



BLUECURRENT

managing technology in motion

Solvay Pharmaceuticals:
TDC Standard Operating Procedures
TDC Location: Oklahoma City

A Technology Delivery Center (TDC) Document

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Table of Contents

Introduction	2
Service Requests	
New Hire.....	3
Access 97 -- VIP Configuration.....	4
Re-Image.....	10
Refresh.....	11
Shell Swap.....	14
Hard Drive Replacement	15
Token Replacement	16
Peripheral Change.....	17
Repair.....	18
Termination.....	19
Teching -- General.....	19
Teching -- Tokens	20
Teching -- Laptops	20
Quality Control (QC).....	22

Introduction

Solvay Pharmaceuticals has contracted with Bluecurrent to service computer equipment used by their field personnel. While the primary piece of equipment that Bluecurrent works with is a Dell Latitude C400 (laptop) computer, the full package of equipment issued to field personnel includes a long list of items, including docking stations, monitors and other peripherals.

In order to receive service by Bluecurrent, Solvay equipment arriving at the TDC must be accompanied by a work order that outlines the specific service that Bluecurrent is being asked to perform. These services may take any number of forms, from imaging a computer for a new employee to teching equipment that has been returned on behalf of a terminated employee. In all cases, when working with Solvay equipment it is essential that a work order be in place for the service being done, and that technicians be consistent in how they perform their work.

New Hire

Ghost boot process

1. Attach the following to the C400: a network cable, a power cord/adaptor, and an external floppy disk drive. Insert a C400 Ghost boot disk into the floppy disk drive and turn on the unit.
2. At the "About Symantec Ghost" dialog box, click **OK** and then disconnect the external floppy disk drive.
3. Click **GhostCast**, and then click **MultiCast**.
4. At the "GhostCast Session Name to Join" dialog box, type **400**. Discovery Method should be set to **Automatic**.
5. Have the TDC Solvay Administrator start the session. When prompted, click **OK**.
6. The following dialog box appears: "Select local destination drive by clicking on the drive number." Leave settings as they are and click **OK**.
7. At the "Destination Drive Details" dialog box, click **OK**.
8. At the "Proceed with Disk Load?" prompt, click **Yes**.
9. The imaging process begins.
10. When the "Clone Complete" message appears, click **Reset Computer**.

Windows 2000 User Account Configuration

Note: In order to complete this procedure, you must have the *Solvay User Account Information Sheet* on hand.

1. After the computer reboots, the Windows 2000 Professional Set-Up screen appears.
2. Type the computer name. The computer name is **MTA-** followed by the Dell service tag number. The service tag number is located on the underside of the unit, near the hinge. The name must be entered in all caps (for example, **MTA-HSTV911**).
3. The administrator password should already be set, so click **Next**.
4. On the next screen, set the time zone to Central (CST). Do *not* set the time and date. Click "Automatically adjust clock for daylight saving changes," and then click **Next**.

5. At the "Networking Settings" dialog box, click **Typical Settings** and click **Next**.
6. At the "Workgroup or Computer Domain" dialog box, click **Yes make this computer a member of the following domain:** and type **AMS** for the domain name. Click **Next**.
7. At the "User name and password" dialog box, type the following:

User Name: **adm-sfadmin**
Password: **spiadm**

Click **OK**. After the machine is joined to the domain it will reboot.

Note: If the computer fails to join the Domain, click the back button and check the spelling of both the User Name and the Password. If this is not the problem, then contact the TDC Solvay Administrator.

8. The Network Identification Wizard launches. Click **Next**.
9. Refer to the *Solvay User Account Information Sheet* and type the User's logon ID. Type **AMS** as the Domain. Click **Next**.
10. At the "Access Level" dialog box, click **Other** and click **Administrators**. Click **Next**, then click **Finish**.
11. Press **Ctrl+Alt+Del**. When the dialog box appears, type the User's logon ID and for the password, type **password**. Log on to the domain as **AMS**. Click **OK**. You are returned to the desktop.

*** Access 97 Install (VIP Configuration Only)**

1. This section to be updated when the information is received from Solvay.

C400 Power On Screen Settings

1. Right-click the icon of the power plug in the lower right-hand corner of the screen, then click **Adjust Power Properties**.
2. At the "Power Options Properties" dialog box, click **Advanced Tab**.
3. At the option "When I close the lid of my portable computer," click **None**, then click **OK**.

Outlook 2002 Account Configuration

1. Right-click the **Outlook icon** and click **Properties**. At the "Mail Setup-Outlook" dialog box, click **E-mail Accounts**.
2. Click **View or change existing e-mail accounts** and click **Next**.
3. When prompted to work online or offline, click **Work Offline**.
4. At the "E-mail accounts" dialog box, click **Microsoft Exchange Server** and click **Change**.
5. Confirm that the Microsoft Exchange Server is **MTA02EX**.
6. In the "User Name Edit" dialog box, type the user's mailbox name and click **Check Name**. If the name is valid it will appear underlined.
7. Click **Next**, then **Finish**. You are returned to the "Mail Setup-Outlook" dialog box.
8. Click **E-Mail Accounts**, then click **Add a new directory or address book**, then click **Next**.
9. Click **Additional address books**, then click **Next**.
10. Click **Personal Address Book**, then click **Next**.
11. In the "Personal Address Book" dialog box:
 - Verify the path displayed is **C:\My Documents\Mail\mailbox.PAB**.
 - At "Show names by" click **Last Name**.
 - Click **OK**.

You are returned to the "Mail Setup-Outlook" dialog box.

12. Click **Data Files**, then **Add**, then **OK** (PST should be highlighted by default).
13. Add personal folders.
 - Go to **C:\My Documents\mail*.pst**
 - Double-click the **pst** file
 - Click **OK**.
 - At the "Create Microsoft Personal Folders" dialog box click **OK**.
 - Click **Close**, then click **Close** on Mail Setup. You are returned to the desktop.

14. Double-click the **Outlook** icon and click **Connect**. A message appears stating "The location where mail messages are delivered for this profile has changed." Ignore this message and click **Yes**.
15. Right-click the **Contacts** folder and select **Properties**.
16. Click the **Outlook Address Book** tab, click **Show this folder as an e-mail Address Book**, then click **OK**.
17. Now change the location of the AutoArchive directory. Do the following:
 - On the Tools Menu, click **Options (Alt+T)**, then click the **Other** tab.
 - Click **AutoArchive**.
 - Click **Browse** and change the directory to **C:\My Documents\Mail**
 - Click **OK** three times.
18. Go to the toolbar and click **Tools**, select **Send/Receive**, then click **Download Address Book**. The "Offline Address Book" dialog box appears.
19. Do the following:
 - Click **Download changes since last send/receive**.
 - Click **No Details** under "Information to Download."
 - Click **Global Address List** as the Address Book to be downloaded.

Click **OK**. The Address Book downloads.
20. Go to the toolbar. Click **Tools**, select **Send/Receive**, then click **Send and Receive All (F9)**.
21. Exit Outlook. (Alt+F4. Note: Exiting Outlook will cause the unit to send/receive again.)
22. Click **Yes** to deleting all items in the Deleted Items Folder. (This message may not appear.)

Afaria Configuration

1. Click **Start**, then **Programs**, then **Afaria Channel Viewer**. The channel viewer window opens.
2. Right-click transmitter **MTA33NT**, then click **Connect**.
3. When the process is complete, the Status message "Successful" displays in the lower left-hand corner.
4. Click **MTA33NT** under the left column.

5. Under the name column, select **Hardware and Software**. Right-click **Connect**.
6. When the "Successful" status message appears, close Afaria.
7. Take the unit to the administration desk and connect it to a dial-up line.

AGNS Account Configuration and Testing

1. Double-click the **AT&T Global Network Client** icon on the desktop. The AT&T Global Network Client Setup Welcome screen appears.
2. Click **Next**. The "User ID" dialog box appears.
3. In the Account field type: **BESOLVU1**.
4. Type the User ID from the *Solvay User Account Information Sheet*.
5. Click **Advanced Login Properties**.
6. The Network dialog box appears. Click **Both the Internet and My Company's Intranet**.
7. Select **Fixed IP Dual/Access** from the dropdown list. Click **Next**.
8. The "Protocol" dialog box appears. **TCP/IP** should be selected. Click **Next**.
9. The "Logon to LAN" dialog box appears. Select **Yes, logon to LAN**. Click **Next**.
10. The "DNS" dialog box appears. Click **Use the following Manual Settings**.
11. Type the Primary DNS: **150.251.28.14**
Note: Doing a Copy/Paste (CTRL+C, CTRL+V) of 150.251.28. at this point will save re-typing this number during the next steps of this procedure.
12. Type the Secondary DNS: **150.251.28.43** and click **Next**.
13. The WINS dialog box appears. Click **Use the following Manual Settings**.
14. Type the Primary WINS: **150.251.28.54**
15. Type the Secondary WINS: **150.251.28.28** and click **Next**.
16. The Domain Suffix screen appears. Click **Use the following Manual Settings**.
17. Click inside the Domain box and type (lower case): **mta.us.solvay.com**
Note: Doing a Copy/Paste of mta.us.solvay.com at this point will save re-typing these characters during the next steps of this procedure.

18. Click **Add**. The "Add Domain Suffix" dialog box appears. Type (lower case): **mta.us.solvay.com**
19. Click **Add**. The "Add Domain Suffix" dialog box appears. Type (lower case): **solvay.com**
20. Click **Add**. The "Add Domain Suffix" dialog box appears. Type (lower case): **ams.solvay.com**
21. Click **Finish**. The "User ID" dialog box appears. Click **Next**.
22. The "Network Connection" dialog box appears. Click **Next**.
23. The "Modem" dialog box appears. Click **Next**.
24. The "Location" dialog box appears. Type the area code **405** and click **Next**.
25. The "Network Access Number" dialog box appears. In the "Number to dial" field type **200-1045**. Click **Next**.
26. A message appears, "The phone number is no longer recognized." Click **OK**.
27. The "Setup Complete" dialog box appears. Click **Do not start program...** and click **Finish**.
28. The "AT&T Global Network Client" dialog box appears. Click **Traveling User**.
29. Verify the phone number to be dialed does not have a "1" before the area code.
30. In the Password field, type the 6-digit **TokenCode**. The TokenCode is the number on the LCD display panel. This number changes every 60 seconds. Do not use the TokenCode if the bar display is low--this means the code is about to change.
Note: If it is necessary to connect again after the initial set-up, you will need to enter 10 digits in this order: the 4-digit Pin# then the 6-digit TokenCode.
31. Click **Connect**. * Several messages display:
 - Dialing...
 - Waiting for Authentication...
 - Connected...
32. If the "New Pin" dialog box appears, type the Voice Mail PIN# for the User ID. This is found on the *Solvay User Account Information Sheet*.
33. The latest AGNS phonebook downloads. Once the download is complete, close the connection.

***If you experience problems with the Token, contact AT&T Customer Service—Token Issues at (888) 755-8034. Choose option 1. You will be asked for the Token serial number, the Pin# or Start Date, and User ID. In most cases the problem will either be that the account is “locked” and AT&T has to “unlock” it, or that the account has not been activated. If the account has not been activated, contact the Token Administrator.**

Re-Image

1. On the Ghost server, browse to **tech_array1 on 10.80.210.4**. Go to **Solvay** then **Solvay User Backup**. Create a new folder with the name of the Solvay employee whose computer is about to be re-imaged.
2. Copy the user's **My Documents** folder into the new folder.
3. Follow the New Hire Procedures listed above.
4. After the AGNS phonebook downloads, close the connection. Copy the user's **My Documents** folder back onto their desktop.

Refresh

1. Click **Start**, then **Run**.
2. In the Run box, type \\10.80.210.4\ then click **OK**.
*Note: If prompted at any point to enter a Network Password, type **ghost** for both the Login and Password and click **OK**.*
3. Launch **Internet Explorer**. In the site address, type **solvay-refresh** (do not use http:// or .com in this address).
4. A login screen appears. Type your Solvay Technician User Name and Password and click **OK**.
*Note: If the AT&T Network Client appears, go to **Tools**, then **Internet Options**, then **Connections**, then click **Dial whenever a network connection is not present**. Click **OK**.*
5. Once logged into the Solvay installation site, click **Locate User for Customization**. For the sake of speed, only partial information in one field is required to perform a user search. After information has been entered, click **Locate** and choose the correct user profile.
6. The "TDC Installation" window opens. Do the following:
 - **Tech Name field:** Type your Solvay Technician User Name.
 - **Set Start Time:** Set the time you are beginning the downloads/updates.
 - **Verify Services Tag:** Make certain the Service Tag in the user profile matches the asset tag number on the bottom of the computer.
 - **Verify User Name:** Make certain that the name in the user profile matches the name on the *Solvay User Account Information Sheet*.

When the above information is complete, click **Save** at the bottom of the page.

7. Click **Install Software**. A dialog box appears. Click **Yes, always trust content from Bluecurrent** and click **Yes** to Bluecurrent Application Installer.
8. In the lower half of the TDC Installation window is a list of software programs with check boxes to the right.
Note: If no programs are listed, stop and ask the TDC Solvay Administrator how to proceed.

Below is a list of the programs that should appear:

- **MSDE 1.0 Database**
- **MSDE 1.0 Service Pack 2**

- Concur 6.1
 - Concur Config
 - Concur Sync
9. Locate the user profile and select **MSDE 1.0 Database, MSDE 1.0 Service Pack 2 and Concur 6.1**. Click **Install Software**.

MSDE 1.0 Database

10. This update requires no technician action.

MSDE 1.0 Service Pack 2

11. This update requires no technician action.

Concur 6.1

12. Click **Next** to "Install Concur 6.1 software."
13. Click **Yes** to agree to the EULA.
14. Click **Next** to "Select default installation folder."
15. Click **Next** to "Agree to System Information Verification."
16. Click **Next** to "Select default Program Folder directory."
17. Click **Finish**.
18. **Reboot**.
19. Launch **Internet Explorer**. In the site address, type **solway-refresh** (do not use http:// or .com in this address).
20. A login screen appears. Type your Solvay Technician User Name and Password and click **OK**.
21. Once logged into the Solvay installation site, click **Locate User for Customization**. (Remember: only partial information in one field is required to perform a user search.) After information has been entered, click **Locate** and choose the correct user profile.
22. Select **Concur 6.1 Config** and **Concur 6.1 Sync**. Click **Install Software**.

Concur 6.1 Config

23. Verify that the password change was successful.

Concur 6.1 Sync

24. The "Start Concur Expense Mobile" screen appears.
25. Click **Synchronize before starting Concur Expense Mobile** and click **Offline**.
26. Verify that Concur syncs, that the page opens, and that no errors are reported.
27. When the synchronization is complete, close the Concur Central window.
28. Wait for the Web Page to refresh, then move on to the Quality Control (QC) procedure.

Shell Swap

1. Select a shell.
2. Remove the user's hard drive by removing the retaining screw underneath the laptop (on the right-hand side).
3. Insert the user's hard drive into the shell. Connect the unit to power and to the network. Turn on the unit.
4. Verify that all applications launch correctly.

Hard Drive Replacement

Note: This procedure assumes the hard drive being placed into the unit has been "wiped" of all data.

1. Remove the user's existing hard drive by removing the retaining screw underneath the laptop (on the right-hand side).
2. Insert the replacement hard drive into the computer shell and re-tighten the retaining screw.
3. Connect the unit to power and to the network. Turn on the unit.
4. Image the unit using the **New Hire Procedure** listed above.

Token Replacement

1. Tokens are replaced from existing Bluecurrent stock.

Peripheral Change

1. With the exception of the laptop, all other items are considered peripherals and are replaced based on availability from Bluecurrent stock.

Repair

1. Unit is received with appropriate paperwork requesting repair.
2. Technician assesses the nature of the problem.
3. The technician determines whether the unit is under warranty. If the unit is still under warranty, the unit is shipped to the manufacturer for repair or replacement.
4. If the unit is not under warranty, the technician should refer the matter to the Senior Technician and/or the Vice President of IT for direction on a case-by-case basis.

Termination

Teching -- General

The standard package of equipment used by Solvay employees in the field includes the following:

- Dell Latitude C400 Laptop
- AGNS token
- Dell P793 monitor
- Dell docking station
- Monitor table
- HP LaserJet 1200 printer or HP OfficeJet D135 printer/scanner/copier/fax
- Charger
- Air auto adapter
- Keyboard
- Mouse
- USB cable
- Parallel printer cable (shipped with HP LaserJet 1200 printers only)
- Telephone cord
- External DVD drive
- External floppy drive
- Dell carrying case

When a terminated employee returns equipment to the TDC, the first thing that should be done is to verify that all the pieces listed above are present. If not, notify the TDC Solvay administrator.

1. Assemble/hook up the laptop, docking station, monitor table, monitor, keyboard, mouse, external DVD drive, external floppy drive, charger and printer (using the appropriate printer cable).
2. Turn on the computer and verify the following:
 - Monitor comes on and displays correctly.
 - The keyboard and mouse both operate correctly.
 - The laptop reads from both the external floppy drive and the external DVD drive.
 - Printer prints a document sent from the laptop.
3. Take the Air auto adapter and laptop to an automobile and plug it into the cigarette lighter. Verify that the laptop powers on through the adapter.
4. If an external telephone jack is available, plug in the telephone cord and verify that it is working.
5. Check the Dell carrying case and make certain that all pockets are empty, that all zippers work, and the front latch closes and fastens properly.

Teching -- Tokens

1. Verify that the token has power.
2. Verify that the number displayed changes every 60 seconds.
3. Gather the following information and enter into BCS:
 - A. Friendly name.
 - B. Cosmetic condition.
 - C. Working status.
4. Scan the token into pallet #49223 (lockable cabinet within the TDC).

Teching -- Laptops

1. Log onto BCS and select **Tech Tab**.
 - A. Select **Configuration**.
 - B. Type BCUI asset number, click **Search**.
2. Enter Configuration Information.
 - A. Verify Model Number.
 - B. Enter friendly name.
 - C. Enter cosmetic condition.
 - D. CPU Class.
 - E. CPU Speed.
 - F. Hard Drive Capacity.
 - G. Memory.
 - H. Graphics Card.
 - I. Video Memory.
 - J. CDROM.
 - K. Other Drives.
 - L. Sound Drive.
 - M. Modem Type.
 - N. Misc. Cards.
 - O. Network Card.
 - P. Floppy.
 - Q. USB.
 - R. Standard Ports.
 - S. Status.
 - T. Power.

3. Data Destruction. This refers to the process of zero filling all data storage devices so that there is no chance for data recovery. Bluecurrent data destructs all desktops, CPU's, laptops, stand alone hard drives, and any other memory storage device.
 - A. Connect a power cord to the unit.
 - B. Insert a KillDisk into the machine. The KillDisk contains boot information as well as the destruction software required for disk wipe. Once the boot disk is inserted, power on the unit.
 - C. The data destruction process writes characters of either zero and/or "1" onto every sector of the hard drive.
 - D. Review the quality control procedure of each system and validate that the data destruction process has been successfully completed.
 - E. If any system fails the data destruction process, refer to the **Exception Process**.

4. Exception Process. Remove the hard drive from the laptop and connect it to the OmniClone device.
 - A. Connect power cable to target drive.
 - B. Connect primary cable to target drive.
 - C. Connect cables to master drive.
 - D. Connect power cable to device.
 - E. Press **Select**.
 - F. Scroll down to **WipeClean** process
 - G. Press **Select**.
 - H. Press **Start**.

Fill out an Exception Form. However, if the WipeClean Process fails:

- A. Place a magnet on the top and bottom of the drive.
 - B. Place the hard drive on a solid surface, cover with paper and strike sharply.
5. Scan the laptop into pallet #49223 (lockable cabinet within the TDC).

Quality Control (QC)

All units that come through the TDC to be redeployed must go through the QC process.

1. Launch **Internet Explorer**. In the site address, type **solway-refresh** (do not use http:// or .com in this address).
2. A login screen appears. Type your Solvay Technician User Name and Password and click **OK**.
3. Once logged into the Solvay installation site, click **Locate User for Customization**. For the sake of speed, only partial information in one field is required to perform a user search. After information has been entered, click **Locate** and choose the correct user profile.
4. The TDC Installation screen comes up. Scroll down and click **QC Checklist**.
5. At the QC Checklist type your **Tech Name**, and then click **QC Start Time**.
6. Answer questions #1-3 on the Checklist.
7. Follow the QC instructions for the loaded programs as listed in QC item #4.
8. Enter any comments at the end of the checklist. Click **Set QC End Time** and then click **Save**. The machine is ready to shut down.