



OSW / appiChar Technical Guide for IT Staff

Introduction

This guide was produced for OSW to help their partner agencies and particularly those staff with some responsibility for IT training or online learning.

Although it can be picked up and used by almost anyone some of the points benefit from being “introduced” by someone with a knowledge of the subject already. This means that the guide may be thought of as part reference, part discussion document.

It is expected that readers have a reasonable knowledge of the Microsoft Windows environment and are capable of starting programs, including the Command Prompt, using Windows Explorer to manage files and know how to start up, shutdown and reboot the machine.

Comments on the content of this guide are welcome and should be sent to guide@appichar.co.uk

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Definitions, styles, etc.

Styles

Normal text looks like this.

Text you may see on the computer screen looks like this:

```
C:\>ipconfig

Windows 2000 IP Configuration




PPP adapter GPRS:

    Connection-specific DNS Suffix . . :
    IP Address. . . . . : 172.23.139.156
    Subnet Mask . . . . . : 255.255.255.255
    Default Gateway . . . . . : 172.23.139.156

C:\>
```

When included as part of the text, commands you type in are shown in **bold**, for example “Use **ipconfig** to check IP address details”.

Information boxes are used to highlight particular types of information. The symbol on the left denotes the type of information presented.

	Serious potential problems are shown with this symbol
	Useful information, hints, tips, etc.
	Suggested further reading or other useful information

Contents

1. Introduction – *This document*
2. Networking
 - Networking introduction
 - Layering model
 - Cabling
 - Hubs, switches
 - Wireless networking
3. TCP/IP
 - Numbers
 - IP Addressing and subnetting
 - Routing
 - DHCP
 - DNS
4. Connecting Clients
 - Physical connection
 - TCP/IP configuration
 - Troubleshooting
5. Windows 2000
 - User management
 - Resource management and networking
 - Active Directory
 - Roaming profiles
 - Performance monitoring
 - Security
 - Troubleshooting
6. Linux
 - Introduction
 - Basic / useful commands for troubleshooting
7. Printing
 - Printer types / connections
 - Managing shared printers
 - Troubleshooting
8. The Internet
 - Connecting
 - Security
 - Troubleshooting
 - Caching
 - Filtering
 - Email
9. Common Abbreviations
10. Help!