

Tech Training: Passwords / Cache

PASSWORDS

The Protocol for changing or resetting a Taylor network password includes:

1. Identifying the username requiring a new password
2. Validating the identity of the person requesting a new password
3. Selecting a new password and updating Active Directory

Password Reset Tools:

- Any Taylor-owned, domain computer (Ctrl-Alt-Del > Change Password)
 - Computer must have a direction connection to Active Directory via:
 - On-campus network (wired or wireless)
 - Off-campus VPN connection
- Password Manager
 - Change password process uses current password to validate client's identity
 - Reset password process pulls client info from Banner to validate client's identity
- Users and Computers AD plugin
 - CS full-time staff have access
 - Use Banner info to validate client's identity

CACHE

Cache is defined as 'a collection of items of the same type stored in a hidden or inaccessible place.'

1. *Network passwords:* Windows and iOS cache passwords for use when no connection to Active Directory is available. This can lead to passwords falling out-of-sync between Active Directory and Windows. Windows automatically resyncs first chance it gets. iOS does not and requires a manual update of the Keychain.
2. *Web pages:* Browsers cache webpage code and images for use when retrieval from cache is faster than downloading from a web server.
3. *Email:* Outlook, using Cached Exchange Mode, caches a user's entire mailbox for use when away from campus. However, unlike a connection to Active Directory which requires a Direct Taylor network connection, Outlook can communicate with Exchange via the web. This means email rarely falls out-of-sync.
4. *System Protection:* Also known as System Restore. Caches a copy of key Windows system files and a copy of the Windows Registry, to be used to replace corrupted files.
5. *Windows Redirect:* The Documents folder on faculty/staff assigned Windows computers is 'redirected' to <\\FileSrv\\MyDocs\\username>. This is done via Active Directory policy and makes documents available from any Taylor-owned computer. Redirected documents on Taylor-owned laptops are also cached locally for use when no connection to Taylor's network is available. In order to fix out-of-sync documents, a direct connection to Taylor's network is required. This can be accomplished by bringing the device back to campus OR establishing a VPN connection.