

Archdiocesan Network

Windows 7 Laptops

11/16/2012
Archdiocese of Chicago
Mike Riley

VIDEO TUTORIALS AVAILABLE

Almost 100,000 video tutorials are available from VTC. The available tutorials include Windows 7, GroupWise 8 and Office 2010 applications.

To access these tutorials, visit the IT Website at <http://it.archchicago.org> and click the Online Training tab. Login with your GroupWise username and password. You MUST use our custom login page from the list of Archdiocesan Web Links. You will NOT be able to login directly at VTC.com.

Once logged into the VTC site, you can view any of the available tutorials (the Flash versions tend to load that fastest). You can view as many tutorials as you want.

We have a limit of 5 concurrent users (only 5 people from our network can be logged in at one time). If all of the “seats” are currently in use, you will receive an error message.

You can also access these tutorials from home. Simply use the link provided at <http://links.archchicago.org>.

CONTENTS

About This Course.....	1
Laptop Performance.....	1
Power-On Password	1
Logging In.....	2
Priming the Laptop	2
Login Script	2
Saving Files.....	3
Network Drive Files and TRIM	3
GroupWise.....	4
Connecting to Other Networks.....	4
Set Network Location	5
Ethernet (Wired) Connections	5
Sharing Cable/DSL Connection	6
Wireless Connections	7
Impediments to Wireless Connectivity.....	8
AOC-SECURE	9
Login Script	9
Firewall	10
Presentations.....	10
Fn Keys.....	11
Mouse/TouchPad Settings.....	12
Power Options	14
Battery Life	16
Docking Station.....	16
Caring for your Laptop.....	17

WINDOWS 7 LAPTOPS

ABOUT THIS COURSE

This course is designed to educate users of the Pastoral Center network who use their Archdiocesan laptop both in the office and in other locations (home, on the road, etc). The majority of the included content assumes that you are using the laptop *without* being connected to the Pastoral Center network.

LAPTOP PERFORMANCE

Laptops come in a wide variety of weights and sizes. In general, a bulkier laptop will perform better than a lightweight laptop.

A high-end laptop will never perform as well as a high-end desktop. The components in a laptop need to run cooler than components in a desktop, since a laptop's size limits the cooling systems that can be installed. Higher-end components (which give higher performance) run too hot to be installed within laptops.

In addition, the components inside the laptop will add to the weight and size of the laptop. Light-weight laptops often have fewer components. For example, the MacBook Air only weighs 3 pounds. However, there is no CD/DVD drive in the laptop. You would need to use an external USB CD/DVD drive.

Although the laptops used in the Pastoral Center network are high-end, they will perform slightly poorer than desktop computers.

POWER-ON PASSWORD

All laptops provided for use in our network are configured with a Power-On Password. This prompt will appear when you turn on the computer (it does not appear during a restart). You will need to enter the power-on password to use the laptop.

The power-on password is your 7-digit phone number (if the laptop is configured for a specific user) or your agency/department primary phone number (if the laptop is NOT configured for a specific user).



The power-on password is only digits...no dashes.

LOGGING IN

PRIMING THE LAPTOP

Before you can log into an Archdiocesan laptop while disconnected from the Pastoral Center network, you must log into the laptop while connected to the Pastoral Center network at least one time.

If another user is going to be using the laptop, they too must login to the laptop while it's connected to the network before they can log into it off of the network.

If you don't use the laptop every day, make sure you connect the laptop to the network and log in before you take the laptop out of the building. Make sure that you allow enough time for any updates to fully install.

If you have changed your password on a desktop computer since you last used the laptop, the passwords will be out of sync (and you would have to keep trying old passwords on the laptop until you are able to login).

In addition to logging into the laptop, you should start any programs that you want to use while the laptop is disconnected from the network. Make sure that the programs run correctly and that all files that you need are accessible while disconnected from the network.

Play It Safe! Before you take a laptop outside of the building, make sure that the person who will be using the laptop logs into it while it's connected to the Pastoral Center network.

Always test things out BEFORE you leave the building! If you discover problems logging into the laptop or accessing files, we can't resolve these issues when you are out of the building.

LOGIN SCRIPT

When you login to your laptop without a connection to our network, you will NOT be able to log into the GroupWise or iFolder clients. If you are prompted to log into GroupWise, iFolder or ZenWorks, simply cancel those logins.

In addition, network drives (P, R and S) will be unavailable to you.

Daily Update *can* be viewed (by visiting <http://update.archchicago.org>), but will not automatically open when you login.

SAVING FILES

When saving files on your laptop, you'll want to save them in a location where they will get backed up when you connect to the Pastoral Center network.

When you save files on your laptop (while disconnected from the network), those files will get backed up when you connect to the network **if you save the files in your My Documents folder AND login to iFolder** when you reconnect to the network.

Files saved in other locations on the laptop will not get backed up.

The My Documents folder is secure. The only people who can access the contents of the folder are you and network administrators.

NETWORK DRIVE FILES AND TRIM

Files on network drives (S and R) or stored within TRIM will only be available when connected to the Pastoral Center network.

If you need to work on a file remotely, you'll need to copy the file to a folder on your laptop.

If you are away from the office and need access to a file, contact someone within your department and have them e-mail the file to your GroupWise account. You can then connect to GroupWise Web Access and download the file locally.

Don't forget to copy the file back to the S: (or R:) drive when you return to the office. Be cautious, however, when you copy the file back to the S: drive. If someone else has also made changes to the file, you'll overwrite those changes. You may want to rename the file before you copy it (right-click the file and choose Rename) so that you don't replace the original.

GROUPWISE

While disconnected from the Pastoral Center network, you can connect to your GroupWise account via the internet by using GroupWise Web Access. Using Internet Explorer, browse to <http://portal.archchicago.org> and click the Login to GroupWise image to access your mailbox.

You will be able to do almost all of the same things in Web Access that you can do from the GroupWise client (send/receive mail, maintain your calendar, access your address book, etc).



CONNECTING TO OTHER NETWORKS

While outside of a building that is connected to the Pastoral Center network, you may be able to access the internet by connecting to another network using a wired or wireless connection.

However, just because you can see a network (through a wired or wireless connection) is no guarantee that you'll be able to access any resources on that network. In addition, a network does not necessarily mean you'll have internet access. For example, the network might be configured only for file and print sharing among users on that network.

Another warning (more common when connecting to a corporate network) is that the ability to log into the network might require the running of a specific login script or workstation image. You will be unable to access those networks with your Archdiocesan laptop (in the same way that a vendor can't simply connect their laptop to the Pastoral Center network).

In addition, you need to consider how safe the network you are using is. Publicly accessible networks are especially prone to hackers who might be intercepting data transmissions within that network.

SET NETWORK LOCATION

The first time you connect your computer to a *different* network, you will be prompted to set the location type of that network. This choice will activate/deactivate different security features in Windows 7. Choosing Public network provides the highest level of security for your laptop.



In addition to the Windows 7 Set Network Location security features, the Novell Zen Firewall will automatically activate when you are not connected to the Pastoral Center domain. This firewall will also provide additional security.

ETHERNET (WIRED) CONNECTIONS

If you need internet access outside of the Pastoral Center (or another location on our network), your best option (if available) is to use an Ethernet connection. Ethernet connections will almost always outperform wireless connections in speed, reliability and security.

To use a wired connection, simply connect an Ethernet cable to the Ethernet jack on the laptop. If the laptop is already powered on, you should restart the laptop. Otherwise, simply power on the laptop.



If you need an Ethernet cable, call the IT Assistance Line at 312-534-5227. Your agency will be billed back for this cost (for additional cables), but it's cheaper than buying a cable at a retail store.

SHARING CABLE/DSL CONNECTION

If you plan on bringing your laptop home, have cable or DSL internet access, and already have a computer connected to your cable or DSL modem, you can easily share the connection through a router instead of constantly switching the cable from computer to laptop (and vice-versa).

You can purchase a router at almost any store that sells computers and computer equipment for approximately \$40. You then connect the Ethernet cable from the cable/DSL modem to the router and connect the Ethernet cables from each computer to the router.

If you purchase a router with wireless capabilities, make sure you read through the manual on how to secure your wireless network (that you will have created). It may be easiest (and most secure) to simply disable the wireless functions of the router and only use wired connections.

Some newer wireless routers have wireless security enabled automatically.

WIRELESS CONNECTIONS

All of the laptops used within the Pastoral Center network include wi-fi adapters that allow you to connect to wi-fi networks.

To connect to a wireless network:

- Ensure the wi-fi adapter is turned on (normally a switch at the front of the laptop)
You can tell when the adapter is turned on by the lights near the hinge of the laptop
- Click the wi-fi connection icon in the notifications area
- Choose the desired network, uncheck Connect automatically (as desired) and click Connect
- If the network is secured, you will also be prompted to enter the Security key for that network (this is provided by the people who run that network) and click OK



Connecting to a wi-fi network only grants you access to resources made available to all users on that network. You may also have to login to another system within that network to access the Internet. This login may incur a daily or hourly charge, depending on the network.

IMPEDIMENTS TO WIRELESS CONNECTIVITY

There are many things that can impact your ability to connect to a wireless network and maintain a reliable connection. In most cases, if you have problems with connecting to a particular wireless network, there is very little that you (or IT) can do to resolve this. (IT would only be able to resolve issues with any wireless network that we run.)

LOCATION

The location and position of your laptop may impact your ability to connect to a wireless network. If you are having problems connecting to a wireless network that you know for a fact that you should be able to connect to, try turning your laptop or moving it to a different location.

SIGNAL STRENGTH

The signal strength of the wireless access point and interference with other devices can impact your ability to connect. Try turning off other wireless devices (and other devices that emit RF transmissions) and moving the laptop to a different location.

WIRELESS TRAFFIC

The number of people currently connected to a wireless network and the amount of traffic they generate can impact your ability to connect. Think of the ability to connect to a wireless network like driving on an expressway during rush hour. If there is too much traffic, it will be very difficult to get onto the expressway and, even if you do, you will move quite slowly.

ENCRYPTION

If the wireless network is encrypted, you will need to enter the password for the network. Only the administrators of the network can provide you with the password. IT would have no idea what password is used for another organization's wireless network.

MAC ADDRESS FILTERING

While a wireless network may be public and not require a password, the network can still limit access through MAC Address Filtering. A MAC address is a unique identifier that each wireless adapter and wired network adapter has. The administrator of a wireless network might restrict access to specific MAC Addresses. This is typically done in networks that are accessed by a small number of known users. The administrator specifies which MAC addresses can connect to the network. MAC Address Filtering is a simple method of securing a wireless network.

AOC-SECURE

Conference rooms at Quigley, Meyer and St Joseph Seminary have wireless access to the Pastoral Center network via the AOC SECURE network. This network is ONLY available for Archdiocesan laptops provided by the Office of Information Technology.

To connect to the AOC SECURE network:

- Ensure the wi-fi adapter is turned on (normally a switch at the front of the laptop)
You can tell when the adapter is turned on by a the lights near the hinge of the laptop
- Click the wi-fi connection icon in the notifications area
- Choose the AOC-SECURE network and click Connect
- After a few seconds, the Network Authentication window will pop up. Enter your User name and Password and click OK.
- After a few seconds, you should connect to the network

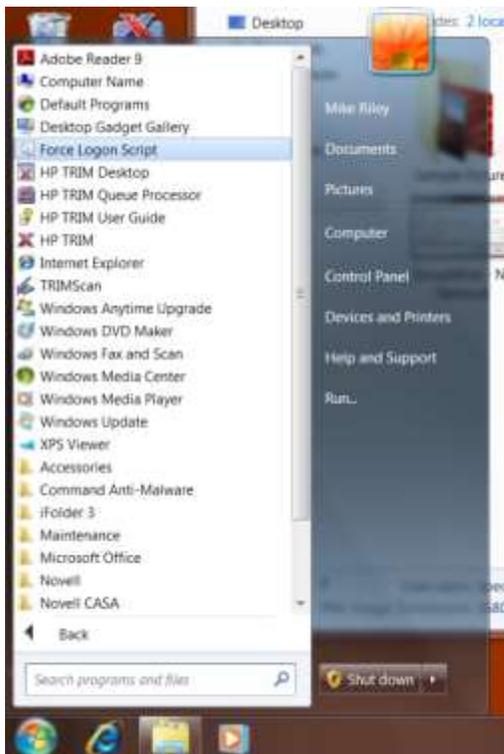
LOGIN SCRIPT

If you are not connected to the network when you first login to the laptop, network drives will not connect for you.

After you login to the wireless network, you can manually run the login script which will map the network drives for you.

To manually run the login script:

- Click the Windows Start button
- Choose All Programs
- Click on Force Login Script



FIREWALL

When your Archdiocesan laptop is NOT connected to the Archdiocesan computer network, the Zen firewall will activate automatically. The firewall blocks connections to your laptop to prevent unauthorized access.

A program that requires you to set a firewall exception or open a port will NOT work.

PRESENTATIONS

One of the more common uses of a laptop is to give presentations. You can easily connect a laptop to a projector or other external display using a VGA cable.

After connecting the VGA cable, you will need to specify how and where you are displaying. Hold down the Windows key (⊞) and tap the letter P to bring up your projector options (if necessary). If you select the Duplicate option, the display resolution may adjust automatically on the laptop to a setting that the projector can also display.



You will normally choose Duplicate so that you are viewing the same image on the laptop as you are on the projector (or other external display).

FN KEYS

Many laptop keyboards have a special key in addition to the Alt and Ctrl keys. This key, normally the Fn (function) key, is often used to control other aspects of the laptop.

The table below describes the Fn keys for our standard laptops.

Fn+  (F2)	No effect
Fn+  (F3)	No effect
Fn+  (F4)	Puts the computer into standby/sleep mode. To return to normal operation, press the Fn key only, without pressing a function key. You will need to unlock the laptop after bringing it out of standby.
Fn+  (F5)	Turns on/off the Bluetooth adapter in the laptop. (Bluetooth is a wireless communication protocol.)
Fn+  (F7)	Cycles through display output options when an external display is connected. <ul style="list-style-type: none"> • Laptop display only • External display only • Both laptop and external display
Fn+  (F8)	No effect
Fn+  (F9)	No effect
Fn+  (F12)	Puts the computer in Hibernation mode. This will attempt to save all of your work and restore it to that state when you next turn on the computer. Use the laptop's power button to awaken from hibernation.
Fn+  (PgUp)	Turns on the ThinkLight (a physical light at the top edge of the screen)
Fn+  (Arrow keys)	Multimedia controls. The play/pause buttons work with Windows Media player. Buttons <i>may</i> work with other multimedia applications.
Fn+  (Home/End)	Increases/decreases the laptop display brightness.
Fn+  (spacebar)	No effect

MOUSE/TOUCHPAD SETTINGS

Your laptop comes with a stickmouse and touchpad. These devices function like a mouse when no external mouse is available. You can connect an USB mouse to an available USB connection on the laptop and use that instead.

Depending on your preferences and whether or not you connect an external mouse to the laptop, you may wish to disable the stickmouse or touchpad or disable tapping on the touchpad.

You can adjust these settings through the Mouse option in the Control Panel.

To open the Mouse Control Panel settings:

- Click the Windows start button
- Type the word “mouse” in the search box
- Click on the Mouse Control Panel option

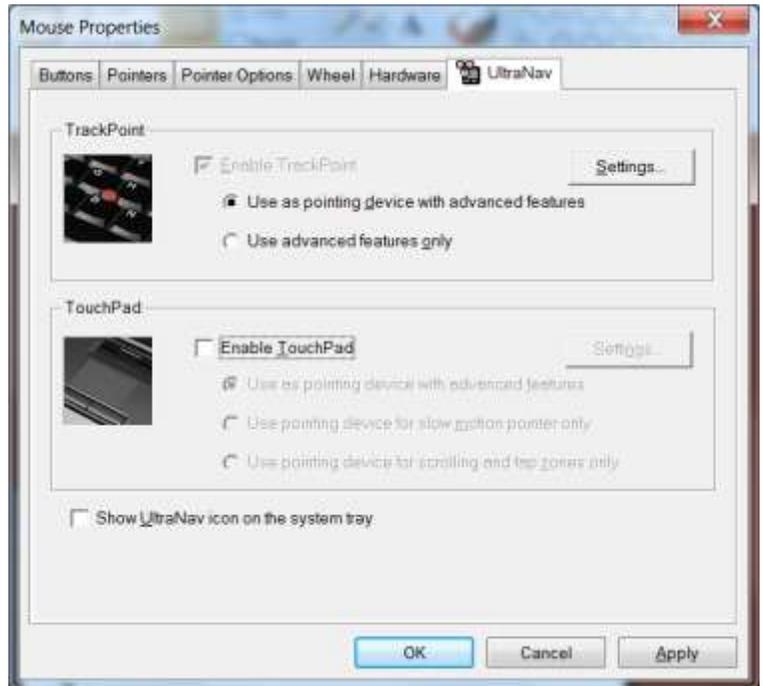


If you use an external mouse, you will probably want to disable the touchpad. That way, you can avoid accidental clicks or mouse movements while you are typing.

To disable the TouchPad:

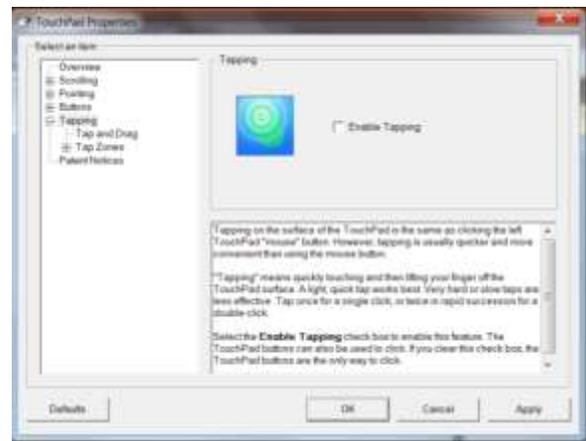
- Open the Mouse Control Panel window
- Select the UltraNav tab
- Uncheck Enable TouchPad
- Click OK

You can also simply disable the tapping ability of the TouchPad (using the buttons next to the TouchPad for clicking) if you prefer.



To disable Tapping on the TouchPad:

- Open the Mouse Control Panel window
- Select the UltraNav tab
- Click the Settings button next to Enable TouchPad
- Select the Tapping item
- Uncheck Enable Tapping
- Click OK as needed until the settings windows are closed



POWER OPTIONS

If you use a docking station and external monitor and keyboard for your laptop, you'll want to be able to close your laptop without it automatically shutting down. By default, a laptop with Windows 7 will go into Sleep Mode when you close the laptop. You can change this using the Power Options settings.

To change the power options:

- Open the start menu and type "power" in the search box
- Click on Power Options



- Click on "Choose what closing the lid does"
- Change the options as desired and click Save Changes



In addition to changing the settings for what happens when you close the lid, you may also want to change the power plan settings.

To change the power options:

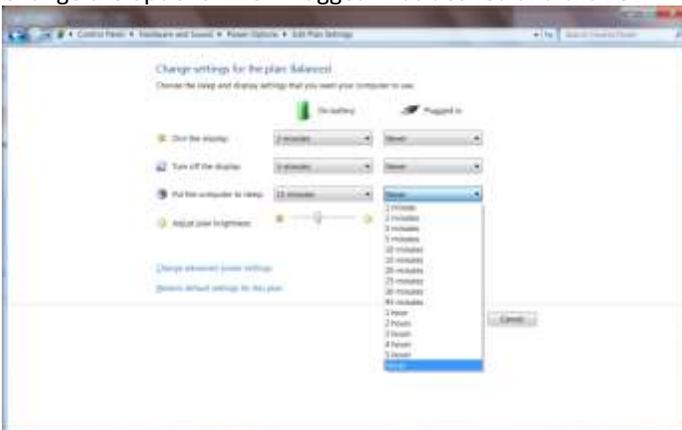
- Open the start menu and type “power” in the search box
- Click on Power Options



- Click *Change plan settings* next to the *Balanced* plan



- Change the options when Plugged in as desired and click OK



BATTERY LIFE

When you are running your laptop off of the battery, there are some things you can do to extend the lifespan of the battery.

- Turn off or disconnect hardware you are NOT using
 - Turn off the Wi-Fi adapter
 - Disconnect USB devices you are not currently using
 - Keep Bluetooth disabled
- Avoid running resource-intensive programs
 - Playing a high-end computer game typically uses more resources than viewing a DVD
 - Viewing a DVD takes more resources than listening to music
 - Listening to music takes more resources than working on a simple Word document
- Reduce the screen brightness when possible
- Avoid extreme temperatures and make sure there is plenty of airflow around the laptop
- Shut down or hibernate the laptop when you are not using it
- Avoid multi-tasking
- Close programs you are not using

DOCKING STATION

In addition to purchasing the laptop, your agency may also have purchased a docking station for your desk. A docking station lets you easily disconnect the laptop from the accessories that you use at your desk (external mouse, keyboard and monitor and AC power supply).

When you connect your laptop to the docking station, it will automatically use the external components. To release the laptop, press the release button on the docking station and remove the laptop from the dock.

You should always have your laptop powered off when you connect or disconnect your laptop from the dock.



CARING FOR YOUR LAPTOP

It's important to take good care of your laptop. It will help ensure the lifespan and performance of your laptop.

If your laptop requires replacement due to neglect or misuse, your agency WILL be charged the replacement cost.

- Avoid exposing your laptop to extreme heat or cold. Don't leave your laptop in a car for extended periods of time.
- Whenever possible, you should use your laptop on a solid, flat surface (table or desk). Using your laptop on a bed or other cloth surface increases the dust/lint that can get into the laptop.
- Don't lift your laptop by the lid...always lift it from the base.
- Make sure nothing is between the screen and keyboard when you close the laptop.
- Don't set anything on the laptop (when opened or closed). Don't set the laptop on the floor so that you avoid someone accidentally stepping on the laptop.
- Avoid eating and drinking near the laptop.
- Consider purchasing a laptop bag/case for easy transport of your laptop.
- Don't pull on the cords attached to the laptop. Avoid stepping on/rolling over the cords.
- Label your laptop with contact information to help you recover the laptop if it is lost.

Direct any questions or comments to the IT Assistance Line at (312) 534-5227.