**DOM Tip Sheet for ITS Engagement**

To better assist with technology issue reporting, triage and resolution, the following Tip Sheet has been developed to help guide the Research Community to the correct Service Desk for issue resolution, as some individuals in the Department of Medicine (DOM) have dual roles at BU and BMC in their support of Research. Details about some of the most commonly reported ITS issues are listed in addition to the contact info for the Service Desks.

[**Windows Desktop and Laptop PCs - Hardware Assistance**](#WindowsHardware)

[**Windows Desktop and Laptop PCs - Software Assistance**](#WindowsSoftware)

[**Apple (Mac) Computers - Hardware and Software Assistance**](#MacHardwareSoftware)

[**Network (LAN and Wireless)**](#Network)

[**VPN (BMC and BU)**](#VPN)

BMCHS Service Desk

* Telephone: 617-414-4500
* [Information Technology Services (ITS) | Boston Medical Center Intranet (bmc.org)](https://hub.bmc.org/departments/information-technology-services-its)

BUMC Service Desk:

* Telephone: 617-358-4540
* [Contact BUMC IT » BUMC Information Technology | Boston University](https://www.bumc.bu.edu/it/support/contact/)

**Windows Desktop and Laptop PCs - Hardware Assistance**

Unable to Logon, Won’t Boot, Slow or Sluggish, etc.

Potential Cause: [Legacy (Windows 7) Operating System](#Appendix)

The following table provides a guidance on how to identify a BMC or BU issued hardware:

|  |  |  |
| --- | --- | --- |
| Issuer | BMCHS Issued | BUMC Issued |
| Manufacturer | Dell (100%) | Lenovo (95%) / DELL (5%) |
| Hostname or Computer Name: | Dell Service Tag  | BUMC-PC + BUMC Asset Tag# |
| Service Desk to Support | BMCHS Service Desk | BUMC Service Desk |

[Additionally, the hostname can be obtained using the Command Prompt](#Appendix)

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**Windows Desktop and Laptop PCs - Software Assistance**

Need software installed, report a software issue, application outage, etc.

For BUMC, please note that end user access to install software (aka Admin rights) are granted on a case-by-case basis by the BUMC Service Desk.

However, BMCHS Windows 10 PCs do not allow end users to install software. If using a BMCHS issued device, the BMCHS Service Desk will need to be contacted for assistance.

|  |  |  |
| --- | --- | --- |
| Issuer | BMCHS Issued | BUMC Issued |
| Manufacturer | DELL (100%) | Lenovo (95%) / DELL (5%) |
| Hostname or Computer Name: | Dell Service Tag  | BUMC-PC + BUMC Asset Tag# |
| Administrative Rights to Install | No | Yes |
| Service Desk to Support | BMCHS Service Desk | BUMC Service Desk |

BMCHS Service Desk

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BUMC Service Desk:

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**Apple (Mac) Computers - Hardware and Software Assistance**

New device imaging, software support, troubleshooting

BMCHS ITS supports Apple computers on a best-effort basis. BMCHS purchased devices cannot be imaged by the BUMC Service Desk. Only Mac devices issued by the BUMC Service Desk will be supported by BUMC.

|  |  |  |
| --- | --- | --- |
| Issuer | BMCHS Issued | BUMC Issued |
| Manufacturer | Apple / Macintosh | Apple / Macintosh |
| Hostname or Computer Name: | <no standard> | BUMC-MAC + BUMC Asset Tag# |
| Administrative Rights to Install | Yes | Yes |
| Service Desk to Support | BMCHS Service Desk (best effort) | BUMC Service Desk |

BMCHS Service Desk

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BUMC Service Desk:

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**Network (LAN and Wireless) – “When in doubt VPN to the network you need”**

Network drop not active for wired connection, unable to connect to wireless network, etc.

In the Crosstown building (currently), in shared BMC / BU spaces, both networks are available both wired and wirelessly.

For wired or physical connections in Crosstown, BMC drops are blue and BU drops are red. BMCHS issued equipment will not be able to access BUMC resources (BU file shares, etc.) from red network drops. BUMC issued equipment will not able to access BMC resources (BMC file shares, printers, etc.) from blue network drops. The following table shows the supported configuration:

|  |  |  |
| --- | --- | --- |
| Network Drop Color | Blue | Red |
| Network | BMC | BU |
| Production Wi-Fi Network Name | BMC\* | “eduroam” with full BU email (username@bu.edu) |
| Device To Connect | BMCHS Issued Device | BUMC Issued Device |
| VPN to Access Other Resources | BU VPN to access BU resources | BMC VPN to access BMC resources |
| Service Desk to Support | BMCHS Service Desk  | BUMC Service Desk |

\*The BMC SSID should be used for all connections. BMC Guest does not perform as well as BMC. If unable to access BMC (aka only BMC Guest is available), please contact the Service Desk.

PLEASE NOTE: Only one VPN connection can be active at any time; otherwise, unexpected behavior may occur (resources unavailable, etc.). Do not simultaneously access BU and BMC VPN.

For wireless issues, contact the appropriate Service Desk for issues with the BMC or BU network infrastructure.

BMCHS Service Desk

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BUMC Service Desk:

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**VPN (BMC and BU)**

Unable to connect, slow connection when connected, etc.

A potential cause of slow VPN connectivity is out of date client software. Contact the appropriate Service Desk (based on hostname) and request an evaluation to determine if VPN Client requires an update

|  |  |  |
| --- | --- | --- |
| Institution | BMC | BU |
| VPN Software | Pulse Secure | Cisco Anyconnect |
| Service Desk to Support | BMCHS Service Desk  | BUMC Service Desk |

BMCHS Service Desk

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BUMC Service Desk:

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**Appendix**

**Windows Version Check**

A potential cause of sluggishness could be old hardware. To determine the current version of Windows, follow the following steps

* 1. Click Start -> Run -> CMD
	2. Type ver
	3. If the output references Windows 7, the PC is potentially in scope for replacement with an updated Windows 10 device.
	4. Upon noting the version, type close and press enter to close the Command Prompt window.
	5. Open a ticket with the appropriate Service Desk (based on hostname) and request a Windows 10 refresh
		1. BUMC Service Desk
		2. BMCHS Service Desk

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**How to Obtain Windows Device Hostname**

Obtain computer name to determine appropriate Service Desk to assist with issue

1. Click Start -> Run -> CMD
2. Type hostname
	1. If hostname contains BUMC (for example BUMC-123456), this device is supported by the BUMC Service Desk
	2. If hostname is 7 characters (for example DVSZ8Z1), this device is supported by the BMCHS Service Desk.

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