

New Server Changes

AgIT User Services

FAQ Number: S1.1.38

Frequently Asked Questions

Q. Items that change when you have migrated to your new server:

A. Below are items that will be changing with the new server migration.

- 1) Your password for logging into the computer will now be the same password as your email account password.
- 2) You will not have your W: drive until the entire state has their new server and we are all on the same domain. If you need to reach the W drive, you can access it by opening the Internet Explorer browser window and typing in <ftp://ftp.agad.purdue.edu/> in the address field. This may look different than the previous W: view, however the links are the same as the folder names.
- 3) To view the IP events page: You will now have to LOG IN to this page. Go to the site <http://sms.agriculture.purdue.edu/ipevents> or <http://sms/ipevents> either one should work. When you log onto this page, put AGMIS\ in FRONT of your user name and then type in your old password that you used to log into the computers with.
EXAMPLE: Username: AGMIS\jrdoe
Password: *****
- 4) If you have a Microsoft toolbar that you put on your machine and you find that it is gone: (If you do not think you have one, please disregard. This is completely optional). We will send you instructions for getting this back at a later date. In the mean time, please go to **Start > Programs > Microsoft Office** for your Microsoft applications.
- 5) When your server has been installed, start putting in a new tape for backup's everyday (just like the old server).

Common Problems and Troubleshooting:

Q. All my icons are gone!

A. Reboot your computer. Remember, this means shut it down completely and turn it back on- NOT just log off. If it doesn't come back, please call us.

Page 1 of 1

Created: 9/30/2004

Modified: 10/1/2004

Q. My printers are gone or not working!

- A. Click on the **START** button and choose **RUN**. In this new box type in the address, [\\1144COUNTYNAME](#) and remember to fill in *YOUR* own county name after the 1144. Right click on icons of the printers listed on this page and click “**connect**.” Do this for each printer listed here except for the icon named “printers and faxes.” When you try to print, use these new printer names. We can delete the older printers at a later time.

Q. My P drive is gone!!

- A. Click on the **START** button and choose **RUN**. In this new box, type in the address, [\\1144COUNTYNAME](#) and Remember to fill in *YOUR* own county name after the 1144. Double-click on the folder called *NETLOGON*. Find *YOUR* County and double-click on the script that is titled 1144COUNTYNAME

EXAMPLE: [\\1144Tippecanoe\](#)

Q. My Documents are missing! Or, My Documents are not saving to the P drive!

- A. This refers to the “My Documents” icon on your desktop. If you double click on it and do not see all of your files then do the following:
- Right-click on the icon called “**My Documents**”
 - Select **PROPERTIES**.
 - Change the “**Target**” to P:*USERNAME*. Then click **OK**.
 - a. Example: P:\jrdoe
 - Click **OK**
 - A pop-up box will appear asking if you want to move the current documents. Click **YES** to this
 - Another box may appear asking you to confirm the move. Click “**YES TO ALL**”