

1. I don't see the usual login window, or can't login to the server.

- 1.1. Login as a "Local" user (eg *Student*) , then logout.
- 1.2. Check the network connections and restart the computer.
- 1.3. Check that the computer has a 10.x.x.x IP address (not 169.x.x.x)
- 1.4. Set *Directory Access* to find the server IP address, rather than use DHCP-distributed LDAP. (Details at mac.iser.nsw.edu.au)
- 1.5. If all else fails, login to the computer as "Student" until the problem is resolved.

2. A user logs in OK, but is unable to access their *Home* folder.

- 2.1. Restart the computer.
- 2.2. Check the DNS Server settings on the computer.
- 2.3. If this happens on all computers and all users, check the Home folder sharepoint on the server.

3. Where is the *Documents* folder, so I can open a document I have saved?

- 3.1. Your *Documents* folder is in your *Home* folder.
- 3.2. Every user has their own *Home* folder. You are the only person who can open the folders in your *Home* folder.
- 3.3. To open your *Home* folder, click on the *Home* icon in your *Dock*. Alternatively, choose *Home* from the *Go* menu, or the *Sidebar*.
- 3.4. Inside your *Home* folder are a number of folders including a *Documents* folder. When you choose to save a document, most programs "default" to your *Documents* folder as the preferred place to save the document.

4. How do I share a document with another user?

- 4.1. The *Groups* volume on the *Desktop* provides a *Shared* folder to which all users have *Read/Write* access.

There is also a *Resources* folder in the *Groups* folder, to which students have *Read Only* access, and teachers have *Read/Write* access. This folder can be used to share templates, etc.

5. How to add new student and teacher accounts?

(There are more detailed notes on this topic elsewhere in this folder.)

- 5.1. Log on to a network computer as the *Intranet* user. The computer must have *FileMaker Pro* installed.
- 5.2. Navigate to *Home > Sites > xSuim > xsuim.fp7*, and open this file.
- 5.3. If you have a *Sentral* server, click on *Get and Save Sentral data*.

No *Sentral* server? Copy the *S_IDS.D* file from OASIS to the *Data* folder in your *xSuim* folder. (The *S_IDS.D* file is in *OASIS > N1 > E*)
- 5.4. Click on the *Update Staff Now* button, and add any new teachers.
- 5.5. Click on the *Import Process and Export Now* button. This will export any new users since the last update, and update *Intranet* indexes.
- 5.6. Open *Workgroup Manager*, using the *full server name* (*server.schoolname-p.schools.nsw.edu.au*) and *diradmin* user.
- 5.7. Choose *Import* from the *Server* menu.
- 5.8. Navigate to the *XserverUserRecordsFromXSUIM*, in the *xSuim* folder, in the *Intranet* user's folder, on the *Data* drive.
- 5.9. Click on the *Import* button.

6. How do I create a new student manually?

(This is not the preferred option, as it can get messy in the long-term, but may be a useful "quick-fix").

- 6.1. Working on a client computer, open *Workgroup Manager*.
- 6.2. In the login window, enter the full name of the server (not just the IP address), eg *server.schoolname-p.schools.nsw.edu.au*.
- 6.3. Click on the *Accounts* tab, then click on the *New User* icon.
- 6.4. Enter the student's *name* (Last, First) and *shortname* (jsmith)
- 6.5. Enter the student's ID - *cohort year, last five digits of OASIS no.* (eg *200400017*). Staff IDs are 4001xxxx (eight digits).
- 6.6. Enter a password and confirm.
- 6.7. Click on *Groups* tab in right pane - add user to year group.
- 6.8. Click on *Home* tab in right pane - locate user's cohort year home folder.

7. How do I install new software on one computer?

- 7.1. Log on to a computer as the *Local Admin* user. (Choose *Other* at the login window)
- 7.2. Install the software.
- 7.3. For a CD that doesn't require installation (ie will run directly from a CD), copy the software to the *CD* folder, in the *Groups* folder, on the *Data* drive of the server.
- 7.4. The software can be accessed from the desktop *Groups* folder.

8. How do I restore the software on a computer?

(There are more detailed notes on this topic elsewhere in this folder.)

- 8.1. Restart the computer, holding down the "N" key, until you see the "spinning globe".
- 8.2. After a short delay you will see the *Restore* window.
- 8.3. Choose *Post-restore actions* from the *Netrestore* menu, and enter the school code and a unique name for the computer - *1234-Lib-05*
- 8.4. Click on the *Restore* button.

9. How do I give each computer a unique name with *NetRestore*?

- 9.1. Before clicking on the *Restore* button in the *NetRestore* window, choose *Post-restore actions* from the *File* menu.
- 9.2. You can give each computer a unique name which identifies the school (by the code) and its location in the school - *1234-Lab-03*, *1234-staff-01-iMac*, *1234-iBook-04-Intel*, etc.

10. How do I edit my personal Intranet web site.

- 10.1. Log on to a network computer using your *username* and *password*. (To edit the school's main Intranet site, log on as the *Intranet* user).
- 10.2. Open *iWeb* from the *Dock*.
- 10.3. Create a new page or site, or edit an existing page or site.
- 10.4. Save your work then choose *Publish to a Folder* from the *File* menu.
- 10.5. Check that the destination of the published site is your *Sites* folder.
- 10.6. Click on *Choose*.

11. How do I change the *Dock* setup for Network users.

11.1. The *Dock* you see on the screen as a local user is not the same *Dock* that users see when they login to the server. To adjust the *Dock* for network users:

11.1.1. Open *Workgroup Manager*.

11.1.2. Select a *Group(s)*, whose *Dock* prefs you want to adjust.

11.1.3. Click on the *Preferences* icon in the top of the window.

11.1.4. Click on the *Dock* icon.

11.1.5. The *Dock Items* tab defines items which MUST be in the *Dock*.

The *Dock Options* tab manages the appearance of the *Dock*.

11.1.6. Click on the *Manage Always* option button in the required tab.

11.1.7. Add items and define appearance as required.

12. How do I make a new image for networked computers?

12.1. Install any additional software for the new image on a “clean” computer.

12.2. Boot the computer from the *Boot* partition of an external HD.

12.3. Run *NetRestore Helper* from the *Boot* partition of the external HD.

12.4. Select the *computer's HD* as the *Source*.

12.5. Select the *Data* partition of the external HD as the *Target*.

12.6. Unlock and click on the *Create Master Image* button.

12.7. At the conclusion of the cloning operation, logon to the server as an admin user, open the *netrestore* folder on the server, and rename the original image.

12.8. Rename the new image to have the same name as the original image. (Keep a copy of the original image - just in case!)

12.9. Copy the new image from the *data* partition of the external HD to the *netrestore* folder on the Server.

12.10. Propagate the permissions of the parent *netrestore* folder.

13. When I login as the local *Admin* user, I get stuck at *Norton's Live Update*.

- 13.1. The *Norton* antivirus software (DET License) is included in our image to prevent the distribution of software viruses.
- 13.2. Antivirus software keeps itself up-to-date by connecting with "parent" servers to download recent "definition" files. Occasionally the antivirus software has difficulty negotiating the DET proxy servers.
- 13.3. If the *Live Update* connection appears to "hang", use *Quit* or *Force Quit* (cmd-option-esc) to access the computer again.

14. How do I use an *iBook* at home, when it is not connected to the network?

- 14.1. Ideally, if you are the only user of the computer, create a *Mobile account*. Your login will then work whether you are at school or home, and your *Home* folder will be synchronised with the server.
- 14.2. If you don't have a *Mobile account*...
 - 14.2.1. The only login names available when you are not connected to the network are the users which have been created on that particular computer - known as *local* users.
 - 14.2.2. Choose to login as the *Local Admin* user or *Student* user (which has less access to *System preferences*, etc).
 - 14.2.3. When you login as the *local admin* or *student* you will not be able to access your *Home* folder on the server.
 - 14.2.4. If you want to use documents at home, which are on the server at school, you will need to copy them from the server to the *Shared* folder on the *iBook*. (*Mac HD > Users > Shared*)

Remember that the *Shared* folder is accessible by all teachers and students, so be sure not to leave any personal or confidential files in this folder.
 - 14.2.5. Alternatively these documents can be copied to a USB flash drive for mobility between local and network logins.

15. Where do I save *iMovies* which are too big to save over the network?

15.1. There is a *Shared* folder on each computer to which everyone has *Read/Write* access. All *iMovies* can be saved into this folder if required.

15.2. Alternatively you can partition the local HD as part of the *Netrestore* process. (At the *Netrestore* screen, choose *Launch Disk Utility* from the *Tools* menu.)

Movies can be saved on the spare partition, and be preserved if the main partition is restored.

15.3. To access these saved *iMovies* in a later lesson, students will have to use the same computer.

16. I have a computer on the network with an “IP address already in use” error.

16.1. The *Mac OS X* server is distributing IP addresses automatically (“dynamically”, using *DHCP*), in the range 10.x.x.50 to 10.x.x.150.

16.2. No other computers, printers, or other network devices can have “fixed” IP addresses in this range.

If another device has an IP address in the range 10.x.x.50 to 10.x.x.150 you will receive the conflict message when the server allocates the same address.

Any devices using IP addresses in this range should be moved to a different address.

16.3. Check the DET guidelines on school IP addresses before allocating IP addresses. (<http://detwww.det.nsw.edu.au/internet/schools/>)

17. How do I install CDs which MUST be mounted locally?

17.1. Make a disk image (.dmg) of the CD using *Disk Copy* (*Applications > Utilities*)

17.2. Store the disk image in the *CD* folder , in the *Groups* folder.

17.3. This folder can be accessed from the *Groups* icon on the *Desktop*.

17.4. Double click the disk image icon to mount the CD on the *Desktop*.