



Onsite and Remote Support

As part of our IT Infrastructure service, we have been supporting a small-medium sized business onsite and remotely (via email, telephone and remote access). We provide 3rd line support for our client, supporting their current network setup, comprising of several workstations running Microsoft Windows XP Professional with Office 2003 and 2007 and a server running Microsoft Windows Small Business Server 2003 which has an Exchange Server component running along with Active Directory. We have successfully supported the following examples.

Onsite Support Examples

- Setup a new server to allow a remote partner to remote desktop into it to run a specific application. We setup RDP forwarding on the office router to forward RDP packets to the new server's local IP address. The partner uses Remote Desktop Connection on their Windows desktop using a global IP address we assigned to them. A user account was setup in Active Directory to allow them access to the new server.
- Installed a new switch in the network rack, expanding the amount of workstations that can be connected to the local area network.
- Expanded the storage capacity of the office server. We then mapped new drives to each workstation providing quotas for each user.
- Documented the current network topology including passwords to workstations and current settings for the office server.

Remote Support Examples

- We have used LogMeIn.com Rescue in order to remotely connect to the main office server running Microsoft Windows Small Business Server 2003 in order to change the SMTP settings in the Exchange Server component as there were issues with the previous SMTP provider.
- LogMeIn.com Rescue has also been used to help with smaller issues the employees have had, including document formatting issues and dropped email problems. These have been rectified using remote access and email conversations.

If you are experiencing similar issues, or looking for some IT Infrastructure support, whether it is onsite or remotely please contact us on **01455 209505**.