

September

A Month of Enthusiasm

September 15 and 16 Technician Meetings

Agenda

- IPv6 Issue
- Network Virus Detection
- Yokel
- IE 11 Installation Requests
- New CFISD Family App
- Textbook Information Update
- Network Loop Detection
- Inventory
- Equipment Delivery
- Gr8 Expectation – Hardware
- Supply Request Process
- Zone Support and Map
- Virus Reporting and Resolution Process
- Gr8 Expectation Review
- Weekly Service Acknowledgements

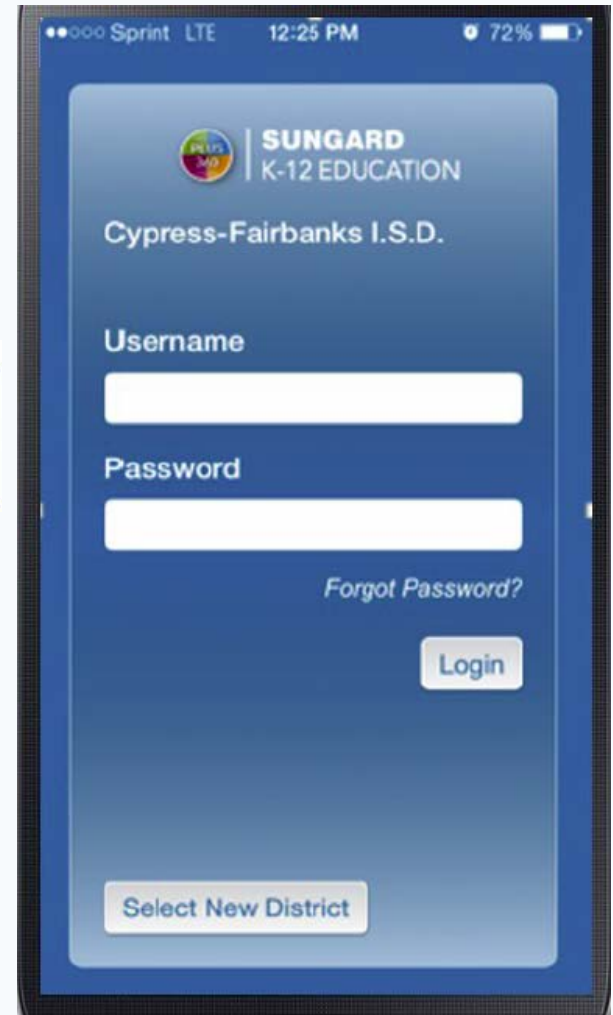
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How will you create Enthusiasm?


New CFISD Family App

[Link](#) to brochure

Information Parents Need, When They Need It



Sprint LTE 12:25 PM 72%

 **SUNGARD**
K-12 EDUCATION

Cypress-Fairbanks I.S.D.

Username

Password

[Forgot Password?](#)

Login

Select New District

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To become more enthusiastic, act more enthusiastic

Textbook Information Update

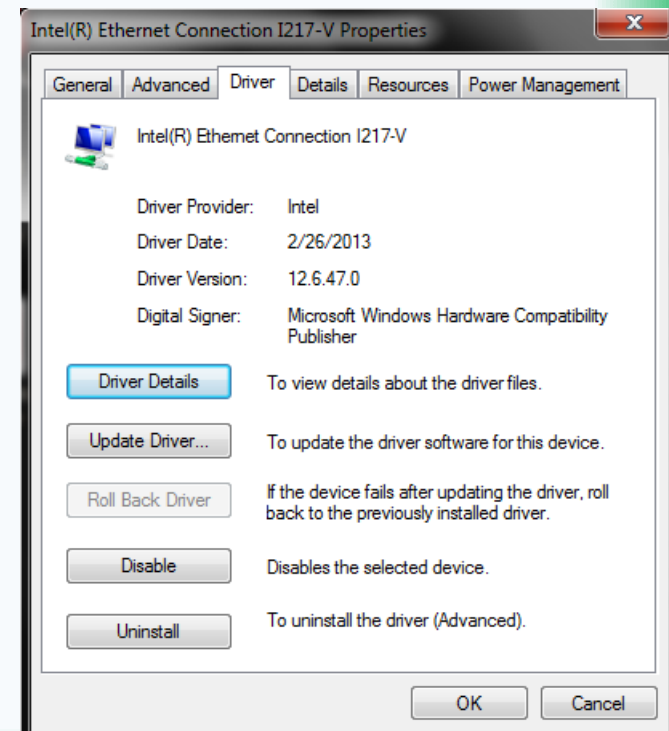
- Joint venture with the Curriculum Department
- Each textbook will have it's own characteristics and settings
- A “library” type list will be developed

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Make a list of the things in life you are grateful for

IPv6 issue

- Affected machines?
 - Old machines M73 (TINY) delivered before September of 2014 all came with Intel i217-V/LM driver 12.6 made in 2013.
- Issue?
 - Unwanted traffic on switches results in 99% utilization of process on switches. This results in slow network performance.
- Cause:
 - The driver that causes excessive IPv6 traffic when the machines are in a sleep/hibernate state.
- Resolution:
 - A bundle that updates the driver to version 12.12 from 2014 has been created that fixes the issue.



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Remember, it's you who chooses how you view the world

IPv6 issue

Notes: Zone 2 seems to have been completely fixed according to the bundle logs.

Over the weekend Josh updated the driver files again to version 12.13 from 2015 just in case.

We talked to Novell, it was suggested that **we** create a dynamic group that used the inventory tag to make a group of M73 (TINY) desktops. This worked and the dynamic group has about 4,600 computers in Zone 1.

The Intel driver bundle was bumped to a new version and assigned to only that dynamic group.

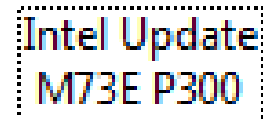
The bundle is also visible in the ZEN window for those workstations.

Systems at Matzke were tested - after a zac ref, when the next user logs in the bundle runs and updates the drivers.

Systems were also tested at M Robinson and the bundle worked successfully

Zone 1 M73's are now in the process of updating drivers

The bundle is visible to refreshed ZEN windows:



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Yokel

- High School initiative – Campus Information Boards
- Cypress Springs
 - 1 Yokel box installed at the TV facing the Cafeteria from the front entrance. Yokel box needs to be programmed
 - 2 other televisions in the commons could not get the CAT6 run due to the length and method of deliver per the principal. Campus requested wireless connection
- Principal requested conduit reroute issue only affecting 5 televisions
- Successful project implementation = All smiles
- Information in Resources / Quick Links

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Identify what's holding you back and find a solution

IE 11 Installation Status

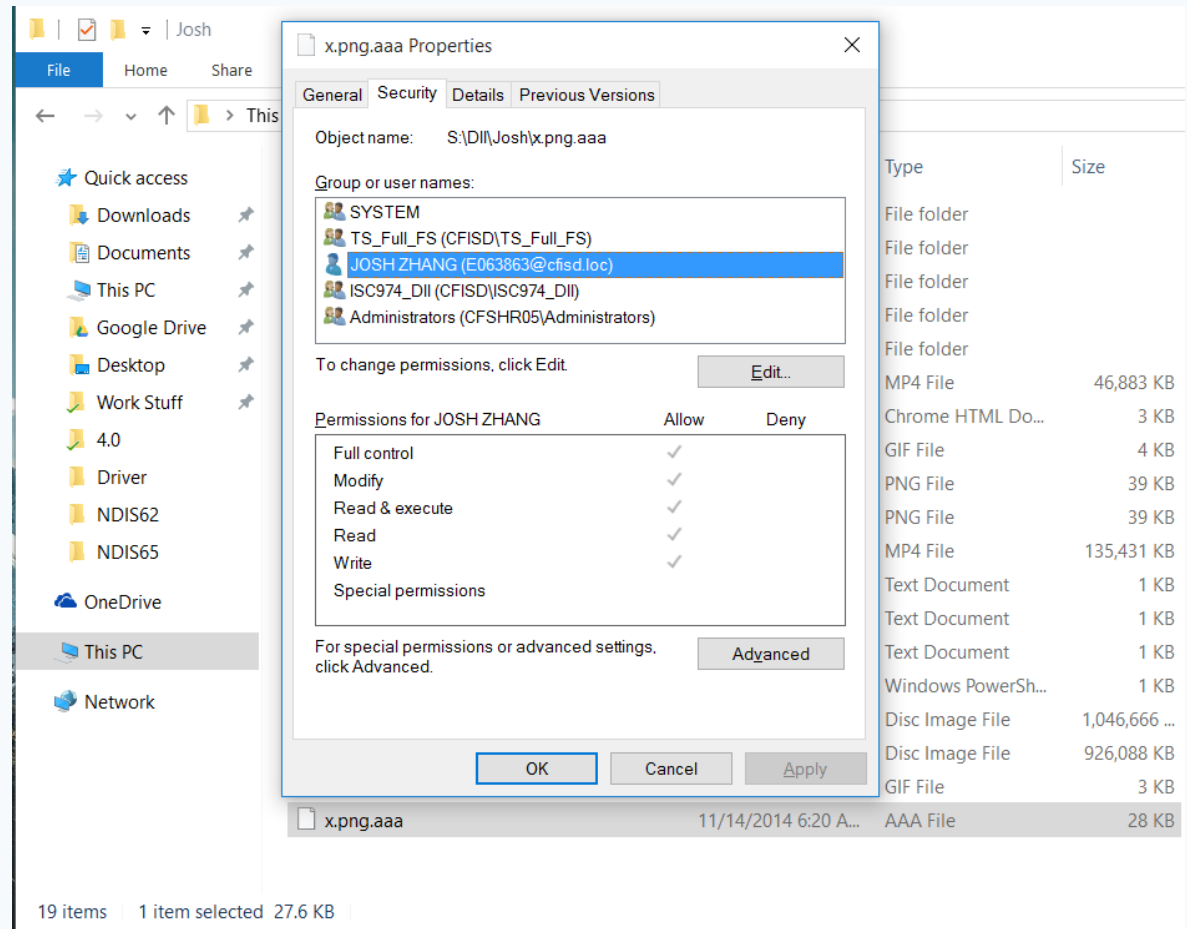
- The older ZEN agent is still on most computers
- The bundle for IE11 does not install through the ZEN window without errors
- During the testing phase, computers with the old agent did not install IE11 successfully
- Currently, the only way we can distribute IE11 successfully is through reimaging

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Don't try to solve the entire world's problems at once

Network Virus Detection (CryptoWare)

- Once encrypted files are found on the staff drive, right click one of the files and select “Properties”, then navigate to the “Security” tab.
- In “Group or user names:” you will find a user account that has full control of the encrypted file.
- This is the person the infection spread from. Their computer must be re-imaged as it’s likely the source of the infection.



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Get your energy level up

Middle School Keyboarding Software

- Needs to be upgraded
- Lab will need to be reimaged
- MicroType6 software will then need to be pushed to the machines.

Be proud of your accomplishments – Celebrate!!!

Virus Reporting and Resolution Process

Detection

- Virus reported to Customer Care Center
- Customer Care Center will contact the Technician if reported by a customer.
- Technician will review the file and determine the file owner – once trained
- Customer Care Center escalates service request to DII
- DII may assign to Frank / Doug for Elementary campus issues
- Technician and Network team will check the S drive
- Technology detects the file owner and determines the origination and scope and notifies all necessary parties – in the case of Cryptolocker, Technicians have learned how to determine the file ownership

Computer Mediation

- DII contacts Tech to remove computer(s) from the network
- Technician boots computer from the pin drive
- Technician connects the computer to the network
- Technician begins the reimaging of the computer
- Technician documents on the service request that reimaging has begun and assigns service request to CCC
- CCC notifies NMO that file restoration can begin
- After reimaging, computer can go back on the network

Network Drive Restoration

- NMO will begin the network drive restoration

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Get organized

Network Loop Detection

- Ensure that classrooms that have switches and hubs know how the connections must remain
- A device can not be plugged into itself
- Ensure that you are aware of those areas with switches and hubs so that if issues with connectivity occur you are able to address quickly

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Surround yourself with enthusiastic people

Inventory

- Beginning of the Year Inventory Check needs to be completed as soon as possible
 - Preparing for replacement process
 - Preparing for a successful year
 - Must be completed by September 25
 - Campus Inventory Status will be completed on October 1
- Inventory training will begin soon

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Look for "Aha!" moments

Equipment Delivery

- We are anticipating that Prime will be completed with all admin replacements by mid-October
- Monies will not be available for Instructional Replacements until December

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Don't dwell on the negative

Supply Request Process

- Knowledge Base item

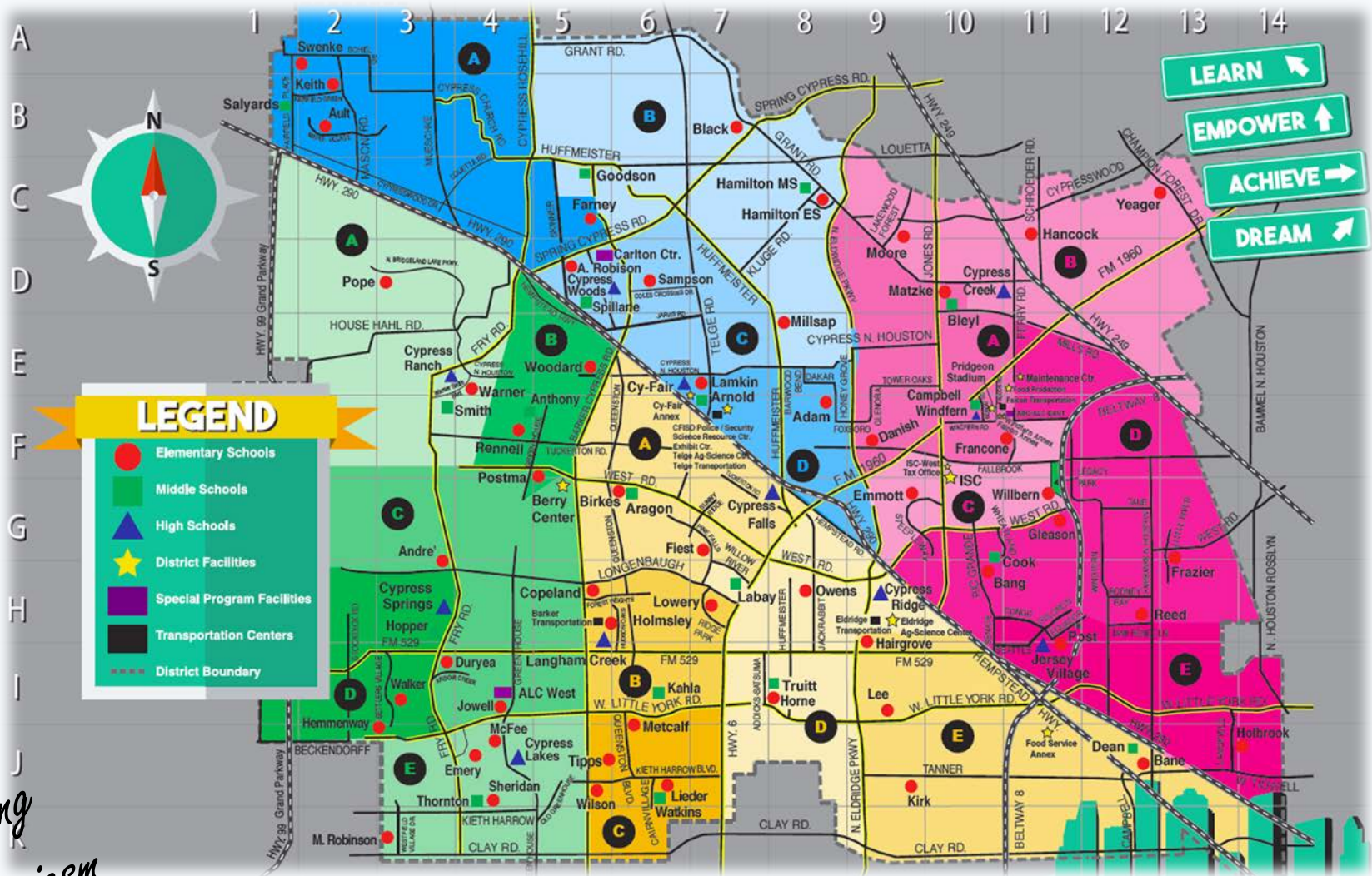
Hardware	Technician	Available Technology Supply List	Miller, Jennifer	List of parts that Technicians can get from the Technology Service Center Desktop Computers DQ-45 Computers 785 Computers Power supplies for all Non Warranty Desktops Memory for all Non Warranty Desktops DVD Rom for all Non Warranty Desktops Front Bezel for all Non Warranty Desktops Mainboard for all Non Warranty Desktops	Service Equipment	Other
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Category _AAS Service Equipment	Assignee Frank Adian	Author Jennifer Miller
What type of Technology Service do you need? <input type="text" value="Other Services Not Listed"/>	Created Date 9/14/2015 7:48:40 AM	Number F9E8595161
Purchasing Process <input type="radio"/> Yes <input checked="" type="radio"/> No	Modified Date	CFISD SLA 1-6 District Dependent Service Request
Equipment Barcode Change Request <input type="checkbox"/> Yes	Closed By	Quadrant List and Map Quadrant List and Map - Edit
Describe other Technology Services Needed <input type="text" value="Technology Supply Request"/>	Closed Date	Priority Medium
	Service Area Focus <input type="text" value="Select"/>	Status Open
	Telephone # <input type="text" value="2818078676"/>	Request Resolution Code <input type="text" value="Select"/>
	Rm/Office Location <input type="text" value="300"/>	
	Best timeframe for a support visit <input type="text"/>	

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Make a list of things that make you happy

Zone and Division Support Map



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Draw strength from the positive

Gr8 Expectation Review

- As we implement the GR8 Expectations, ensure you are keeping documentation – pictures, documentation of the Clearly Outstanding service you have provided throughout the year
- [Link](#) to Expectations
- Information below Technician Resources

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Define your goals and what you need to do to achieve them

Gr8 Expectation - Hardware

- The technician is able to **correctly distinguish between hardware problems** resolved via the Service Center and those serviced via **warranty repair**.
- If hardware needs to be addressed by a technician, they can **quickly troubleshoot and correct the malfunction**.
- The technician is able to **fix or replace major hardware components within desktops, laptops, and printers**--such as power supply, RAM, video card, face plate, heat sync, CPU, LCD screen, power port, bezel, keyboard, toner/ink, fuser, PCU, maintenance kit, hinge, and paper tray.
- In addition, the technician is able to **troubleshoot, replace, and install peripheral devices** such as cash drawers and registers, key pads, mobile devices, document cameras, distance learning setups, fax machines, monitors, projectors, handheld radios, bar code scanners, flatbed scanners, smartboards, and V-Soft equipment.
- The **locations and contents of all wireless carts** residing on the campus are either known by the **technician**, or the technician knows the **key personnel** responsible for the wireless carts, who keeps a **spreadsheet of their locations and contents**.

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Weekly Service Acknowledgements

- [Link](#) to Expectations
- Creating Technology Services Wall of Fame

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Don't listen to the naysayers

Frankie's Fabulous Bond Review

- Middle School Bond update information [link](#)
[information](#)
- Additional Information

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Surround yourself with enthusiastic people

Secondary Campus Visits

- Jennifer will begin visiting secondary campuses

Tuesday, September 22, 2015		
8:00 AM	9:30 AM	11:00 AM
Cook	Jersey Village	Dean

Tuesday, September 29, 2015		
8:00 AM	9:30 AM	11:00 AM
Hamilton	Goodson	Cy Woods

Tuesday, October 6, 2015		
11:00 AM	12:30 PM	2:00 PM
Labay	Truitt	Cy Ridge

Tuesday, October 13, 2015		
8:00 AM	9:30 AM	11:00 AM
Thornton	Cy Lakes	Watkins

Wednesday, September 23, 2015		
8:00 AM	9:30 AM	11:00 AM
WHS	Campbell	ABC/ALC

Thursday, October 1, 2015		
8:00 AM	9:30 AM	11:00 AM
Cy Ranch	Smith	Anthony

Wednesday, October 7, 2015		
9:00 AM	12:30 PM	2:00 PM
ALC - W	Langham	Kahla

Thursday, October 15, 2015		
		2:00 PM
		Salyards

Friday, September 25, 2015		
11:00 AM	12:30 PM	2:00 PM
Cy Creek	Bleyl	

Friday, October 2, 2015		
11:00 AM	12:30 PM	2:00 PM
	Cy Fair	Arnold

Friday, October 9, 2015		
11:00 AM	12:30 PM	2:00 PM
	Cy Falls	Aragon

Friday, October 16, 2015		
11:00 AM	12:30 PM	2:00 PM
	Cy Springs	Hopper

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Get your energy level up

Bits and Bytes

- High School Art Setup
 - The bundle group for Art has changed to Adobe CC 2015 bundles.
- Updated schedule for replacement of USH laptops, DQ-45 desktops, other older laptops using win xp.
 - On Friday, September 11, Prime began receiving product for USH replacement laptops.
 - Product will be deployed to the schools beginning in October.

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Perform random acts of kindness

Bits and Bytes

- Information of the new technology coming to replace smartboards and projectors...who, what, when and where.
 - Recommendation was approved by the school board on Monday, September 14th for a Digital Display board award
 - Bond monies will be made later this year for purchase
 - Goal is to install 2500 Digital Display boards throughout the next year
 - Display boards will replace projectors and Smart Boards at some schools
 - Replaced projectors and Smart Boards will be used to maintain the existing fleet until all 7500 boards can be installed (anticipating a 3 year rollout).

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Perform random acts of kindness

Bits and Bytes

- Recommission, decommission, NewGUID refresher update needed.
 - Please review [N:\TA Area\Programs\ZenAgent Stuff\Computer Storage and Move Procedures.pdf](#)
- Laptops not always connecting to the wireless system
 - Continuing to review information and testing solution

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Perform random acts of kindness

Bits and Bytes

- Every computer reimaged in the last week has a setting that puts them in “sleep mode” after about 5 minutes.
 - This is only a setting on Windows 8 (verified by imaging a computer with Windows 7 that it is not an issue on Windows 7)
 - Anything imaged on Windows 8 from now forward, it will get the correct power policy
 - Woodard has a policy that is being pushed through ZEN to correct this issue
 - DII is working on possibly applying this power policy to all Windows 8 computers

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Perform random acts of kindness

Bits and Bytes

- Updated schedule for turning on the new access points
 - <http://www.cfishd-technologyservices.net/2014-bond.html>



The graphic features the 'VISION 2020 BOND • 2014' logo on the left and the title '2014 Bond Referendum Technology Infrastructure' on the right. Below the title are six icons representing different technology infrastructure projects, each with a bond number and a brief description.

Bond	Category	Description
Bond 1	Wireless	Enterprise High Speed Wireless
Bond 2	Network	Network Infrastructure
Bond 3	Connectivity	Cabling, Power, and Air Conditioning
Bond 4	Data Centers	Data Center Upgrades
Bond 5	Staff Tech	Administrative Staff Technology
Bond 6	New Schools	Technology for New Schools

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Perform random acts of kindness

Bits and Bytes

- Individual schools and the district have invested heavily in purchasing Capstone eBooks. Students need to be able to access.
 - Multiple team members are working on validating the systems that need to be utilized
 - Capstone has reported that they are not browser specific

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Perform random acts of kindness

Sincere Appreciation

You can do anything if you have enthusiasm. Enthusiasm is the yeast that makes your hopes rise to the stars. Enthusiasm is the spark in your eye, the swing in your gait, the grip of your hand, the irresistible urge of your will and your energy to execute your ideas. Enthusiasts are fighters, they have fortitude, they have staying qualities. Enthusiasm is at the bottom of all progress. With it, there is accomplishment.

Thank you for finding multiple ways at your campus to share your enthusiasm for Student and Staff Technology Use. Your dedication has ensured that there is a strong advocate at each campus dedicated to student success. You exemplify “Every Student – Every Day” with your continued support.