**NOTES from Heath**

Please send input for topics for a new **Tech Manual** to Heath…

**Absolute Manage**: pushes Flash, Shockwave, Adobe Reader, Java

Absolute Software can put a link on the desktop to "On Demand" software that can install without admin password. This should work for Notebook 11 and VLC.

Put a Work Order in to request **software push** to large quantities of machines, ie student labs. Send a list of computer names. You will need to make sure machines are turned on and connected to the network.

**L512** drivers are missing when reimaged. Working on fixing the image as issues arrived.

**Mixed Reality Tools** software issues could be a driver…work order.

District machines that have **VISTA** sticker were “downsized” by our system to XP by our district as we chose to skip VISTA.

**Internet Explorer 9 requires you to type** [**http://help**](http://help) **to get to HELP.**

**WAIT** **for Clean Access** to totally load before going to the Internet or you will be told you need Clean Access when you don't.

**Admin logon to WIN7** and domain

Administrator does NOT login to MCPSS but local machine

SOME will pull local computer name as domain as soon as you start to type “administrator”.

IF NOT, then choose How do I log on to another domain? for computer name.

Best practice is to give the computer a new name when **rejoining the domain**.

Use "workstation" as the password. If that does not work, use your login and password.

Send a work order with computer names asking that they be put into your OU.

Download for **VLC** as video player will be placed on Help. Having problems showing a video on a cloned desktop: show SMART Board only.

**OLD profiles** can be removed from machines remotely and will be done every 90 days. This will apply to both student and teacher profiles. Maternity Leave teachers should back up their data before they leave.

**Deep Freeze** is still out there on teacher machines. Deep Freeze can be removed, leaving the Thaw Space.

**Notebook 11** will be on Help soon. Notebook 11 from Help will include Response and Mixed Reality Tools. You will need admin login to install from Help. SMART Notebook 11 is 2GB. You can request Notebook 11 be pushed to your school.

**Teachers that cannot get to YouTube during school hours**

This may have to do with Lightspeed. To check....

* Go to control panel,

Add and Remove Programs: look for Lightspeed in the list

* Check to see that Lightspeed is running (UAService.exe) by pulling up Task Manager and looking for UAService.
* Alternate way to check to see if Lightspeed is working

C:/

Program Files

Lightspeed Systems…look for logs and contents thereof

If you see process running and teacher cannot access them have a teacher that can get to YouTube log into that computer to see if it is a user name issue. Teachers may not be put in the correct user group (OU).

* **To Check a teacher’s OU:**

C:/ > Program Files > Lightspeed Systems > UAService text file…

DO NOT open a machine that is still under warranty - the warranty will be voided.

ALL areas of the **Work Order** must be filled out. Enter NA if nothing applies but ALL areas must have something in them.

Printing limits are attached to user. Where you can print is also attached to user. TST can add printer to a machine. **Printers** bought out of scope will not be supported.

**Print spooler** stopping is typically driver related....or

If there are other printers are on the machine delete them.

Try "print this image".