

MCPSS PC Technician Manual

Setting up a new or re-imaged PC



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When visiting any school, always sign the visitor's log at the front office. Internal MCPSS staff should sign the Central Office log. Please inform the technology contact in that school that you are from IT Services or Arey Jones and what projects or work orders you are there to work on.

MCPSS PC Naming scheme

The purpose of this naming scheme is to allow identification of a computer's location and type (teacher, student, etc) by its name. Remember that when naming a computer. Our previous naming scheme offered no way to identify a computer's location or owner, only what school the computer was in. PCs that are not named correctly will be removed from the domain, meaning they will stop working properly. So it is VERY IMPORTANT that you name PCs correctly.

Here's an example of the new naming scheme:

33222S100A

School Network Number	PC Type	Room No. & No. in room
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The **School Network Number** is based on the middle two numbers of the school's Gateway IP address. There is a list located at the end of this manual, or you can find it at the same place where the IP address is found.

The **PC Type** is a letter representing who uses the PC. Some acceptable values are:

- S -- Student PC
- T -- Teacher PC
- A -- Administrator PC
- LIB -- Library PC
- C -- Café PC

The **Room Number** is the physical room number the PC is located in. The PC Number is used if a classroom or lab has more than one type of PC.

Naming stickers representing this scheme are being distributed. If stickers are not available, create a name based on this formula.

Software Installation

BEFORE INSTALLING NETWORK APPLICATIONS (such as STAR Reading, Accelerated Reader, etc) be sure to contact the technology person at every school to verify the data paths for Accelerated Reader, STAR Reading, STAR Early Literacy, STAR Math. Some schools have combined their data paths into one of their network drives. Other schools have moved to web-based programs that only require a shortcut to be created on the desktop. If the technology person is unavailable, you can also find another PC that has the program(s) installed correctly and check its data path settings.

NOTE: Teacher PCs must have Deep Freeze installed BEFORE any other software. Student PCs can have Deep Freeze installed after software installation.

The following software has to be installed on teacher AND student PCs:

- STAR Reading (a.k.a. STAR)
- STAR Math
- STAR Early Literacy
- Accelerated Reader
- Accelerated Math
- Athena

We have included instructions for the installation of the above listed software. Also included are install instructions for STI Office, and STI Classroom module, but these are installed only on teacher PCs.

Athena Installation

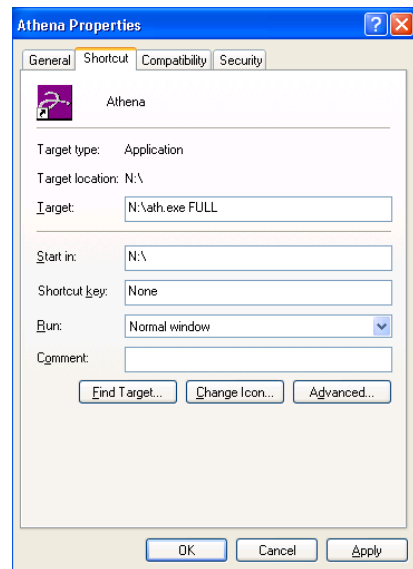


1. Open My Computer.
2. Select the N: drive.
3. Look for an executable named ATH.EXE.
4. Right click on that icon and select “Send To -> Desktop (Create Shortcut)”.
5. Close the window.
6. Rename the shortcut to ATHENA.
7. Double click the shortcut and check that the program runs.

Athena Installation (FULL)



Please note that Athena full is for Media Center staff and the personnel they authorize ONLY. Only personnel with appropriate access rights will be able to make changes.



1. Follow the instructions above to install Athena.
2. Right click on the Athena shortcut and left click on properties.
3. Click on the Shortcut Tab and add “FULL” after N:\Ath.exe (see above screenshot)

STI Classroom and Principal Module Installation

Classroom module may be to installed on teacher, student, lab, or library PCs.

1. Open My Computer.
2. Browse to the **T:** drive.
3. Open the **CRM32** folder.
4. Run **crm32ws.exe**
5. Select “Classroom Module”.
6. Set the data path to “T:”
7. Select “OK”
8. Select Finish.



Placing a check by “Principal’s Console” during a normal STI Classroom installation will allow Principal Module installation.



A note about the Principal’s Console:
Do not install this program on any computer without authorization from the principal.



STI Office Installation

Installing STI Office is very similar to STI Classroom.

1. Open My Computer.
2. Browse to the **T:** drive.
3. Open the **SST** folder.
4. Run **isst32ws.exe**
5. When prompted, set the data path to “T:”
6. Select “OK”
7. Select Finish.

STI Textbooks

STI Office must be installed first or the setup will not complete.

1. Browse to <http://www.mcpss.com/>, go to the Curriculum & Instruction section, and the textbooks section.
2. Install the STI Core program.
3. Install the STI Textbooks program.
4. When prompted for access to local school data, choose YES.
5. Set the “Data Directory” to “T:\” by browsing to find a *.TPS file.
6. Keep selecting the default settings, until the “SQL Server Client Utility” Window appears.
7. Select “TCP/IP”, and click the “Enable” button.
8. Click “OK”
9. Select Finish.
10. Start the program, and wait for the connection to time out. You will get an error message, click the OK button.
11. Set the SQL Connect info as follows:

Server Name	districtserver1
Database	stitextbook
User ID	sa
Password	sti

12. Restart the program and have the user test the login.

Accelerated Reader (AR)

Accelerated Reader should be installed on all Teachers, Students, and Lab PCs. Not all schools will have Accelerated Reader. An example of a school that does not have it would be a high school. Installation procedures will vary somewhat from school to school. The default installation directory is in the “M” drive.

1. Run Setup.exe from M:\Install.
2. Install updates for the program.
These may be located in the M:\Install\UpdateW, M:\ALSdata\UpdateW, or in another update folder. Some have to be copied to the C:\ drive before being run.
3. Open Accelerated Reader Management.
4. Click Next.
5. Select “Register this product using a previous installation” and click next.
6. Click Select Location and change the data path to M:\Alsdata and click OK.
7. Click Next and Finish.

This screen will come up indicating the software installed correctly:



If you get errors pertaining to the school name, data path or location, or the application fails to initialize after installation contact IT Services at 221-5142 for further instructions.

STAR Reading

STAR Reading should be installed on all Teachers, Students, and Lab PCs. Not all schools will have STAR Reader. An example of a school that does not have it would be a high school. Installation procedures will vary somewhat from school to school. The default installation directory is in the “K” drive.

1. Run Setup.exe from K:\Install.
2. Install updates for the program.
These may be located in the K:\Install\updatew, K:\ALSdata\updatew, or in another update folder. Some have to be copied to the C:\ drive before being run.
3. Open STAR Management.
4. Click Next
5. Select “Register this product using a previous installation” and click next.
6. Click Select Location and change the data path to K:\Alsdata and click OK.
7. Click Next and Finish.

This screen will come up indicating the software installed correctly:

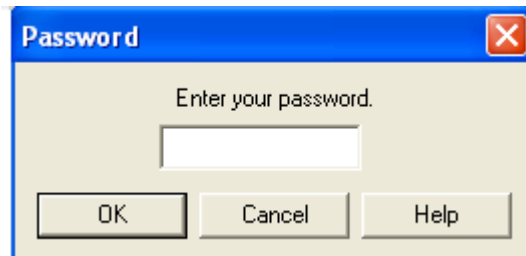


Accelerated Math

Accelerated Math should be installed on all Teachers, Students, and Lab PCs. Not all schools will have Accelerated Math. An example of a school that does not have it would be a high school. Installation procedures will vary somewhat from school to school. The default installation directory is in the “O” drive.

1. Run Setup.exe from O:\Install.
2. Install updates for the program.
These may be located in the O:\Install\updatew, O:\ALSdata\updatew, or in another update folder. Some have to be copied to the C:\ drive before being run.
3. Open Accelerated Math Management.
4. Click Next
5. Select “Register this product using a previous installation” and click next.
6. Click Select Location and change the data path to O:\Alsdata and click OK.
7. Click Next and Finish.

This screen will come up indicating the software installed correctly:



STAR Math

STAR Math should be installed on all Teachers, Students, and Lab PCs. Not all schools will have STAR Math. An example of a school that does not have it would be a high school. Installation procedures will vary somewhat from school to school. The default installation directory is in the “P” drive, but it may be at a different drive letter.

1. Run Setup.exe from P:\Install.
2. Install updates for the program.
These may be located in the P:\Install\updatew, P:\ALSdata\updatew, or in another update folder. Some have to be copied to the C:\ drive before being run.
3. Open STAR Math Management.
4. Click Next
5. Select “Register this product using a previous installation” and click next.
6. Click Select Location and change the data path to P:\Alsdata and click OK.
7. Click Next and Finish.

This screen will come up indicating the software installed correctly:

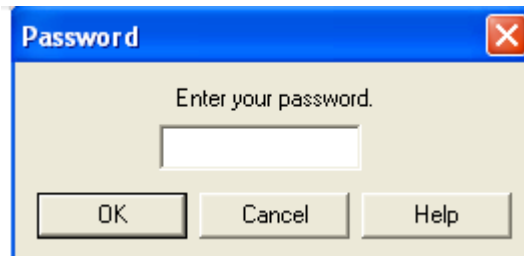


STAR Early Literacy

STAR Early Literacy should be installed on all Teachers, Students, and Lab PCs. Not all schools will have STAR Early Literacy. An example of a school that does not have it would be a high school. Installation procedures will vary somewhat from school to school. The default installation directory is in the “O” drive, but it may be at a different drive letter.

1. Run Setup.exe from O:\Install.
2. Install updates for the program.
These may be located in the O:\Install\updatew, O:\ALSdata\updatew, or in another update folder. Some have to be copied to the C:\ drive before being run.
3. Open STAR Early Literacy Management.
4. Click Next
5. Select “Register this product using a previous installation” and click Next.
6. Click Select Location and change the data path to O:\Alsdata and click OK.
7. Click Next and Finish.

This screen will come up indicating the software installed correctly:



Outlook 2003 E-mail

Outlook email is setup for all teachers and administrators that have a unique login, but not students.

1. Open Outlook.
2. In the wizard that appears, click “Next”.
(If the wizard doesn’t appear, follow the directions below)
3. Click “Next” to setup an email account now.
4. Select “Microsoft Exchange Server”.
5. Click “Next”.
6. Enter **MCPMAIL1** in the space for exchange server.
7. Enter the user’s username in the appropriate box.
8. Click “Check Name”.
9. When the username resolves correctly, the server name will change automatically.
You may be presented with a list of names to pick from. Select the correct one.
Click “Next” and “Finish” until you are done.
10. Let Outlook open, and build a local OST (you will see a progress bar in the bottom right hand of the window).
11. Import any personal folders, contacts, or data backed up from the old PC.

No Wizard Instructions

1. If it is already running, close Outlook.
2. Open Control Panel.
3. Open Mail.
4. Click on the “Email Accounts...” button
5. Click on “Add new e-mail account” and click Next.
6. Follow the regular instructions above, starting at step 4.

IT Services' Workorder system

Our workorder program is accessible anywhere within the Mobile County School system by typing **workorder** in any internet browser (such as Internet Explorer). Please try to be concise and brief when submitting a workorder. When the technicians print out a list of workorders, they only get about the first 40 words! The most important thing is the three W's: **What** (computer, problem) **Where** (room), **Who** (teacher or principal). A workorder that says "My computer is broken" doesn't convey whose computer, what the problem to look for is, or what room to start looking in. This is an area where a few minutes of forethought will go a long way to help everyone involved.

What info to include:

- WHERE The room number where the problem PC is located
- WHO Uses it/type: Teacher, Student, Administrator, or Lab PC
- WHAT Problem that's exhibited
- Model #, Serial #
- Hostname (if possible)
- phone # in office/classroom (if available)

Arey Jones (Warranty repairs)

All of MCPSS's IBM/Lenovo computers are purchased through Arey Jones Educational Solutions. Included in the purchase price is a 5 year warranty for Desktops, 3 years for laptops. This warranty covers any hardware issues, such as: CD/DVD drives, keyboards, mice, monitors. The warranty does not cover vandalism, theft, or malfunctioning software. For problems not covered by the warranty, you need to place a workorder in with the IT Services department. Instructions for that are in the above section. The Arey Jones service department's phone number is 1-800-998-9199. Their customer service reps can tell you the purchase date of a PC and how much warranty time is left. They can also help you enter a warranty repair request.

Before you call, you will need to have the following things ready:

- Model number of affected PC(s)
- Serial number of affected PC(s)
- Room number affected PC(s) is/are located.
- Contact name
- Contact phone
- Problem with affected PC(s)

Where can I find:

A PC's Serial Number and Model Number?

The model number and serial numbers are located in two places:

- On a black sticker on the front of the computer, close to the bottom.
- On a white sticker on the bottom of the computer.
- (Sometimes) On a white sticker with a barcode on the back of the computer.

A PC's hostname?

Right-click on the “My Computer” icon (it’ll be on the desktop or in the Start Menu), and click “Properties...”. Then open the “Computer Name” tab. It appears to the right of the words “Full computer name”.

A PC's computername?

This is the same as the entry above (hostname).

A PC's IP address?

There are two common methods to find this:

1. The “Command Line” method:
 - a. Click Start, then “Run...”
 - b. Type **cmd** and click OK. A command prompt window will appear.
 - c. Type **ipconfig /all** and press the enter key.
2. The “Control Panel” method:
 - a. Open Control Panel (Start → Control Panel).
 - b. Open Network Connections.
 - c. Double-click the “Local Area Connection” icon.
 - d. Go to the Support tab.

My school's Gateway IP address?

Follow the procedure above to find a computer's IP address, and look for the value of “Default Gateway”.

List of school network numbers

SCHOOL	NO.
Adams	34096
Alba Middle	33124
Allentown	33204
Austin	32196
Baker	33064
Belsaw	34076
Blount	34108
Booth	33120
Brazier	33232
Breitling	33128
Bryant High	33100
Bryant Vocational	33048
Burns	33092
Burroughs	33040
Calcedeaver	34016
Castlen	33108
Causey	33072
Central Office (Barton)	32000
Chatang	33228
Chickasaw	34084
Citronelle	34020
Clark	34068
Collier	33220
Cont. Learning Center	33132
Council	32028
Craighead	32108
Dauphin Island	33096
Davidson	33000
Davis	33044
Denton	32204
Dickson	33180
Dist. Center	33008
Dixon	33116
Dodge	32216
Dunbar	32016
Eight Mile	33244
Env. Studies	33084
Evans	32048
Faulkner Voc	34052
Fonde	32192
Fonvielle	32052
Forest Hill	33248
Gilliard	32244
Glendale	34048
Grand Bay	33112
Grant	34056

Griggs	33056
Hall	32104
Hamilton	34080
Hankins	33060
Haskew	33024
Hillsdale	33184
Hollingers Island	32212
Holloway	32060
Howard	32020
Hutchens	33080
Indian Springs	33168
Just 4	32088
Lee35	34100
LeeK2	34092
LeFlore	32080
Leinkauf	32112
Lott	34012
Mae Eanes	32128
Maintenance	32144
M. G. Montgomery	33192
Maryvale	32148
McDavid Jones	34004
Meadowlake	33076
Mertz	32156
Mob. Co. Training	34044
Morningside	32152
Murphy	32064
Old Shell	32072
Orchard	33172
O'Rourke	33088
Phillips	32224
Pillans	32140
Rain	32236
Regional	32220
Robbins	34040
Russell	32008
Saraland	34088
Satsuma	34072
Scarborough	33224
Semmes Elm	33200
Semmes Middle	33216
Shaw	33160
Shepard	32222
Smith	32036
Spencer	32228
St. Elmo	33052
Tanner Williams	33212

Theodore	33032
Thomas	33236
Turner	33188
Vigor	34032
Washington	32056
Westlawn	32200
Whistler	33240
Whitley	34060
Will	33176
Williamson	32096
Wilmer	34248
Woodcock	32116