

Tech Training: Computer Refresh – TLC

Every semester hundreds of students come to the TLC to use our computers. When students log on to a computer in the Connection, a local profile is created on that computer for each user. At the start of every semester, we like to clean up the computers by deleting profiles and running general maintenance checks. This process helps keep the computers running smoothly, increases performance, and helps hardware last longer. There are different processes for Windows and Mac, but each is designed to prolong the life of the computer.

Windows

The process for maintenance on Windows computers includes deleting user profiles, running utilities, updating Windows and software, and checking that software advertised on the cluster signs is installed.

User Profiles

User profiles exist in two places: files on the hard drive and entries in the Registry. Both must be deleted.

- Restart the computer
 - Profiles accessed since the last restart are locked. Restarting Windows unlocks all profiles and allows them to be deleted.
- Log in as the Local Administrator
 - PCName\Administrator
 - See Geri/Tony/TJ for password ([\\cssrv2\csmanagement\\$\Management\CSPcedures](http://cssrv2.csmanagement.com/Management/CSPcedures))

Delete from Hard Drive

- Browse to C:\Users
 - Do NOT delete Administrator, Default, or Public. These are required system folders.
 - Select all other profiles (including admin-username profiles) and hit the Delete key

NOTE: You may have to monitor deletion of the files for potential pop-ups checking that you want to delete a profile. User profiles that will not delete are locked. A computer restart should unlock them.
- Empty the Recycle Bin

Delete from the Windows Registry

- Launch RegEdit (Start > regedit)
- Expand the following folders: HKEY_LOCAL_MACHINE → SOFTWARE → Microsoft → Windows NT → Current Version → Profile List
 - The first three folders should be S-1-5-18, S-1-5-19, and S-1-5-20. These are default folders. Do NOT delete.
 - Choose a folder and locate the username in the right-hand pane of the window. If it's a user you deleted from C:\Users, select the folder in the left-hand pane and press Delete.

NOTE: Be sure not to delete the Administrator, Default, and Public profiles.

Run Utilities

Chkdsk (checks the hard disk for errors) and SFC (checks system files for errors) are included with Windows. Run them from a Command Prompt as Administrator. See the Utilities tutorial for more info...

http://4040.taylor.edu/Tutorials/TechTraining/tt_Utilities.pdf

- Start a Command Prompt session as Administrator
 - Start > type COMMAND
 - Right-click, and select Run As Administrator

- Type CHKDSK /R (R tells the utility to repair any errors it finds). ChkDsk cannot be run while Windows is running. It must be scheduled on the next restart.
- Type Y to schedule
- Restart the computer. ChkDsk will run 5 steps and can take 30 mins or more. ChkDsk displays its progress but does not report errors.
- Start a Command Prompt session as Administrator
 - Start > type COMMAND
 - Right-click, and select Run As Administrator
 - Type SFC /SCANNOW. SFC will begin immediately and report any errors it finds.

Update Windows and Software

Check that Windows is up-to-date. IT pushes Windows Updates through the WSUS service. This step verifies that updates are being applied on the TLC computers. If they are not, we need to find out why.

- Log on as the Local Administrator
- Launch Windows Update
 - Start > type UPDATE
 - Click Check For Updates (Windows Updates displays a gear icon)
- Install updates if needed
- Restart the computer and check again

NOTE: TLC Lab computers are locked down by Policy. The Local Administrator account allows us to install updates.

Check that the correct software is installed on the computer and that it is up-to-date. This will help students when they come in to use the computers.

- Compare installed software to the software listed on the Cluster sign to verify that all advertised software is installed. Additional software may be installed but not advertised. Ask TJ if you have a question about whether or not to uninstall a program. See the Software – TLC tutorial for more info... http://4040.taylor.edu/Tutorials/TechTraining/tt_SoftwareTLC.pdf
 - Launch Programs and Features
 - Make sure there is an Antivirus client installed (currently Endpoint Protection)
- Update Java
 - Launch the Java Updater
 - Start > type UPDATE
 - Click Check For Updates (Java Updates displays a coffee cup icon)
 - Open and check that Java is up-to-date
- Update Flash Player
 - Launch Flash Player
 - Move to the Updates tab
 - Make sure update settings are set to Allow Adobe to install updates (recommended)
 - Click Check Now
 - Find the current version under Version Information and confirm it's the most recent

Macintosh

The maintenance process on Macs includes deleting user profiles, checking for OS updates, and making sure all software is up-to-date.

Delete User Profiles

- Restart computer
- Log in using the TLCAdmin account
 - See Geri/Tony/TJ for password ([\\cssrv2\csmanagement\\$\Management\CSProcedures](http://cssrv2\csmanagement$\Management\CSProcedures))
- Select Apple menu, then System Preferences
- Find and select Users & Groups
- Unlock the profile by clicking the lock icon in the bottom-left corner of the window
- Select a user to delete and click Remove (-) below the user list
- When asked what to do with the Home folder, select Erase home folder securely
- Click Delete User

Check for Updates

- Select Apple menu, then Software Update. In El Capitan, this is located within the About This Mac menu item.
- Under Scheduled Check, make sure Check for Updates is selected and set to Weekly, and that Download Updates Automatically is selected
- Under Scheduled Check, click Check Now
- Install updates
- If updates are installed, restart the computer and check again

Update Software

- Compare installed software to the software listed on the Cluster sign to verify that all advertised software is installed. Additional software may be installed but not advertised. Ask TJ if you have a question about whether or not to uninstall a program. See the Software – TLC tutorial for more info...
http://4040.taylor.edu/Tutorials/TechTraining/tt_SoftwareTLC.pdf
 - Launch Finder > Applications
 - Make sure there is an Antivirus client installed – Endpoint Protection
- Update Flash Player
 - Locate and launch Flash Player in Applications
 - Move to Updates tab
 - Make sure update settings are set to Allow Adobe to install updates (recommended)
 - Click Check Now
 - Find the current version under Version Information and confirm it's the most recent