



Joyce is having trouble with printing labels from Microsoft Word.	A custom label size had already been set up to suit Joyce's labels (which don't correspond to any of Word's built-in ones). However, the text was not printing on the correct place on all the labels. Configured the printer driver to default to A4 paper size rather than US Letter paper size, and this solved the problem.	Done.
Find out how much memory (RAM) is installed in PC036 – is it worth upgrading?	This machine is running Windows XP Professional, and has only 256 MB of RAM, so an upgrade would result in a considerable performance boost. 1x 256 MB module is installed, and there's one free slot available for additional memory modules. Ordered 2x Kingston 1 GB memory modules from Insight.	Done.
Set up George's Mac to access his new mailbox with Mac OS X Mail, while retaining his existing mail from the old server.	All of George's old mail is accessible from Mac OS X Mail in a folder called "From old server".	Done.
For all server hard discs, check that there is sufficient free space and identify files and folders which can either be archived or deleted.	The C: partition has plenty of free space, but the E: partition, on which the data is held, has only 10.5 GB of free space. Archived a considerable number of files onto 6 DVDs, bringing the amount of free space on the E: partition up to 30.8 GB.	Done.
The company has a wireless access point with no security – anyone can connect if they're within wireless range.	Have configured the wireless access point to use WPA2 security, which uses extremely strong AES encryption. A passphrase is now required to connect wirelessly to the network – see Network Configuration document for details.	Done.
Teresa needs to disable "NumLock" on her laptop every time it is started up. If this isn't done, she's unable to log on.	Changed the Registry entry: HKEY_USERS\DEFAULT\Control Panel\Keyboard from 2 (NumLock on) to 0 (NumLock off), and this has solved the problem.	Done.
Set up an Ubuntu Linux-based server running "ASSP" anti-spam software (more details at http://assp.sourceforge.net/), so that unsolicited commercial e-mail is filtered out before it reaches users' mailboxes.	Technical details can be found in the Network Configuration document. Created a customised user manual for the company, which gives details on how to get the best out of the software.	Done.



Set up 3 new Apple iPhones to synchronise Mail, Contacts and Calendars with the company's e-mail server.

Done.

Set up a Virtual Private Network (VPN) link between the Edinburgh and London networks.

Technical details can be found in the Network Configuration document.

Done

Sally Kennedy is searching for a good Web-accessible calendaring solution. Apple iCal is currently in use in the office, and this works well as long as everyone has access to their Mac. In addition, the London server publishes everyone's calendars in Web-accessible format, but this is read-only.

One solution might be to use Google Calendar, which is an excellent free-of-charge Web-based solution. It allows full read and write access from the Web, and also allows sharing of Calendars amongst staff members. Calendars can be "subscribed to" in Apple iCal, but this is read-only.

Waiting for Paul to confirm whether or not he'd like to go ahead with this.

Bring the server up-to-date with Microsoft updates.

Installed the following:

Done.

- Windows Malicious Software Removal Tool - December 2008 (KB890830)
- Cumulative Security Update for Internet Explorer 7 for Windows Server 2003 (KB958215)
- Security Update for Windows Server 2003 (KB952069)
- Update for Windows Server 2003 (KB955839)
- Security Update for Internet Explorer 7 for Windows Server 2003 (KB960714)
- 2007 Microsoft Office Suite Service Pack 1 (SP1)
- Security Update for Windows Server 2003 (KB956802)
- Security Update for Windows Server 2003 (KB954600)