

Best Practices: Hardware, Software, and Network Deployment



Introduction

- I'm Ivan, hi
- What best practices mean to me
 - Listening & understanding
 - Communicating
 - Balancing
 - Sharpen skills & refine your methods
 - Getting help when you need it
 - Don't Panic!



Know your Client

- Let them talk it out
- Say it back
- Take inventory
- Make a plan
- Review the plan and set expectations



Be methodical

- You have a plan, right?
- Never take a step you can't reverse
- Take notes while working
 - (to do, done, issues, info)
- Keep your client in the loop
- Write a report immediately when done



New Mac setup

- Migration assistant
- Cloning (or partial cloning)
 - Carbon Copy Cloner
- iPhoto / iMovie / GarageBand



Installing Lion

- upgrade via Mac App Store
 - PowerPC? Hardware?
- Bootable USB stick
 - Full installer from Mac App Store
 - Lion Recovery Disk Utility
- Recovery Partition & Internet Recovery



Post-install

- Mail / Address Book / iCal
- MS Office
- Flash? Java?
- Sync / Device integration
- Printing?
- Scanning?



Sync

- Mail, Calendar, Contacts
 - iCloud, Google, Exchange, cable, WiFi
- Documents
 - DropBox
- Apps
- Photos, Music, Movies
- Update to latest iOS on all devices



Security

- Turn off Guest sharing
- Disable Java in browsers
- Review passwords
- Anti-malware software
- Leave root user disabled
- Consider FileVault
- Consider password on log-in and wake



Backup

- Internet
- Local
- Bootable
- more is better!



Windows

- Virtual machine or Boot Camp?
- In VM, use shared folders so documents are saved as Mac-accessible files
- back up VM file once created
- omit VM file from file-level backup



Remote Access

- VPN
- SSH (do NOT use port 22!)
- VNC (screen sharing)
 - JollysFastVNC
- Web-based (e.g. LogMeIn, JoinMe, etc)



Basic Router Setup

- Set up while wired to router
- PPPoE? Static IP?
- Consider using OpenDNS or similar
- Choose open channels
- Update to latest firmware
- Don't double-route



iOS and iCloud

- Find My iPhone
- IMAP mail
- Calendar/Contacts/Reminders
- Backup
- Automatic Downloads



More Router Setup

- AirPort: use separate network name for 5 GHz network
- Wirelessly extending network
- Wired-ly extending network
- Forward ports as appropriate
 - (ideally VPN and/or SSH only)



Router Security

- Use WPA2 with a unique password
- Consider usability of WPA2 password
- Create Guest network if desired
- If appropriate, use MAC authentication
- If you change the default router password, record it
- Do you need a firewall?



Final Check

- Receive & send email
- Calendar & contact sync
- Print & Scan
- What's most important to your client



Wrapping up

- Review what you've done with your client, in broad strokes
- Provide more detail if they want it
- Anticipate unfamiliar changes and explain them
- Let them know you will help through any growing pains



Questions? Please!

- What is the answer to the ultimate question of Life, The Universe, and Everything?



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