventory spreadsheet and place in this notebook.