Netway Networks

Speed up a computer

clean temp via powershell

```
$profiles = Get-ChildItem 'C:\Users' | Where-Object {
    $_.PSIsContainer -and
    $_.Name -notin @('All Users', 'Default', 'Default User', 'Public', 'desktop.ini')
}

foreach ($profile in $profiles) {
    $tempPath = Join-Path -Path $profile.FullName -ChildPath 'AppData\Local\Temp'
    if (Test-Path $tempPath) {
        try {
            Write-Host "Cleaning: $tempPath"
            Get-ChildItem -Path $tempPath -Recurse -Force -ErrorAction SilentlyContinue | Remove-Item
-Recurse -Force -ErrorAction SilentlyContinue
        } catch {
            Write-Warning "Failed to clean: $tempPath - $_"
        }
    }
}
```

run perfmon /rel

run perfmon /report

run cleanmgr for disk cleanup

sysdm.cpl > advanced > setings > advanced > change virtual memory

635gb fre from c: driuve this is 8gm ram. whats the max and min for page file

For a **Windows PC with 8 GB RAM** and **635 GB free on C::**

- **Initial / Minimum size: 12,288 MB** (12 GB)
- **Maximum size: 24,576 MB** (24 GB)

These are reasonable manual settings for an 8 GB system.

Recommended: If you don't have a specific reason to set it manually, leave **"Automatically manage paging file size for all drives"** enabled—Windows generally handles the page file better dynamically.

Driving Log

How to:

Log time at the top of the ticket

1. Time spent on site
2. Log time spent during travel, total, there and back, minus time spent on site

Date	Ticket	Total KMs	Tolls $
24/08	1645713	31	0
25/08	1660754	86	0
01/09	1662982	64	$20.25

CrowdStrike Alerts Training

Generic help for the platform and be able to respond to basic alerts

- We receive pings in Channel "Technical - All" for CrowdStrike Alerts.
- Look for Hostname
- Reply to the post to say you are investigating
- or ping Matt for the associated ticket to assign to me

Escalate to Liam for assistance

- Log into Crowdstrike
- Click on New Detections (default filters to new)
- Find the alert with the associated hostname
- Status > Edit Status > In Progress > Assign to Yourself > Update Status
  - it will then move to the in progress filter
- Click on severity to pop out more information
  - click on network contain if it is a threat to other machines
  - once resolved click edit status, set the tag, and a comment, change status to closed, and update
- If true positive, escalate and advise the customer
- do not create any exclusions, escalate to Liam if you believe it is recurring

Setting up a New Teams Phone User

Log into https://admin.microsoft.com/AdminPortal/Home#/homepage

- Users > Active Users > Select the User
- Licenses & Apps > Ensure they have "Microsoft Teams Phone Standard" Ticked
- Account > Manage Groups > SASBOSS UCaaS Group

Log into https://www.sasboss.com.au/

Austunnel example:

- Customers > All Customers > Select the User
- Teams Users > Create Service > Select main group > "MS Teams User" Type > Submit
- Provisioning Process > Automated > Next
- Tick both authentication boxes > Next
- User should appear in this list if given both previous (group + license)
  - Select an appropriate new service (correct country code etc.)
  - extension will fill automatically
  - Service Pack "Microsoft Teams Enhanced User"
  - Next
- Hybrid Devices leave as default > Finish
- Allow replication time, email will be received once provisioning is complete

Momentum software solutions example: (Admin Centre license/group steps are the same)

- Customers > All Customers > Select the User
- SIP Channels > Select the appropriate channel under Service Ref ID
- MS Teams Settings > Manage Channel Teams Users
- Scroll to the bottom for provisioning process
- Select Automated and untick unnecessary, and configure phone details.

Return to Admin Centre

- Users > Manage Users > Select the User
- They should now have a phone number under the associated account
- If they are already logged into teams, get them to log out and log back in

Setting up Access4 Phone Extension

- Log into SASBOSS
- Customers > All Customers > Select the user
- End-points > Select an extension number that is not in use
- Click on Create Service > main, type = endpoint with no DID number (for extension only)
- Enter the number of extensions to be added (1), > activate extension numbers
- User ID = username and domain makes up their email address
- Service Pack = Executive User
- Add-on = Soft Phone with CISCO Webex (no extra charge)
- Timezone, and enter the extension chosen
- if they have a physical device, click Use Device Inventory (speak to Fred) to factory reset the phone and confirmed that the device is not in use.
- Enter the user's personal details and the same email address as entered above
- Tick deliver voicemail to this email address (by default)
- leave Phone No. (defaults to main office no.)
- mobile and fax can be left blank
- Click Create
- Generate a password, Note down the generated password to send to the user via secure one-time link
- for most clients, the service pack will just be executive user with soft phone and cisco webex.
- Press Submit

Offboarding

1. Check for company specific procedures in IT Glue
2. Log into Microsoft 365 with the client's Netway admin credentials
3. Admin > Show All > Exchange > Mailboxes
4. Search for the user
5. Convert to Shared Mailbox from Regular Type / User Mailbox
6. Go back to Exchange Admin Centre > Users > Active Users
7. Search for the user
8. Check the sync status
    1. Synced from on premises means they have hybrid AD (one way sync), changes must be made on the ad server
        1. log on to the ad server
        2. disable the account
        3. wait 30 minutes or perform a manual AD sync via PowerShell as admin Start-ADSyncSyncCycle -PolicyType Delta (AD Sync may be installed on another server)
        4. verify sign in disabled in 365 tenant
    2. in cloud means 365 only
9. Licenses and Apps > Remove licenses (unless inherited from a parent group)
10. Log into Converge and deduct 1 license quantity
11. Screenshots to cover yourself
12. if required, disable VPN account via sonic wall
    1. log in
    2. device (top) > users (left) > Local users and groups
    3. Search for the user > Delete the user

Shared mailboxes are free permanently

We convert the mailbox to a shared mailbox before removing the license, otherwise the mailbox data will be delete

Useful Shit

User/Group Manager - lusrmgr.msc

Bypass OOBE - OOBE\BYPASSNRO

Access CMD in OOBE - Shift+F10

Change Hostname/Domain - sysdm.cpl

Add-MailboxFolderPermission -Identity "user@test.com:\Calendar" -User "target@viewer.com" -AccessRights Reviewer

Add printer as admin - rundll32 printui.dll,PrintUIEntry /il

Clear Spooler - del %systemroot%\System32\spool\printers* /Q

Force Install Windows Update CMD - wuauclt.exe /updatenow

INSTALL OFFICE NO ACCOUNT - Download office deployment tool from MS then use CMD to run: setup.exe /configure configuration-Office365-x64.xml

ADSync: Start-ADSyncSyncCycle -PolicyType Delta

EZ passwords: https://www.dinopass.com/

OneDrive Site User ID Mismatch - https://learn.microsoft.com/en-us/answers/questions/908524/onedrive-site-user-id-mismatch

Debloat Win10 (Powershell): iwr -useb https://git.io/debloat|iex

Force Win10 Pro activate (Disconnect internet):
VK7JG-NPHTM-C97JM-9MPGT-3V66T

Ineo Printer Password: 12345678

Technical chat email: 92ebc27a.pnors.com@apac.teams.ms

Add printer as admin: rundll32 printui.dll,PrintUIEntry /il

Unlock AD User via CMD: NET USER loginname /DOMAIN /ACTIVE:YES

Using AD to Add an Alias to an Office 365 Email Account:
https://blog.netwrix.com/2017/02/02/using-ad-to-add-an-alias-to-an-office-three-six-five-email-acco…

chris.brackley@ideasanvil.com - manager of UK team

Assign tickets to Charlie, Cristian and Andrew by setting to assigned - p5 - no time & date

Sync DC's - Repadmin /syncall /AdeP

Restart ScreenConnect (Powershell): Get-Service ScreenConnect* | Restart-Service

Renew IP in 1 command: ipconfig /release && ipconfig /renew

Clear up WinSXS: CMD ADMIN, then dism.exe /online /cleanup-image /startcomponentcleanup /resetbase (takes a long time)

Get HP Product Number via Powershell: Get-WmiObject win32_computersystem | Select-Object SystemSKUNumber

Clear saved credentials file explorer
Open an elevated command prompt and type in:
net use \\server\share /delete
then type in:
klist purge

Shutdown immediately: shutdown /s /t 0

Disable "Try the new Outlook" in Outlook GUI
reg add "HKCU\SOFTWARE\Microsoft\Office\16.0\Outlook\Options\General" /v HideNewOutlookToggle /t REG_DWORD /d 1 /f

Remove from pinned taskbar/start menu:
get-appxpackage *microsoft.OutlookForWindows* | remove-appxpackage

Download link to classic outlook: https://support.microsoft.com/en-au/office/you-can-t-open-classic-outlook-on-a-new-windows-pc-5c949…

connect to exchange online powershell: Connect-ExchangeOnline -UserPrincipalName EMAIL

command to install windows 11 via cmd: setupprep.exe /product server