

Coventry City Council

# SIMS in the Classroom



Schools Technician Guide

## Contents

Introduction .....	2
Terminology .....	2
Contacting ICT Services .....	2
Domain Trust relationship between Admin and Curriculum Servers .....	3
Reserved IP Addresses from the curriculum DHCP server .....	3
DNS records .....	4
Curriculum network account.....	4
Firewall Settings on SIMS workstations .....	5
Involvement and Intervention by Coventry City Council ICT Services .....	5

## Introduction

The purpose of this document is provide all of the necessary information to bring about the successful implementation of SIMS in the classroom, also known as SIMS on the Curriculum. It can also be referred to for troubleshooting, where individual workstations are experiencing difficulty.

## Terminology

SOLUS	The deployment service which remotely installs Capita software releases and Patches
Workstation	Any laptop or PC connected to the network which may utilise SIMS .net or other related software which is supported by Coventry City Council ICT Services
Incident	Classified as any unplanned disruption to a system or service
Request	Classified as any requirement for information, an addition, move, deletion or change to a service or system
Technician	The ICT engineer employed by the Establishment to manage all or part of their systems and services
Establishment	A School or Academy of any phase which purchases a Services to Schools SLA package
Admin Server	The server which hosts the SIMS databases and SOLUS deployment systems
CCC ICT	Coventry City Council ICT & Digital

## Contacting ICT Services

The primary point of contact for ICT Services is the Service Desk. They can be reached on 024 7678 6620. You can also raise an incident or request by email on:

Incidents – [SchoolsICT@coventry.gov.uk](mailto:SchoolsICT@coventry.gov.uk)

Requests – [SchoolsICTRequest@coventry.gov.uk](mailto:SchoolsICTRequest@coventry.gov.uk)

Please remember to specify the Establishment that you are calling from/on behalf of, as well as the names of any affected workstations where necessary.

## **Domain Trust relationship between Admin and Curriculum Servers**

A trust relationship must exist between the admin and curriculum servers. If none exists, either because it has not yet been established, or if you have replaced your curriculum server, please submit a service request with your full contact details to arrange time with a networks engineer for the work to take place.

For the Trust to be setup, please confirm the following information in the service request:

- Curriculum workstations and server are currently up to date with critical and security patches from Microsoft, and are regularly patched.
- Curriculum workstations and server are currently up to date with antivirus software and definitions, are regularly patched, with policies to protect against ransomware (best endeavours).
- The fully qualified domain name of the curriculum DNS server
- The IP address of the curriculum DNS server
- Contact details and dates / times the IT Technician is onsite to assist in the setup of the Trust on the curriculum server side.

## **Reserved IP Addresses from the curriculum DHCP server**

Any curriculum workstation requiring SIMS in the Classroom must have an IP address reserved within the range of addresses that can access the Admin server.

This can be checked by raising a Service Request for our Network Operations teams but, please note, the details will not be stored by us once the information is provided.

From the curriculum workstation DHCP range, please set aside an adequate allowance of reserved IP addresses for the number of workstations requiring access to SIMS. The workstations, once identified, should have reservations set up for them on the DHCP server. This is preferable to statically assigning the addresses in the local network adapter settings.

If the scope of IP addresses has been exceeded, allocate a new scope and raise a Service Request to arrange for the access rules to be created to allow the IP addresses through the admin network firewall.

## DNS records

Ensure that the DNS for the Curriculum server has the Forward Lookup Zone set to allow access to the IP address of the admin server.

- Log onto the curriculum server and open the DNS. Within DNS go to: Forward Lookup Zones | Curriculum Domain name.
- Check within the properties and see if the Zone Transfer has been enabled. If not then either enable it to transfer to any server or, if you'd rather limit this, to the IP Address of the admin server.
- Please ensure that the curriculum DNS is health checked, with no legacy entries for old dns name servers.
- There should be no duplication in the DNS records. This can be problematic where two or more workstations which are SOLUS workstations are stated as having the same IP address
- Useful tools:
  - `dcdiag.exe /V /C /D /E /s:dnsservername > dcdiag.log`
  - `dcdiag.exe /test:dns`
  - `dcdiag.exe /fix`
  - `dnslint /ad /s dnsserverip /v`
  - Dnslint is available from: <https://support.microsoft.com/en-gb/kb/321045>

## Curriculum network account

Solus3 requires a username and password for the domain where the SIMS workstations are located.

Where one does not exist, an AD account be setup on the Curriculum network for use by ICT Services. The account must be a member of the Domain Admins security group. This account information is used by SOLUS when creating installation targets for workstations from the domain.

The standard name of the account is 'CCCSolus' but the password can be any value which meets your Establishment's security criteria and is considered 'strong' (should contain at least one capital letter, one number and one symbol). The information should be given to the appropriate team member in CCC ICT (usually a member of the Systems Management team) as required and the details will be stored on an encrypted database.

## Firewall Settings on SIMS workstations

We will also need the following firewall rules in place. These rules enable the SOLUS agents on the SIMS workstations to successfully 'talk' to the admin server and receive updates from the SOLUS deployment service. We recommend applying these settings to the required workstations via group policy.

***Please note that if you are adding these rules using a Command Prompt, it needs to be opened via right-click > run as administrator, regardless of whether you are using an administrator account or not.***

```
add rule name="Solus 3 DS" dir=in action=allow protocol=TCP localport=52965
add rule name="Solus 3 DS" dir=out action=allow protocol=TCP localport=52965
add rule name="Solus 3 Agent" dir=in action=allow protocol=TCP localport=52966
add rule name="Solus 3 Agent" dir=out action=allow protocol=TCP localport=52966
add rule name="Solus 3 Agent UI" dir=in action=allow protocol=TCP localport=8739
add rule name="Solus 3 Agent UI" dir=out action=allow protocol=TCP localport=8739
set rule group="windows management instrumentation (wmi)" new enable=yes
set rule group="Windows Remote Management" new enable=yes
set rule group="File and Printer Sharing" new ENABLE=Yes
add rule name="Solus 3 TCP139" dir=in action=allow protocol=TCP localport=139
add rule name="Solus 3 TCP139" dir=out action=allow protocol=TCP localport=139
add rule name="Solus 3 UDP137" dir=in action=allow protocol=UDP localport=137
add rule name="Solus 3 UDP137" dir=out action=allow protocol=UDP localport=137
add rule name="Solus 3 UDP138" dir=in action=allow protocol=UDP localport=138
add rule name="Solus 3 UDP138" dir=out action=allow protocol=UDP localport=138
```

## Involvement and Intervention by Coventry City Council ICT Services

When the pre-requisites have been fulfilled, CCC ICT will attempt to remotely deploy a SOLUS agent and SIMS .net, FMS and/or SIMS Discover (or any combination of these products) to the selected workstations. The SOLUS agent installed on the workstation is the medium by which the computer receives further updates and installations from the SOLUS deployment service, which is usually hosted on the School's admin server.

CCC ICT will liaise with the nominated contact during the course of installing and troubleshooting SIMS in the Classroom. Unless the school holds a curriculum SLA with CCC ICT, we will not directly alter settings on the Curriculum network; the technician supporting the Curriculum should have a sound understanding of their responsibilities and the requirements for the successful implementation and running of SIMS in the Classroom. However, should a situation arise whereby SIMS workstations on the curriculum network are not working as expected, CCC ICT may intervene at the request of the School; this may be chargeable at our standard hourly rate for any remedial work which needs to be carried out.