



IDE NEWSLETTER



SPOTLIGHT – ASSISTANCE ON EFFECTIVELY USING THE IDE

Mentoring Sessions

- One-on-one help
- Intensive support for designing/implementing an IDE solution
- Provides uniquely designed solution to meet your specific needs
- Most effective training available

Training Classes are Available

- Prior classes were very successful
- Any topic can be covered

For Mentoring or Training, call or E-mail the BCT IDE Help Desk

- Phone: 248-265-6020
- E-mail: pm-bctidehelpdesk@eds.com

iFS has Online Help on most topics

The **iFS Reference Material** folder contains

- iFS Users Guide 1.pdf
- Quick Reference Guides for the IDE and how to use Outlook Calendars
- Computer Based Training (in the Tutorials Folder) for
 1. Apply ACL
 2. Windows 98 Drag and drop
 3. Windows 2000 Drag and Drop
 4. FTP Drag and Drop
 5. Applying Access Control Lists

Frequently Asked Questions are posted on

- BCT Public website
- BCT Portal website

IDE User Manual is located on the Public Web Site under Downloads/Public

ORACLE IFS USER'S GUIDE

The BCT IDE iFS system is based on Oracle's Internet File System V9.0.1.1. Oracle published **Oracle Internet File System User's Guide** in September 2000. This document provides an introduction to Oracle iFS, explains in detail how to use the Windows and Web interfaces, and gives step-by-step instructions for using the folder and file management features of Oracle iFS. It also contains the security features built into Oracle iFS and has instructions on how you can manage access to your files.

A copy of the **Oracle Internet File System User's Guide** is stored in the **Reference Material** folder in BCT IDE iFS for you to use. The file name of this document is "**iFS User's Guide 1.pdf**". This user's guide will help you learn key features of Oracle's iFS.




BCT/EDS

This *BCT IDE Newsletter* is a joint production effort, edited by BCT with support from EDS.

IS DATA IN IDE BACKED UP?

Yes, it is. Incremental backups are performed daily (Monday - Friday) and a full backup is performed each Saturday. An incremental backup is a backup of only the files that have been modified or added to the system since the previous backup was performed. A full system backup is a complete backup of all data no matter what has been backed up in a previous backup. The system is unavailable during a full backup and occurs on Saturday mornings from 1:00 a.m. - 4:00 a.m. (ET).

All backups are copied to tape. Incremental backup tapes are retained for six weeks and full system backup tapes are retained for 12 months. Backup tapes are stored on-site at the BCT office. Each month one full system backup tape is stored off-site in the event of a disaster.

NEED HELP?

Any time you need IDE assistance, or have any questions, please contact: **PM-BCT IDE Help Desk**
 Phone: 248-265-6020
 E-mail: pm-bctidehelpdesk@eds.com



HOW THE BCT IDE HELP DESK WORKS

The BCT IDE Help Desk functions as a convenient point of contact for all requests and questions involving the operations of the BCT IDE. The Help Desk can be contacted two ways, by phone or through email

To contact the Help Desk by phone call (248) 265 6020 and leave a message with your name, contact number and a brief description of the problem. A BCT IDE Help Desk operator monitors the voice mail for messages from 8:00 AM to 5:00 PM Eastern Time on business days. In most cases the caller receives a reply from the help desk operator within 5 minutes. All calls are documented and tracked until the call is resolved. If the caller is located at the Warren site, an onsite mentor can provide additional technical assistance.

To contact the Help Desk by email send a message to pm-bctidehelpdesk@eds.com. Most emails are responded to within an hour. All correspondence is documented and tracked until the issue is resolved. The majority of the messages sent to the Help Desk are requests for access to the BCT IDE or to adjust access privileges. The author of the email should include their phone number and information on the best time to call. Emails for technical assistance may require that the Help Desk operator make a phone call to the author.

USING DRAG AND DROP

The BCT IDE iFS contains an **Upload** function that allows users to add files into the system through the Web Interface. There are two options of uploading files - *Via Browse and Via Drag and Drop*. *Via Browse* provides the capability to upload one file at a time into the system. *Via Drag and Drop* allows you the option to drag and drop several files or folders into the system at the same time. Most of you already know how to upload a file using *Via Browse*, but have not used the *Via Drag and Drop* option. Therefore, the focus here is on uploading files *Via Drag and Drop*.

The *Via Drag and Drop* feature was configured when the BCT IDE iFS system was implemented at the Detroit Arsenal. The port used by the FTP server was opened to allow the file transfer between your desktop (client) and iFS (server) through the internal firewalls on the Detroit Arsenal network. Security policy prohibits opening the external firewalls to the FTP port, which prohibits people located outside the Detroit Arsenal from using this capability.

Warning: Please be aware that FTP applies the default security control of Published to any files and folders you upload into iFS. Please apply the proper security control after you have completed uploading files and folders.

To let your desktop client know where to find the iFS server on the Detroit Arsenal network, a minor modification to your PC is required. If you desire to implement this capability, please contact the BCT IDE Help desk.

Once the your computer has been modified, you are ready to use the *Upload Via Drag and Drop* feature by following the steps described in the next column:

1. Login to iFS and navigate to the folder where you want to store the folders and files.
2. Click the Upload icon and choose *Via Drag and Drop*. An FTP directory window is displayed, showing the files and folders in the current folder.
3. Open Windows Explorer.
4. Select one or more files or folders from the Windows Explorer, then drag and drop them to the FTP directory window.
5. If you are uploading multiple files, a progress window appears and lists each file as it is transferred to BCT IDE iFS.
6. You can continue to drag additional files onto the Current Directory window. When you are finished uploading files, close the FTP directory window.

Additionally, the FTP window allows the **Download** of multiple files and folders from iFS to your hard drive

1. Select the files and folders you want to store on your hard drive.
2. Right click your mouse and select *copy to folder*.
3. A window will open up called *Browse for Folder*.
4. Open the folder where you want the files to be located and click ok.
5. A window will open up showing the files being transferred from iFS to the hard drive folder.

HOW TO ADJUST IFS ACCESS PRIVILEGES

A request to modify access privileges requires a person authorized to grant the privilege send an email to the help desk. Upon receipt of the email, the help desk operator confirms that the sender has the authority to request the change. The help desk operator adjusts the user profiles described in the message. An email is sent to the users impacted by the change and a separate message is sent to the sender of the request.

HELP DESK REQUEST OF THE MONTH

An employee of a subcontractor needed to deliver a sensitive document to an IPT. Because the person only had limited access privileges they stored the documents with an access control list (ACL) value of private in their personal folder. Unfortunately the members of the receiving IPT did not have access to the documents either. The employee contacted the BCT IDE Help Desk. The IPT was contacted by the Help Desk to determine the correct location to store the document as well as the ACL of the document. The adjustments were made. It was determined that similar information transfer would be needed in the future. The access privileges of the employee were adjusted and instructions were given on the location of the folder and ACL to subcontractor documents.

