

Hands-on Scenario Task

Information Technology Specialist Certification Review

Scenario

Virtual Imagination has hired a new employee. You need to set up, configure, and document a desktop PC and create and configure accounts and shared resources on an office server for use by the employee.

The new employee has been hired as an administrative assistant and possesses basic skills using a computer and office applications. The user is comfortable using the Windows XP operating system and knows how to save and retrieve files; has basic word processing skills which include document creation and formatting; basic spreadsheet skills which include an understanding of formulas and functions; and basic skills related to the use of the Internet which include browsing, searching and e-mail.

The desktop PC has been preinstalled by Virtual Imagination's central IT staff with the following operating system and application software:

- Microsoft Windows XP Professional with Service Pack 3
- Microsoft Office Professional 2007

The office server is a stand-alone Microsoft Windows Server 2003 system. The server name is VI-SERVER-01 and has been configured with all the services necessary for the scenario. You will only be required to implement configurations related to creating new accounts, assigning group memberships, and creating and securing shared resources.

Virtual Imagination Desktop PC Configuration Policies

The following list of policies can be met in a variety of ways; however, you must document your approach to meeting each stated policy.

- All users are required to type both their username and password to log on to the computer.
- Prior to logging on, users must hit Ctrl+Alt+Delete to be prompted to enter a username and password.
- All PCs must be configured to activate a screen saver after a 20 minute period of inactivity and require that a password be entered prior to resuming.
- All PCs must be configured to automatically download and install operating system updates on a daily basis.
- All PCs must have software installed, configure and kept up to date that will protect the computer from spyware and adware.
- All PCs should have software utilities installed that enable users to open .pdf files

The following policies need to be met using the software and/or specific information indicated in the policy:

- All PCs must have the Windows Firewall enabled and configured to only allow Remote Desktop connections and to reply to incoming ICMP echo request messages.
- All PCs must be configured to use a Standard TCP/IP printer port to print to network attached printers and use a port name that identifies both the room number and ip address of the printer.
- All PCs must be protected with Symantec AntiVirus software with the following minimum configurations:
 - Auto-Protect should be enabled and configured to perform the following actions if a virus is detected by the file system and/or by their email application:
 - First: Clean Risk
 - If first action fails: Delete Risk
 - Scheduled to check daily for Virus Definition Updates and download and install available updates.
- Users must use IE 6 or an alternative browser as IE 7, 8 & 9 are still being tested for application compatibility and should not be installed until those compatibility issues can be resolved (IE 7 or 8 or 9 must NOT be installed).

Naming Conventions

- Desktop PC Naming Convention. PC-computer#, for example PC-10 for computer number ten.
- User Account Naming Convention. The user's first initial and last name; for example, if you were creating a user account for Sam Jones, the user account would be sjones.

Additional Information

- Virtual Imagination branch office hours of operation are from 8 AM – 5 PM. The office closes for lunch between 12:00 – 1:00 PM.
- As a part of Virtual Imagination's "Go Green" effort, users turn off their PCs at the end of each day.

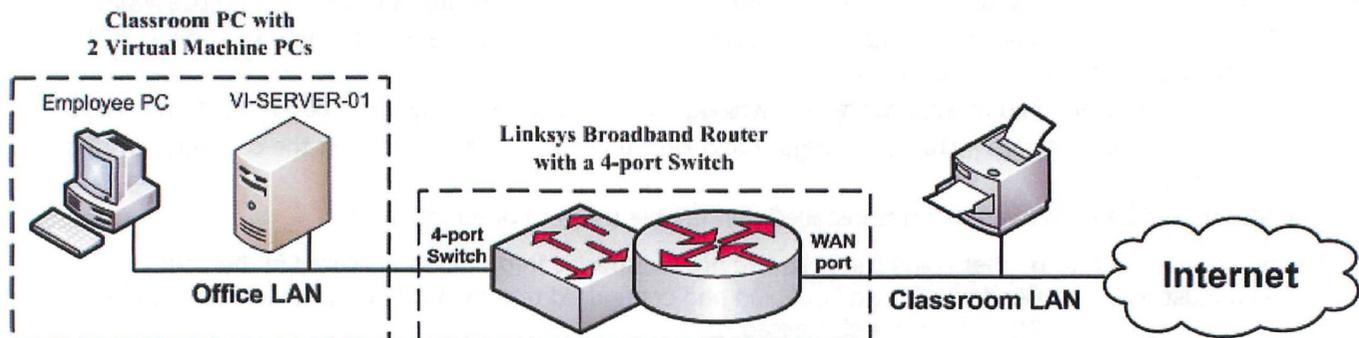
Documentation Requirements

You are expected to develop the following documentation to submit with your ITS Certification Review Portfolio.

- **Baseline:** The baseline documentation should provide information about the computer and environment prior making changes to the environment.
 - **Network Configuration.** You need to be prepared to document the network environment utilized in this hands-on scenario. This will include devices used in the network, IP address ranges (host ranges, DHCP ranges, static ranges), and TCP/IP settings configured on devices.
- **Change Log:** The change log should document all changes made to the computer system and environment. The log should also include the amount of time for each change that was implemented.
 - **Printer Test Page.** After you have completed the installation of the printer for this PC, print a test page and include it in your portfolio.
 - **Email Confirmation Message.** After completing the employee's email configuration, download and print the "Congratulations" email message and include it in your portfolio.
- **Summary:** The summary document should be a 1/2-page to 1-page document that communicates changes made to the system and the environment. The summary may also include recommendations about foreseeable upgrades, the users should be aware, of that were not made; such as a need for increased memory, hard disk space, peripheral upgrades, etc.

Network Configuration Information

You will be assigned a Classroom PC. The hands-on scenario will require that you install a Linksys Broadband Router between your assigned Classroom PC and the Classroom LAN. The Linksys Broadband Router will be pre-configured and will not require any changes. The Employee PC and the office server (VI-SERVER-01) will be virtual machine PC's hosted on your assigned Classroom PC.



Configuration Tasks

Complete each of the following configuration tasks. All configurations should conform to Virtual Imagination's desktop PC configuration policies and naming conventions.

Log On Information:

- The Administrator password on both the desktop PC and the server is Pa\$\$word.

To enable the evaluation of the completed hands-on scenario, this password shouldn't be changed on the Administrator accounts and should be the password used for any new accounts created.

PC Configurations

- Change the name of the computer to conform to Virtual Imagination's PC naming convention. (Use your assigned number for your computer number.)
- Change the workgroup name of the PC so that it is in the same workgroup as VI-SERVER-01.
- Configure the computer so that users do not use the Welcome screen to log on, but rather uses the classic logon prompt which requires users to type both their username and password
- Configure the computer to require users to press Ctrl+Alt+Delete to display the classic logon prompt.
- The office printer is an HP LaserJet 4050TN network attached printer with an IP address of 10.10.205.215.
 - Install the office printer on the desktop PC in a manner that conforms to Virtual Imagination's desktop configuration policies. After the printer has been installed, print a test sheet and include it with the documentation you submit in your ITS Certification Review Portfolio.

Software Installation and Updates:

- Install any software required to meet user needs and desktop configuration policies described in the scenario.
- Perform updates to any software or operating system components requiring updates and configure Automatic Updates to conform to Virtual Imagination's desktop configuration policies.
- The Symantec Antivirus installation file is located at: \\VI-SERVER-01\applications.
 - Install and configure Symantec Antivirus to conform to Virtual Imagination's desktop configuration policies.

Local User Account and Group Memberships:

- The name of the new employee is: Pat Smith
 - Create a local user account on the employee's Windows XP system and VI-SERVER-01 for Pat Smith that conforms to Virtual Imagination's user account naming convention. Use the following information to complete the creation of this account.
 - Password should be set to Pa\$\$word.
 - In addition to default group memberships in which the account is made a member upon creation, the new user account should be a member of the Power Users group.

User Profile Configurations for the new employee

- Use the following information to customize the employee's user environment. When completed, the new employee's desktop environment and administrator's desktop environment should be different.
 - Configure the employee's desktop environment with the following configurations:
 - Display the full path in both the address bar and title bar of a folder window.
 - Display extensions for known file types.
 - Use the URL <http://www.virtualimagination.com> as the web browser's start page.
 - Configure a screen saver to conform to Virtual Imagination's desktop configuration policies.
 - Configure the Desktop to use the Virtual Imagination wallpaper that has already been installed.
 - Make the following customizations to the employee's Start Menu:
 - Configure the *Control Panel* and *Network Connections* menu items to display as a menu
 - Remove the *My Pictures*, *My Music*, and *Set Program Access Defaults* menu items
 - Add *My Network Places* as a menu item.
 - Configure Microsoft Outlook 2007 so that the employee can send and receive email.
 - Email address: psmith@virtualimagination.com
 - Incoming and outgoing address: mail.virtualimagination.com
 - Username: psmith@virtualimagination.com
 - Email password: Pa\$\$word

After completing the email account setup, download and print your email. Add your printed email to the documentation you submit with your ITS Certification Review Portfolio.

Important: The Pat Smith user account must be created on VI-Server-01 before downloading email.

Configuring Access Existing Resources

- VI -SERVER-01 contains a folder with a share name of OfficeDocuments. The OfficeDocuments share contains three subfolders: "Accounting Documents"; "Budget Documents"; "Contract Documents".
 - Without making changes to the permission already been assigned to the share or the subfolders, make the Pat Smith user account a member of the groups that 1) will allow the new employee access to the share over the network using the same account name they will use to log on to their PC and 2) to make changes to the Contract Documents subfolder; read but not make changes to the Budget Documents subfolder; and be implicitly denied access to the Accounting Documents subfolder.
- Create a shortcut on the Desktop of the employee's PC to the OfficeDocuments share on VI-SERVER-01

Creating and Configuring New Shared Resources

- Create a shared folder that the employee can use to store documents on VI-SERVER-01.
 - Folder Name and Location on VI-SERVER-01: C:\VI-Users\PSmith Documents
 - Share Name: PSMITH
 - Access Permissions: The employee should be permitted full control access to the shared folder. No other account should be permitted access to the shared folder.
- Map a network drive to the PSMITH share on the desktop PC so that it is always available when the employee logs on to their desktop PC using their local user account.



Windows XP Printer Test Page

Congratulations!

If you can read this information, you have correctly installed your HP LaserJet 4050 Series PS on PC-10.

The information below describes your printer driver and port settings.

Submitted Time: 12:18:22 PM 4/9/2011
Computer name: PC-10
Printer name: DTC-205-HP-LaserJet-4050-PS
Printer model: HP LaserJet 4050 Series PS
Color support: No
Port name(s): DTC-205-10.10.205.215
Data format: RAW
Share name:
Location:
Comment:
Driver name: PSCRIPT5.DLL
Data file: HP4050_7.PPD
Config file: PS5UI.DLL
Help file: PSCRIPT.HLP
Driver version: 6.00
Environment: windows NT x86

Additional files used by this driver:

C:\WINDOWS\System32\spool\DRIVERS\W32X86\3\HPCJRRPS.DLL (1.0.33.0)
C:\WINDOWS\System32\spool\DRIVERS\W32X86\3\PSCRIPT.NTF
C:\WINDOWS\System32\spool\DRIVERS\W32X86\3\HPCJRUI.DLL (1.0.33.0)
C:\WINDOWS\System32\spool\DRIVERS\W32X86\3\hpcabout.dll (1.0.33.0)
C:\WINDOWS\System32\spool\DRIVERS\W32X86\3\hpcstr.dll (1.0.33.0)
C:\WINDOWS\System32\spool\DRIVERS\W32X86\3\hpljps1.ini
C:\WINDOWS\System32\spool\DRIVERS\W32X86\3\HPCLJX.HLP

This is the end of the printer test page.

Pat Smith

From: Microsoft Office Outlook [psmith@virtualimagination.com]
Sent: Saturday, April 09, 2011 12:57 PM
To: Pat Smith
Subject: Microsoft Office Outlook Test Message

This is an e-mail message sent automatically by Microsoft Office Outlook while testing the settings for your account.

Pat Smith

From: VI Email Administrator [vi-admin@virtualimagination.com]
Sent: Tuesday, March 10, 2009 1:09 PM
To: Pat Smith
Subject: Welcome to Virtual Imagination Email

Congratulations!

The receipt of this message indicates that you have correctly configured your Virtual Imagination email settings.

Print this email message and include it in your ITS Certification Review Portfolio.

VI-Admin

Hands-on Scenario Task

- A Prevent IE 7
 - 1 Download Kit
 - i www.microsoft.com—details.aspx
 - 2 Extract Kit
 - 3 Run script
 - i IE70Blocker.cmd /B
 - 4 Add .adm file to Local Computer Policy > Computer Configuration > Administrative Templates
 - i Right-click on Administrative Templates
 - a Select Add/Remove Templates...
 - 1 Click Add... button
 - 1.1 Navigate to IE70Blocker.adm
 - 1.2 Click Open button
 - 2 Click Close button
- B Prevent IE 8
 - 1 Download Kit
 - i www.microsoft.com—details.aspx
 - 2 Extract Kit
 - 3 Run script
 - i IE80Blocker.cmd /B
 - 4 Add .adm file to Local Computer Policy > Administrative Templates
 - i Right-click on Administrative Templates
 - a Select Add/Remove Templates...
 - 1 Click Add... button
 - 1.1 Navigate to IE70Blocker.adm
 - 1.2 Click Open button
 - 2 Click Close button
- C Prevent IE 9
 - 1 Download Kit
 - i www.microsoft.com—details.aspx
 - 2 Extract Kit
 - 3 Run script
 - i IE90Blocker.cmd /B
 - 4 Add .adm file to Local Computer Policy > Administrative Templates
 - i Right-click on Administrative Templates

Policies - Group Policy in MMC

Hands-on Scenario Task

- a Select Add/Remove Templates...
 - 1 Click Add... button
 - 1.1 Navigate to IE70Blocker.adm
 - 1.2 Click Open button
 - 2 Click Close button
- D Local Computer Policy
 - 1 Computer Configuration
 - i Windows Settings
 - a Security Settings
 - 1 Local Policies
 - 1.1 Security Options
 - 1.1.1 Interactive logon: Do not display last user name (Enable)
 - 1.1.2 Interactive logon: Do not require CTRL-ALT-DEL (Disable)
 - ii Administrative Templates
 - a Network
 - 1 Network Connections
 - 1.1 Windows Firewall
 - 1.1.1 Standard Profile
 - 1.1.1.1 Windows Firewall: Protect all network connections (Enabled)
 - 1.1.1.2 Windows Firewall: Allow ICMP exceptions (Enabled)
 - 1.1.1.2.1 Allow inbound echo requests
 - 1.1.1.3 Windows Firewall: Allow Remote Desktop exception (Enabled)
 - b Select Administrative Templates
 - 1 Select View > Filtering (Prevent IE Macro Updates)
 - 1.1 Uncheck "Only show policy settings that can be fully managed"
 - 1.2 Click OK
 - 2 Windows Components
 - 2.1 Windows Update
 - 2.1.1 Automatic Updates Blockers
 - 2.1.1.1 Do not allow delivery of IE 7 through Automatic Updates (Enabled)
 - 2.1.2 Automatic Updates Blockers v2

Policies - Group Policy in MMC

Hands-on Scenario Task

- 2.1.2.1 Do not allow delivery of IE 8 through Automatic Updates (Enabled)
- 2.1.3 Automatic Updates Blockers v3
 - 2.1.3.1 Do not allow delivery of IE 9 through Automatic Updates (Enabled)
- c Windows Components
 - 1 Windows Update
 - 1.1 Configure Automatic Updates (Enabled)
 - 1.1.1 4 - Auto download & scheduled install
 - 1.1.2 0 - Every day
 - 1.1.3 12:00
 - 1.2 Automatic Updates detection frequency (Enabled)
 - 1.2.1 4 (hours)
 - 1.3 Re-prompt for restart w/ scheduled installations (Enabled)
 - 1.3.1 60 (minutes)
 - d System
 - 1 Logon
 - 1.1 Always use classic logon (Enabled)
- 2 User Configuration
 - i Administrative Templates
 - a Control Panel
 - 1 Display
 - 1.1 Screen Saver (Enabled)
 - 1.2 Password protect the screen saver (Enabled)
 - 1.3 Screen Saver timeout (Enabled)
 - 1.3.1 1200 Seconds

Other Policies

Hands-on Scenario Task

- A Naming Conventions
 - 1 Desktop = PC-computer#
 - 2 Username = last (first initial, last name)
- B AntiVirus - Symantec
 - 1 Installer - \\VI-SERVER-01\applications
 - 2 Auto Protect Enabled
 - i First action - Clean
 - ii Second action - Delete
 - 3 Check for, download, install virus definition updates daily
- C Anti-Spyware/Adware
 - 1 Windows Defender
 - i www.microsoft.com—default.msp
 - 2 Firefox w/ Adblock Plus
 - 3 ~~OpenDNS~~ *can't, because of Router settings*
- D PDF Reader
 - 1 Adobe Reader
 - i www.microsoft.com—default.msp
- E Network Printer Settings
 - 1 Use Standard TCP/IP printer port
 - 2 Port Name includes
 - i Room #
 - ii Printer IP

Hands-on Scenario Task

- A Users & Groups -
 - 1 New User - Pat Smith
 - i username - psmith
 - ii password - Pa\$\$word
 - iii Default groups & "Power Users" group

Employee PC

Hands-on Scenario Task

- A Change computer name
- B Change workgroup to the same as VI-SERVER-01
- C Configure to use ctrl-alt-del
 - 1 Enter username & password
- D Install Printer
 - 1 Room#-10.10.205.215
- E Install Software
 - 1 Symantec Antivirus
 - i \\VI-SERVER-01\applications
 - 2 Windows Defender
 - 3 FoxIt Reader (PDF)
 - 4 Software Updates
- F Configure Desktop
 - 1 Display Full Path
 - i Address Bar *(already set)*
 - ii Title Bar
 - 2 Display Extensions for Known File Types
 - 3 Default home page
 - i www.virtualimagination.com
 - 4 Screen Saver
 - i idle for 20 minutes
 - ii require password
 - 5 Set wallpaper to Virtual Imagination
- G Configure Start Menu
 - 1 Display as Menu
 - i Control Panel
 - ii Network Connections
 - 2 Remove
 - i My Pictures
 - ii My Music
 - iii Set Program Access Defaults
 - 3 Add
 - i My Network Places
- H Configure Outlook 2007
 - 1 Email address

Employee PC

Hands-on Scenario Task

- i psmith@virtualimagination.com
- 2 incoming/outgoing server
 - i mail.virtualimagination.com
- 3 username
 - i psmith@virtualimagination.com
- 4 password
 - i Pa\$\$word
- 5 Download & Print Email
 - i Add to ITS Cert Review Portfolio
- I Add a Shortcut to the \\VI-SERVER-01\OfficeDocuments share on the desktop
- J Map to \\VI-SERVER-01\PSMITH
 - 1 reconnect at startup

Hands-on Scenario Task

- A Access to Existing Resources, folders in the OfficeDocuments Share
 - 1 Accounting Documents
 - i no access
 - 2 Budget Documents
 - i read only access
 - 3 Contract Documents
 - i modify access
- B Creating & Configuring New Shared Resources
 - 1 Create a new folder on VI-SERVER-01
 - i C:\VI-Users\Psmith Documents
 - ii Share Name: PSMITH
 - iii Access Permissions: psmith full access, everyone no access
 - iv Map the drive on the PC, connect on login