

# TechRepublic Field Manual

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## User Administration

- Eight cost-free steps to improve workstation ergonomics
- TechProGuild's New User Education Form
- 10 things you should do before letting users take their laptops out the door
- Avoid support headaches with this program rollout checklist
- 10+ things you should know when deploying Windows desktops from images
- Apply local Windows XP restrictions with the Group Policy Console
- Lock down user desktops with Group Policy

## Client Systems

- 10 things you can do when Windows XP won't boot
- 10 things you can do to optimize and maintain your PCs
- Boot Windows XP from a USB flash drive
- 10+ things you should know about troubleshooting a slow PC
- 10 things you should do to improve every new Windows PC
- 10 things you should do to a new PC before connecting it to the Internet
- Task Sheet: Solution to 'Local policy does not permit you to log on'
- Moving Windows XP desktop settings from one computer to another
- Establish a client connection to a Windows VPN with this step-by-step guide
- Configure the Windows XP Firewall to allow Remote Desktop access
- Connect to Windows XP Remote Desktop over the Internet
- The anatomy of the Windows registry
- 10 things you should know about working with the Windows registry
- Printable reference: Registry backup and restore
- Get IT Done: Recover lost passwords with these tricks and tools
- 10 things you should know about Windows XP's System Restore tool
- TechRepublic Real World Guide: Recovering Windows Client Data

## **Server Systems**

46 things to check when you're having server problems

TechProGuild's IT New User Server Task Form

TechProGuild IT Server Task Form: Employee Promotion

IT change control form

TechProGuild's IT Server Task Form: Employee Lateral Move

TechProGuild's IT Server Task Form: Employee Demotion

Step by step: Configure a Windows Server 2003 VPN—Server side

Troubleshooting permissions problems in Windows Server 2003 and Windows XP

Troubleshoot 10 common Exchange problems with these expert answers

Recover deleted e-mail

Recover Exchange 2000 and 2003 data with these step-by-step Visio decision trees

Recovering mailboxes on an Exchange Server

10 things you should know about Automated System Recovery

## **Networking**

Visualize and master the five network types with these diagrams

TPG Power Checklist: Troubleshooting TCP/IP

Visio flowchart: Workstation connectivity troubleshooter

Download our decision tree to troubleshoot network connections

10 things you should know about troubleshooting VPN connections

Troubleshoot DNS with this flowchart

10 things you should know about the NETSH tool

The Route Utility

NetStat Tool

IP addressing workbook

Network documentation checklist

## **Hardware**

10+ tools you should have in your support tech repair kit

Hard drive failure troubleshooting checklist

Extend equipment life by following this PC cleaning checklist

Sorting out differences in video cards

Sorting out the differences in motherboards

Troubleshooting wireless keyboards and mice

Diagnose common LCD monitor issues with these tips

Power-supply troubleshooting with a multimeter

The anatomy of CAT5 cable

CAT5 Patch/Crossover cable creation guide

Unshielded twisted-pair cabling basics  
Simplify your record-keeping with this hardware repair ticket  
Track issued equipment and installed software with these comprehensive worksheets  
Computer hardware inventory list  
Windows XP Device Manager Error Code Help File  
Download TechRepublic's IRQs At-A-Glance checklist  
BIOS beep codes list for desktops  
AwardBIOS POST error message list  
IBM BIOS POST error code list  
HP BIOS POST error code list  
Dell BIOS POST error code list

## **Security**

Checklist for deploying file and printer shares  
Manage network access with this Cacls.exe quick reference  
10 things you should know about working with permissions  
Windows PC: Lock it down in 10 steps  
End user laptop: Lock it down in 10 steps  
Task Sheet: Disable Internet access on a Windows PC  
10 registry hacks for hardening Windows XP security  
Windows XP services that can be disabled  
10 things you should know about securing DNS  
Tips and tricks to secure Windows Server 2003  
Windows Server 2003: Lock it down in 10 steps  
10 ways to make SharePoint more secure  
Active Directory: Lock it down in 10 steps  
Exchange Server: Lock it down in 10 steps  
Lock IT Down: Fifteen tips for properly securing IIS Web servers  
Small business network: Lock it down in 10 steps  
Linksys wireless access point: Lock it down in 10 steps  
Lock it down in 10 steps: Linksys router  
10 things you should know about securing wireless connections