



# Administrative Guidelines

## Introduction

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In addition to Communicator! NXT website responsibilities, administrators should also be aware of other system functions that require attention, such as commercial software policies, system maintenance, patch management, etc. The following topics provide information on these and other topics which can help ensure the smooth operation of your Communicator! NXT system.

### Do

- ✦ Perform regular maintenance on the system.
- ✦ Create a monthly backup of the system using the provided imaging software.
- ✦ Test your system on a regular basis to make sure it is functioning properly.
- ✦ Contact DCC Technical Services (615.794.2307) before installing any 3<sup>rd</sup> party software application on the Communicator! NXT server.
- ✦ Contact DCC Technical Services if you have any questions BEFORE you make changes to the system.
- ✦ Read the Communicator! NXT User Guide. It explains many of the functions of your system.

### Don't

- ✦ Install Microsoft Security patches without making a backup image of your system first.
- ✦ Allow the Automatic Updates utility to install MS patches automatically (this will cause untimely reboots of the Communicator! NXT server).
- ✦ Run ANY kind of backup procedure on the system while the DCC software is up and running.
- ✦ Change the computer name of any DCC server.
- ✦ Change either the login or password without approval from and coordination with DCC Technical Services.

### Warning!

Loading commercial software on Communicator! NXT overwrites critical portions of the DCC software resulting in critical system failure. This includes Netscape, Internet Explorer, America Online, Microsoft Office and Games!!

**Once this happens your system must be totally rebuilt!!**

Therefore, loading or installing software/hardware or networking your system without PRIOR coordination with the Technical Services Center voids ANY and ALL warranties, WRITTEN or IMPLIED. Contact DCC Technical Services at 615.794.2307 for questions regarding your system.

## Disclaimer

- ✦ The customer will be responsible for providing DCC with a 30 day written notice prior to additions or modifications of equipment or software covered under the support agreement.
- ✦ The customer will be responsible for providing DCC with a 30 day written notice prior to relocation of equipment covered under the support agreement.
- ✦ The customer is responsible for any changes that affect the application software. The customer will be responsible for payment to DCC at then current labor rates for any support provided to isolate and/or correct as a result of changes made by the customer that were not communicated, documented, and mutually agreed upon.
- ✦ The customer is responsible for any loss or damage to equipment component(s) during relocation unless DCC has agreed to perform relocation.

## Patch Management

- ✦ The customer is responsible for all Microsoft® security patch management on the Communicator! NXT server.
- ✦ An image of the Communicator! NXT server's C: drive must be created before installing MS patches and other major software updates.
- ✦ DCC Technical Services recommends staying current with all critical Microsoft® security patches.
- ✦ Do not set the Automatic Updates utility to install automatically (this will cause untimely reboots of the Communicator! NXT server).
- ✦ Information about Microsoft patch incompatibilities and conflicts will immediately be posted on <http://support.dccusa.com>.

## Backup and Recovery

The customer is responsible for performing backups of the Communicator! NXT server. Backups should be performed on a monthly basis, or when any major configuration changes or system upgrades have been completed.

### Backup Process Steps (overview):

1. Make a ghost image of the C: drive to a CD/DVD or to the local D drive.
2. Save database backups to external storage (network, tape, CD/DVD).
3. Follow the Ghost Backup procedures instructions. This is available at <http://support.dccusa.com/ghost>.

**Note:** In the event a restore process needs to be performed, the customer will work with DCC Technical Services.

## Anti-Virus Management

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### Virus Scanning

The customer is responsible for maintaining Anti-Virus software. Some Anti-Virus features, such as **outbound email scanning**, should be disabled because they can inhibit system functionality.

#### What if scheduled anti-virus scans are required on all Communicator! NXT Server files and folders?

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- ✦ The scans should only be run when the system is least likely to be in use.
- ✦ Reboot the server afterwards.
- ✦ Any suspicious files should be quarantined and not deleted until approved by DCC Technical Services.

## Automated Backup Software

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All automated backup software that will backup all or part of the Communicator! NXT server should only be run when the system is least likely to be in use. Your server may crash and/or lock-up as a result of the backup software locking files that the Communicator! NXT software requires for functioning properly. DCC Technical Services recommends creating Ghost Images to a CD/DVD in order to maintain full system restoration capabilities.

## SQL Database Management

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### Access and Passwords

Access to the SQL server databases maintained on the Communicator! NXT server is restricted for the following reasons:

- ✦ The databases contain confidential and proprietary components of the Communicator! NXT software. Therefore, DCC reserves the right to restrict all access to these software components.
- ✦ Modifications to Communicator! NXT's SQL databases can result in total system failure. Unauthorized access or modifications to the Communicator! NXT's databases will void the customer's service contract and software usage license.

#### Why is the "sa" password not provided to the customer?

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- ✦ All SQL modifications should be performed by DCC.
- ✦ SQL Maintenance plans should be configured by DCC.
- ✦ Site-specific SQL maintenance requirements can be implemented through coordination with DCC Technical Services.

#### What if SQL database access is required for the development of 3<sup>rd</sup> party APIs or custom reporting?

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- ✦ Any level of access to SQL Server databases residing on the Communicator! NXT server must be reviewed and approved by authorized DCC personnel.
- ✦ A *Non-Disclosure Agreement* is required for all levels of SQL server access.

## SQL Database Maintenance and Backups

A SQL server maintenance plan should be configured on all Communicator! NXT servers. DCC will configure and support the SQL Database maintenance routine.

### Does the customer have access to the database backups generated by this maintenance routine?

- ✚ Any level of access to SQL Server databases residing on the Communicator! NXT server must be reviewed and approved by authorized DCC personnel.
- ✚ A *Non-Disclosure Agreement* is required for all levels of SQL server access.

### Where are these database backups generally located?

They are generally located at D:\SQL Backups, but can be configured at E: or F:\SQL Backups.

### Does the Communicator! NXT server administrator have access to DCC database maintenance documents?

Yes, but only if requested.

### How often does database maintenance take place?

Full backups are created weekly, and transaction logs are backed up daily.

### How can I verify that the Database Maintenance Plan is running successfully?

Each maintenance routine generates a report in a text file format, and the last line of each report indicates the “Success” or “Failure” of the maintenance routine. The default location for these reports is D:\SQL Backups.

## Changing Computer Names and IP Addresses

- ✚ The computer name of your Communicator! NXT server should not be changed and will render the software inoperable if attempted.
- ✚ Communicator! NXT servers can be configured with static or dynamic IP addresses. Changes to static IP addresses should be coordinated with DCC Technical Services.

## Server Hardware Modifications and Replacement

- ✚ All Communicator! NXT server hardware upgrades and modifications must be coordinated with DCC Technical Services.
- ✚ Replacement of customer-provided servers must to be coordinated with DCC Technical Services at least one month in advance.

## Store & Label Your Software

The customer will be responsible for labeling and storing the system software in a safe location. Your software has been installed by DCC’s Installations Team. Once installed, you are provided with the original system software and a **Backup Image** of your system on CD/DVD.

**It is vital that these CD/DVDs are retrievable in the event of a system failure!!**