Contacting the Help Desk

Available by Phone Monday-Friday 8am—6pm

Extension 8237 is the Help Desk main number. If you do not receive an answer immediately please use patience as the phones have been configured to “roll over” to the extensions of additional technicians. We will do everything within our power to resolve your issue as quickly as possible and at a minimum will strive to return your contact the same day.

Contact by Email

You can also email your questions to **help@ivv.nasa.gov,** which will send your message to the entire Network Operations team. If your issue requires further action after contacting us you will receive an automated notification via email that a trouble ticket has been opened.

Network Operations Staff

- Brad Myers—IT Operations Manager
- Dave Eickleberry—Senior Unix Administrator
- James Honaker—Windows/Exchange/VoIP Administrator
- Matt Brammer—ECM Administrator
- Behzad Khosa—ECM Application/Software Deployment
- Seth Davis—Help Desk Lead
- Joel York—Senior Help Desk Technician
- Zack Stewart—Help Desk Technician
- Lauri Brammer—Technical Writer

NASA IV&V COMPUTING GUIDE

NOTE:

The services outlined in this guide pertain to NASA Civil Servants, WVU personnel, and other ADNET-supported personnel.

(Please contact your support team for relevant information.)

IMPORTANT CONTACT INFO

Network Operations IT Help Desk ext. 8237
Tools Lab Support ext. 8404
Security Services Building 1 (B1) ext. 8200/8236
Building 2 (B2) ext. 5201/5202

NetOps Help Desk email **help@ivv.nasa.gov**
Security Services email **security@ivv.nasa.gov**
Help Desk Web Page **http://ithelpdesk.ivv.nasa.gov**

Securing your Workstation

When you will be away from your workstation for any appreciable amount of time you should "lock" it to prevent any unauthorized access. The quickest way to achieve this is to simultaneously press **CTRL+ALT+DEL** and press enter, to select ***LOCK WORKSTATION,*** which should be the default selection. You can also press the Windows Button + "L" to lock your workstation. Your workstation automatically locks after 15 minutes.

The same procedure should be followed at the end of the day. When you have finished working and are ready to leave please only lock or log out of your workstation. ***DO NOT POWER OFF YOUR COMPUTER***. This allows automated maintenance processes to be run overnight so that they will not interfere with your work during the day. If you shut down your workstation in the evening then critical actions such as updating virus definition files cannot be completed. Failure to do so can result in out-of-date virus definitions, missed security updates, and automated installations failing to complete! Under no circumstances should you ever utilize anyone else's login name and password to access NASA resources. Nor should you ever use Facility computing resources that have not been designated for shared use. NASA policy is very specific that you should **NEVER** use someone else's computer without their (or management's) permission.

Further Resources

All of this information and much more can be accessed by following the links on the IV&V IT Help Desk web site where you can make various requests, check our FAQs, or more detailed product and service documentation, as well as IV&V Policies and Procedures. http://ithelpdesk.ivv.nasa.gov/

The Technical Library also boasts a generous collection of techno-centric books available to you. Included in the collection are various industry-specific periodicals, many O'Reilly books, as well as a wide variety of computer reference books.

Wireless Network

A non-NASA wireless connection is available within the NASA IV&V building. This service is secured and is available to everyone. This is also a monitored service and it should be used for business use only. For more information of the wireless network capability please view the web page located at: http://ithelpdesk.ivv.nasa.gov/faqguestnet.html

Print Services

The IV&V Facility features a variety of printers for supported users to choose from. The general-use networked printers available for print jobs include Color and Black/White printers at both 100 University Drive (Building 1) and 5000 NASA Blvd (Building 2) locations. For a more detailed list of locations and capability please see: http://ithelpdesk.ivv.nasa.gov/infoprinters.html

Updates and Backups

Network Operations has a multitier backup system that supports critical data related to the IV&V Program. Servers are under a very controlled environment compared to workstations, thus have a guarantee of a nightly backup. Workstation backups are considered a disaster recovery solution for the system and offer weekly backups of critical files (offline email folders and documents and settings folder under your user profile). There are many variables involved in the workstation backup process, which makes a nightly backup almost impossible to fully guarantee. Some variables that may prevent a workstation from being backed up successfully include, but are not limited to: open files, certain services not started, workstation powered off, etc. We strongly recommend that all important critical information be stored on a server platform for maximum availability of your data.

On behalf of the Network Operations Group and Help Desk, we would like to welcome you to the IV&V Program. Our goal is to provide IT services to the IV&V Facility and program ensuring a productive and enriching environment.

The primary role of the NASA IV&V Help Desk is to assist in problem diagnosis and in solution coordination. Our most effective function is providing information and support. We know how disarming the rapid emergence of new technologies in the work and academic environments can be to the end-user, thus it is very important to us that we keep all our customers informed of system status, upgrades, and changes.

The Help Desk provides initial workstation orientation to new supported personnel giving them an overview of the software preinstalled on their workstation, security and password guidelines, network resources, email usage, phone/voicemail options, as well as information pertaining to backup policies and procedures. All the efforts of the Help Desk are geared towards making the computing services offered by ADNET Systems, Inc. as user-friendly and convenient as possible. In supporting this goal, the Help Desk will periodically offer or sponsor various training sessions or documentation to support new software and hardware initiatives implemented within the Facility.

As a supported customer, if you ever have any questions that need answered or problems requiring resolution, please contact the Help Desk by calling extension 8237 (304-367-8237 from outside the Facility) or sending an email to help@ivv.nasa.gov.

The Help Desk is staffed by ADNET Systems, Inc. Monday-Friday between the hours of 8am and 6pm.

Phones & Voice Mail

The Voice Mail system will guide you through initial voice mail setup with a series of verbal prompts.

To contact another phone within the Facility simply dial the appropriate extension (the last four digits of the phone number). For the Help Desk 367-8237, you may simply dial 8237.

To make a call outside the Facility, you need to prefix the calls with 9 in order to get an outside dial tone, then simply enter the desired number as normal.

Checking messages from within the Facility you need only dial 8222 (or *##) and enter the four-digit numeric password you created when initially setting up your voicemail (if you have not set it try the last four digits of your assigned phone number).

To check messages from outside the Facility dial 367-8222 and then press the # key on your phone. When asked for your mailbox number, please enter the last four digits.

For more detailed instructions on voicemail options and information on your particular phone model please visit :
http://ithelpdesk.ivv.nasa.gov/documentation/Quick_Guide_IPTOUCH_SETS_NASA.pdf

Logging in to your workstation

The first time you login to your workstation you will most likely be accompanied by a member of the Help Desk who will supply your initial password. Your login name will normally be your first initial and last name separated by an underscore (i.e. J_doe for John Doe). Press the **CTRL+ALT+DEL** key combination to be presented with the login prompt for the FAIRCON domain.

File and Folder Management

There are several caveats and guidelines to keep in mind when dealing with files and folders - both those stored locally on your workstation hard drive, as well as those stored on the network.

Don't let MS-Office products designate a "save as" file name if it looks to be in excess of 64 characters. Quite often these products will grab the first typed sentence or phrase of the document and set that as the default name to be saved as. These long filenames not only make it difficult to see the whole but can also lead to problems when trying to share, link, or reference them. Try to keep the file name as short as possible while keeping it unique.

All data is currently stored in the Livelink ECM (Enterprise Content Management) system. This can be accessed through the web based interface, via Livelink Explorer, (or through the mapped S:drive—only available for on-site employees). When using the web-based interface it is important to remember that this technology leverages ActiveX controls to perform many interactive functions. If you are not using Internet Explorer you will not have the ability to Open, Edit, or bulk-upload documents. Livelink Explorer should already be set up on your workstation and can be accessed with the desktop icon.

The Livelink workspace consists of 2 main areas - the Enterprise Workspace and the Personal Workspace. The Personal Workspace is like a Home directory where you can store and work with data no one else can access. The Enterprise Workspace is the area in which everyone collaborates and works with data.

My Dashboard is a feature of ECM that allows you the ability to see a quick overview of the things that you have going on within the system. This can be accessed from the Personal tab.

The URL for the Enterprise Content Management system is:

https://ecmles.faircon.net/livelink/livelink

NASA IV&V VPN Services

Supported personnel may utilize the IV&V Juniper SSL VPN service to connect to various resources in the facility from external networks. VPN accounts are generated based on a request made during the initial in-processing procedure. Please contact your COTR or supervisor to verify if you have requested a VPN account or call the Help Desk at 8237.

The URL to access the NASA IV&V SSL VPN is:
https://remote.ivv.nasa.gov
Please view the web page at:

http://ithelpdesk.ivv.nasa.gov/faqvpn.html for additional requirements and details about this capability.

If you believe your anti-virus software may not be compatible please contact the NASA IV&V Help Desk at (304) 367-8237 or help@ivv.nasa.gov.

You can view currently supported anti-virus products here:
http://ithelpdesk.ivv.nasa.gov/documentation/anti_virus_products

Mac OS currently does not support Juniper Network Connect. MAC OS users can still access the NASA IV&V web VPN portal for NASA web pages.

Workstation & Software

All supported workstations feature the following standardized software load. Software versions and patches are normally released and implemented after having undergone internal compatibility testing.

A complete list of software can be found at: http://etads.nasa.gov/DCS/.

*For additional resources, documentation, and training on the significant differences between Office 2010 and previous versions please visit http://ithelpdesk.ivv.nasa.gov/office2010.html.

Changing your login password (On-Site)

Once you have successfully logged in for the first time you should immediately change your password from its default. To change your Livelink/Windows password simply press the **CTRL+ALT+DEL** combination, click the **Change Password** button (lower left) and fill in the appropriate fields. Your password must be NASA-compliant and meet the following criteria:

-Not contain the user's account name or parts of the user's full name that exceed two consecutive characters
-Be at least twelve characters in length
-Contain characters from three of the following four categories:
-English uppercase characters (A through Z)
-English lowercase characters (a through z)
-Base 10 digits (0 through 9)
-Non-alphabetic characters (for example, !, $, #, %)
For additional information about changing your password please see the IT Help desk web page at: http://ithelpdesk.ivv.nasa.gov/faqxp.html

E-mail Services

Network Operations supports Microsoft Outlook as the Facility e-mail client. The Exchange e-mail system features dual-level anti-virus protection on the server itself, as well as on supported workstations. An anti-SPAM appliance works to keep your inbox free of junk email. There are E-mail storage limits in place on the Exchange servers. Please see the web page at : http://ithelpdesk.ivv.nasa.gov/faqemail.html for more details.

Spam Filtering

The IV&V Network Operations group supports a user-administered web-based SPAM filtering solution for use with your NASA email service. Although this service resides and functions on the IV&V email server, you may still interact with it to tune its features through periodic emails that you will receive titled "**Quarantine Summary Digest**".

These emails are generated whenever the server has tagged them as SPAM or as containing malicious content. To utilize this service double click the attachment included with the message. You may then edit your Blacklist and Whitelists, as well as release emails improperly flagged as SPAM. For more details on this utility and its use, please visit http://ithelpdesk.ivv.nasa.gov/infospam.html.

Out of Office Assistant

The Microsoft "Out Of Office Assistant" may be used to alert those sending email that you are unable to receive messages or are away on vacation. Details on configuring and using this service can be found following this link: http://ithelpdesk.ivv.nasa.gov/documentation/Outlook-Out-of-Office-Assistant.pdf.

Outlook Web Access (OWA)

Supported IV&V personnel can access their exchange email account to check email through the Outlook Web Access service in conjunction with IV&V's WebVPN. To do this you must first log in to the WebVPN by directing your browser to https://remote.ivv.nasa.gov/web. After accepting the required certificates log in using your AUID and PIN+RSA Token number. Once authenticated through the WebVPN you will then need to log in to the Exchange server to retrieve your email information with your facility username and password.

Please use your e-mail in a professional manner. Be sensitive to the messages you send out to a large body such as mailing lists, avoid broadcasting messages unless necessary, and understand that your words are representative of NASA as a whole. Sending spam is not allowed from your NASA e-mail account or from the Facility network using web-based email services such as gmail, hotmail, etc. In addition, the e-mail system is not to be used as a message board to mass spam people inside the Facility.

Resource Scheduling Services

In addition to serving as email client, Microsoft Outlook is also the scheduling tool utilized by the Facility. ADNET supported personnel may utilize the features of the Exchange server and their accounts to effectively share their calendars with each other within the IV&V Facility. From within Outlook, shared resources such as conference rooms may also be viewed.

For detailed information on using the calendar please refer to this guide: http://ithelpdesk.ivv.nasa.gov/documentation/Outlook_2007_Calendar.pdf

For a detailed explanation of the policies and procedures regarding resource scheduling please refer to this guide: http://ithelpdesk.ivv.nasa.gov/documentation/Conference_Room_scheduling_with_Outlook.pdf

Non-ADNET supported personnel who need to view resource availability in order to schedule conference rooms can use the WebVPN option (https://remote.ivv.nasa.gov/web) and then select "**Resource Calendars**" from the list.