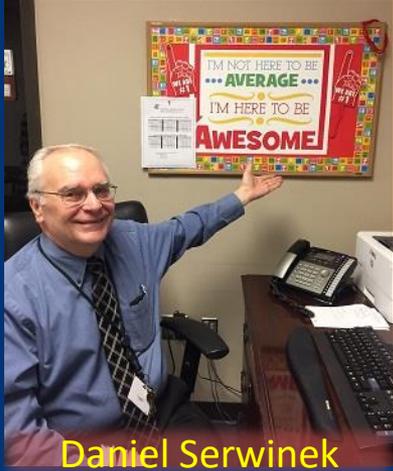# DEVICE IMAGING AND INTEGRATION DII ASSISTING CUSTOMERS

Daniel Serwinek

Daniel Serwinek visited Campbell MS to troubleshoot an ImageStream database error issue. Daniel is there to be AWESOME!

Anthony Melton and **Daniel Serwinek** visited multiple Transportation Centers. During the Thanksgiving break, **ECN's Elizabeth Montez** upgraded Transportation's network. With the new IP address schemes, PetroVent software and the fuel controllers at each center required some reconfiguration to poll keys and fuel tanks. **Anthony** already had experience with this and performed the configurations along with **Daniel**. After configuration was complete, **Bridget Roome** was able to poll reports once again.

Anthony and Elizabeth

Anthony Configuring

Daniel Configuring

Noah Melton, ready to help as needed!

CUSTOMER LOYALTY

Awesome!

DEVICE IMAGING AND INTEGRATION LASERFICHE FOR SPECIAL ED

Derly Buentello and ISA's Eric May worked with Special Ed Records staff to resolve an access issue with Laserfiche. Laserfiche primarily provides Enterprise Content Management (ECM) services to the CFISD Department of Human Resources. However, due to the large volume of records and applications, it is also heavily relied upon for ECM services to our Special Education Department. Laserfiche allows Lori Rankin and Tina Megrew, CIA's of Special Education Records, to convert volumes of paper applications into digitally stored data that can be easily archived, accessed and distributed. This was also a great opportunity for Technology Services to gain a better understanding of our customers use case and work to streamline their ECM process even further.
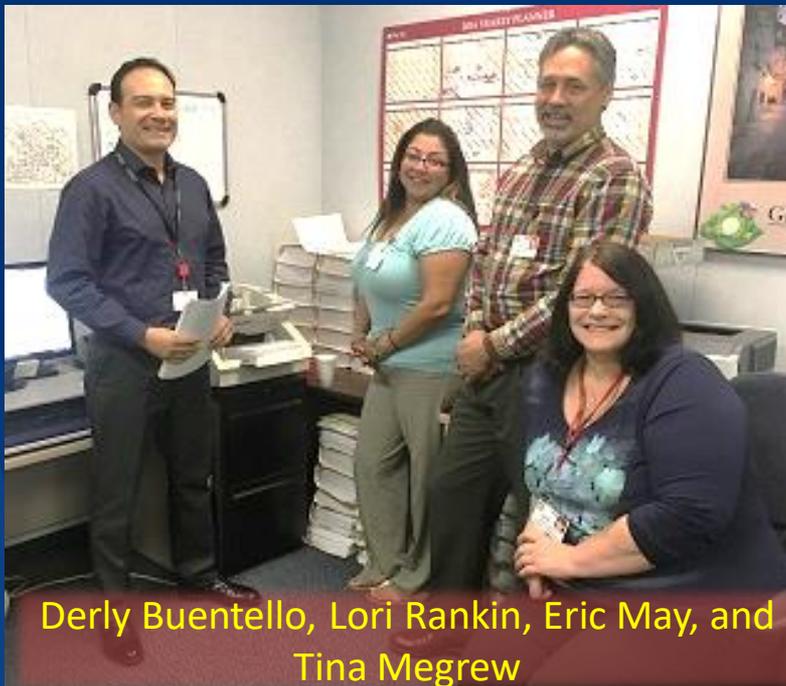
Derly Buentello, Lori Rankin, Eric May, and Tina Megrew

Old Paper Records To Be Converted With Laserfiche

Device Imaging and Integration
Posted by Lillie Swearingen & Derly Buentello, Technical Analysts

December 2, 2016

DEVICE IMAGING AND INTEGRATION MEETINGS

Kim Bowlin and Michelle Campos

Michelle Campos met with AAS's Kim Bowlin to discuss purchasing additional licenses for Printer Logic in order to continue providing access to printers at the Secondary level and moving towards Printer Logic at the Elementary level.


PrinterLogic

Frankie Jackson, Larry Barrios, and Anthony Melton met with CyLance representatives Scott Possell and Caesar Chavez to discuss CyLance's new technology to fight viruses and malware.

CYLANCE

Frankie Jackson, Larry Barrios, Anthony Melton, Scott Possell, and Caesar Chavez

DEVICE IMAGING AND INTEGRATION LANDESK PROJECTS

IMAGING LAST 7 DAYS (SUCCESSFUL) 411

Successful Image View in XTRACTION

Task Count (264)
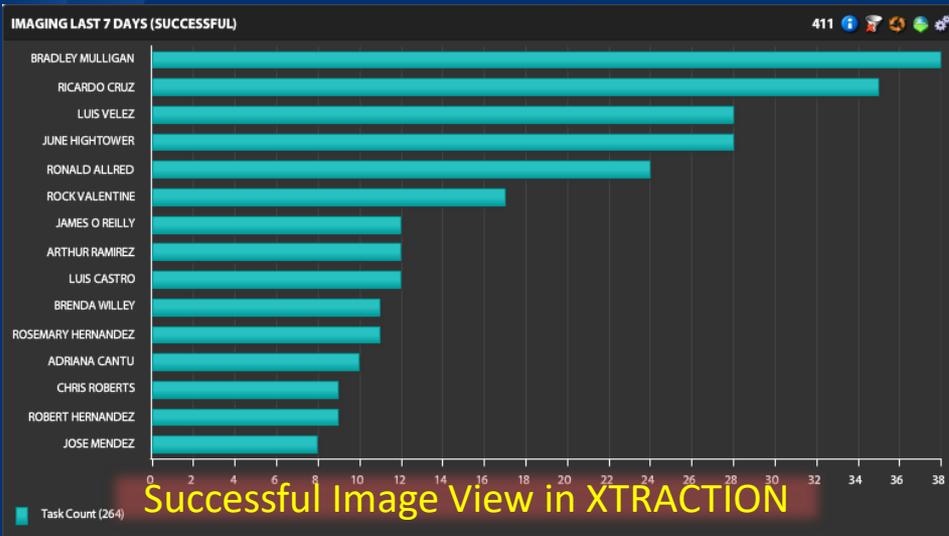
Josh Zhang has been hard at work on LANDESK projects this week. He first set up the XTRACTION reporting tool to view all imaging in the district. In the last week, 411 computers were imaged successfully and 42 images failed. That percentage of failure rate could point to hardware issues as the main cause of failure.

>>> LANDESK

Josh Zhang also says, "This was the first work week since server LDES01 had its bandwidth upgraded, so I was monitoring the server telemetry and was able to verify that download and upload speeds on the ES core had increased dramatically. Since so many computers were off during the break, they all reported into the servers at once Monday morning to send fresh inventory scans. This usually maxes out the bandwidth on LDES01, causing things like imaging and software downloads to slow. Teaming the NICS gave LDES01 up to 4 gigabits of total bandwidth, allowing more then enough network throughput to handle even extreme use."

"I also set up the RollUp (Reporting) core and it's starting to enroll computers, beginning with elementary schools. The RollUp core pulls data from all other LANDESK cores and combines it onto one server, allowing DII to run combined reports and get real-time data for the entire district without having to combine the data ourselves. The RollUp core will also be responsible for monitoring all of the software useage and licensing information in real time."