**Tech. tech. resources**

**TechHelp:**

* [https://techhelp2.pcsb.org](https://techhelp2.pcsb.org/MRcgi/MRentrancePage.pl)
* Status changes
  + Pending- usually pending info or response
  + Open – hasn’t been seen yet
  + ACK – seen and will get to it asap
  + Transfer to Helpdesk – escalation or dept transfer
  + Transfer to helpdesk hardware – Vender Assign/dbsys/warranty
  + Work in Progress – actively working on solution
  + Request a Part – Order out of warranty parts through Will (TIS) 5 year cut off.
  + Closed – issue is resolved
* Always be as detailed as possible. Include troubleshooting steps, diagnosis, pictures if required, status updates, etc.

**How to install/use new Ricoh MFDs.**

**Use these steps:**

* On your keyboard,



This screen will pop up:

Graphical user interface, text, application

Description automatically generated

* Copy this phrase into the box next to Open:[\\A0040SRICOHP2\Print-to-Me](file:///\\A0040SRICOHP2\Print-to-Me)
* Click OK
* It will take a few minutes to run, then this screen will pop up

Graphical user interface, application

Description automatically generated

* If a RICOH app opens up, you can tell it to Launch or just ignore it and it should go away.
* **TO PRINT:** For all printers across campus, you will be using the Print-To-Me printer. It will send your document to whichever printer you swipe in on and you will be able to print at any school with this printer.

Graphical user interface, text, application

Description automatically generated

* Your swipe card will still work, but you will need to hold it on the card reader until it has logged you in. It will take about 3-5 seconds.

Account Manager Guide: <https://pinellascountyschools-my.sharepoint.com/personal/blanchardda_pcsb_org/Documents/Documents/Accounts%20Manager%20Guide_20220902081602.pdf>

**Print server service start instructions: (not applicable for new** [**\\a0040ricohp2\print-to-me**](file:///\\a0040ricohp2\print-to-me) **printers)**

Subject: Equitrac Printing Service

                There have been several changes to the school and district support structure such as changes to Technology Coordinators and Technology Technicians, so I just wanted to send out a quick reminder.

                Several years ago, we provided access the key services on the Tech Servers so schools could troubleshoot printing issues first before having to engage the Help Desk, Analysts, or Ricoh. The services that all Technology Coordinators, Technology Technicians, User Support Analyst, and Helpdesk have access to are:

EQ CAS Service

EQ DCE Service

EQ DME Service

EQ DRE Service

EQ Scheduler Service

EQ SLP Service

Print Spooler

SQL Server (SQLEXPRESS)

SQL Server Browser

SQL Server VSS Writer

                Here are a couple troubleshooting steps when the copiers show offline:

1.) Remote into Tech Server and verify all services are “Running” and start any that are not running.

* To access the services on the server you can search for services and then select the Services app.
* You start a service by right clicking on it and selecting Start

2.) Once all services are running refresh the screen on the copier and if that doesn’t work then power cycle the copier.

Here are a couple troubleshooting steps if you are having general printing issues:

1. Try printing to a different printer. If you are able to print to another printer, then the issue is with the other printer.
2. Check network drop is active by pinging the device.
3. Verify they have a sufficient funds to print.

Account Manager Guide: <file:///C:/Users/blanchardda/OneDrive%20-%20Pinellas%20County%20Schools/Documents/Equitrac%20Account%20Administrators%20guide%20for%20Pinellas%20CS%20v1.2.pdf>

**Imaging:**

* F12 on start up
* Choose NIC IPV4 (not legacy)
* Password - <https://laps.pcsb.org/Secure.aspx> there are 2 possible passwords (bios old/new) look up here.
* If UEFI isn’t available - Ensure bios is set to UEFI
  + Go into BIOS
  + Set bios to UEFI in boot sequence
  + Enable network stack in NIC settings
  + Restart pc
* Clean MDT if pc has issues
* Choose correct options take home/reg student for class/staff/etc
  + Student Take home image for PCS connects devices (laptops only)
  + Classroom only image also get the Office shortcuts option
  + Bus-ed student and staff devices have special MDT packages – select what is relevant for that lab.
  + Staff image gets smart notebook, office shortcuts, and VLC media player option.
  + Ask Staff beforehand to see if there are specific programs needed for their position. (Such as filemaker pro, rightfax, TERMS, etc)
* Naming convention – look up on wiki.
  + <https://wiki.pcsb.org/wiki/Active_Directory#Naming_Conventions>
  + Bus ed labs usually have a special naming convention with room designation.

**MDT imaging progress monitoring** - <http://mdt.pcsb.org/>

**REPAIR IMAGE DISM: Reimage is usually easiest, but sometimes this is helpful.**

* **Cmd prompt**
  + **Dism /Online /Cleanup-Image /CheckHealth**
  + ***Dism /Online /Cleanup-Image /ScanHealth***
  + ***Dism /Online /Cleanup-Image /RestoreHealth***
* **Powershell**
  + ***Repair-WindowsImage -Online –CheckHealth***
  + ***Repair-WindowsImage -Online –ScanHealth***
  + ***Repair-WindowsImage -Online –RestoreHealth***

**Asset Info -** [**https://assetinfo.pcsb.org/**](https://assetinfo.pcsb.org/)

* **Use asset info to look up property tags/students/staff/device check out**
* **The report function has been helpful with getting admin a list of students with/without devices**

**Asset Essentials -** [**https://assetessentials.dudesolutions.com/PinellasCountySchools/MyRequest/Add**](https://assetessentials.dudesolutions.com/PinellasCountySchools/MyRequest/Add)

* **Use for ordering projector bulbs/smartboard pens/smart service/UPS battery replacement**
* **Use the Work Order option in AE to look up and comment on work orders. Switch status to New Request after responding / adding a comment. Do not use the My Request section to edit WO comment.**
* **Put A/E WO number in Techhelp ticket before closing for easier tracking.**
* **Email** [**Holcombc@pcsb.org**](mailto:Holcombc@pcsb.org) **with Lamp/bulb invoices when you receive them in the mail.**

**Dell tech direct / parts ordering –** self dispatch <https://techdirect.dell.com/Portal/SelfDispatch.aspx>

* Look up warranty status – Only 1 warranty claim per year and Battery warranty ends after 1 year. You can search the asset tag in tech help to see repair history.
* CRU parts – we install – order through tech direct, not through tech help. Ship requested item back to dell within a few days of delivery if they provide a return label asking for it back.
* FRU parts – dell (dbsys) installs – order/assign to vendor in tech help (helpdesk hardware)
* Pcs out of warranty parts get ordered through Tyler at admin (request a part) provide part # in tech help disc.
  + Include pictures for LCD damage and System board part number in Tech help

**Computer Manuals** - <https://prm.dell.com/index.asp> or <https://wiki.pcsb.org/wiki/Main_Page>

* Youtube is usually a better resource for quick hardware installation guides.

**Smart Board Tips:**

* If pens are writing on wrong screen, open the calibration mode (hold both pen tray buttons down) and hit the SPACE bar on keyboard to change which screen is the smart board to write on.
* Check Smart Ink app for software updates. (Separate app from Smart notebook)
  + You can find smart ink install package here if not installed - \\a0040sinstalls\Installs\Freeware\SMART\Smart Notebook 21\ProductDrivers12\_17
* Ensure USB cable is connected for touch features (HDMI is usually only display (no touch))
* Order replacement bulbs and pens through Assent Essentials
  + Include Projector model, bulb number, and bulb part number in the work order or it will get kicked back for more info.
* Smart ink settings – Disable Microsoft Ink Default – change it to use smart ink instead for office application integration. This allows smartboard usage to not save to the original document.
* No sound – make sure Epson proj is selected in sound output in windows
  + If Epson is not an option while connected via HDMI restart the computer and it should show up, if not try connecting aux cable if smartboard has attached speakers
* Smartboard not detected – light will be flashing green on smartboard – Connect usb cable. If this does not fix the issue, open Smart Ink Settings app. Navigate to Troubleshooting panel and select “ Smart SMART settings” and use the Connection Wizard in the Tasks section.

**XYZ commands:**

* **Open cmd prompt and type XYZ**
* **These commands can be used to check for staff device look up, last login info, login history, change student passwords, etc.**

**LAPS:**

<https://laps.pcsb.org/> use laps to get local admin passwords – you will use this a lot.

* Under the Secure link you can see various account credentials used by the district for various use cases.

**PCSB WIKI:**

* <https://wiki.pcsb.org/wiki/Main_Page>
* Look up various issues, procedures, info (parts, software instructions, articles, etc)

**Psiphon** – no network available on laptop

* Psiphon is a web filter proxy service. It will work for a while then brick all network on that user profile.
* Signs Psiphon has been used:
  + Student laptop can’t connect to any wireless network
  + Wallpaper background is blank (black)
  + Check downloads in file explorer and web browser
  + There is Wifi in admin profile or any other profile than the issued user
  + Use %appdata% to find appdata\roaming\psiphon3 exists if students are smart enough to delete it from downloads and from the browser download list
* To correct this issue the affected user profile must be deleted, or the computer needs to be reimaged.

\*UPDATE\* Over the summer we started running a script on all student machines via Software Center to try to deal with Psiphon.   This script runs multiple times a week on each machine once they get the policy. The script performs the following:

1. Checks if the psiphon folder exists in any R2D2 user profile on the machine (where psiphon installs).
   1. If the folder is found, all contents of the folder are deleted (breaking psiphon).
   2. If the folder is not found, it creates it.
2. This means you cannot assume the student had psiphon simply because the psiphon folder exists. You will need to open the folder and see if there are any files/folders within it. If there are, then they had/have psiphon.
3. It sets the security group 0040-Students (which contains all R2D2 accounts) to be denied all access to the folder.

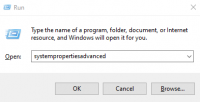
Once the student accounts are denied access to that folder if they try to install psiphon it will give them an error but look like it worked but when they try to use the program, it will fail.

If you encounter a student who has psiphon installed and it still works, please hold onto the device, submit a Tech Help ticket, and ask that it be transferred to the Senior Analysts.  We will need remote into the computer and evaluate if we need to make changes to the script to account for any changes in newer builds of psiphon or if the script just hadn’t run on that machine yet.

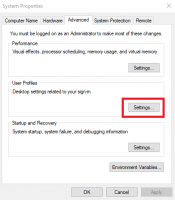
**USER PROFILE DELETION STEPS**

the steps required to remove user accounts using the system properties user interface.

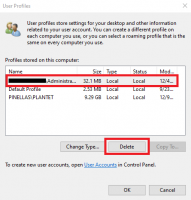
* Login using LAPS for the local admin account
* Begin by opening the Run dialog in Windows. (**Windows Key** [](https://wiki.pcsb.org/wiki/File:Windowskey.png) **+ R**)
* Type "**systempropertiesadvanced**" in the Open field.
* In the 'systempropertiesadvanced' window, click on the **Settings button** under 'User Profiles'.
* **Select the user profile** you wish to delete from the list, and click the **Delete** button.

[](https://wiki.pcsb.org/wiki/File:UPD_Run.png)

* systempropertiesadvanced in Run

[](https://wiki.pcsb.org/wiki/File:UPD_Systemproperties.png)

* systempropertiesadvanced window
* Select the User name of the affected profile.

[](https://wiki.pcsb.org/wiki/File:UPD_Profiles.png)

**Adobe Acrobat Pro license for Staff**

You can open a Tech Help ticket requesting an Adobe Acrobat Pro license. You will need to get a cost strip from the bookkeeper in the front office.

Graphical user interface

Description automatically generated with low confidence

**Intune Enrollment Guide for IPads**

* <https://pinellascountyschools-my.sharepoint.com/personal/blanchardda_pcsb_org/Documents/Documents/Intune_Users_Guide_March2022%20(1).pdf>

Quick links

* [\\COMPUTERNAMEHERE\c$\Users\Public\Desktop\](file:///\\COMPUTERNAMEHERE\c$\Users\Public\Desktop\) - delete computer desktop shortcuts remotely
* [\\a0040sinstalls](file:///\\a0040sinstalls) – Software installs not found in software center
* To access on a0040sinstalls in macOS - Cmd+K, then smb://a0040sinstalls/macinstalls
* [\\aXXXXstech](file:///\\aXXXXstech) - tech server/printer list when software center isn’t available (change XXXX cost center depending on site you’re working at

**Common Issues**

* No Wi-Fi
  + If issue is isolated to user’s office/classroom check the access point status light. If blinking green the unit needs to be reset/rejoined to the controller. Submit a Tech ticket and transfer to networking.
  + If it is a student laptop check for Psiphon downloads in browser history/downloads
    - See Psiphon section above for symptoms/fixes
  + If computer updated from Windows 10 to 11 it will need to be rejoined to the domain (plug laptop into ethernet and restart).
  + If computer has been off campus/ off pcsb wireless for 1-2 month it will likely need to be rejoined as well.
  + Check network adaptor in Device Manager
    - 3120 laptop network drivers located in Software Center and needs to be plugged into ethernet to download/install. I usually have to get the driver from the dell support site.
  + If above does not work, update BIOS and may need to be reimaged
* OneDrive files not accessible
  + Check to see if user is connected to PCSB-wireless (see above steps)
  + Ensure user is signed into OneDrive app. If the user primarily uses the web-based version of Outlook I have seen OneDrive log out causing the issue. Login to the Outlook desktop app and OneDrive. This should fix the issue.
* Printing issues
  + If user cannot connect to MFDs try reinstalling printer from PCS Printers in Software Center. Also ensure printer is online on the tech server (see equitrac service section above)
  + Make sure usb printers are detected in control panel/device manager with the correct drivers. Uninstalling the device drivers and reseating the usb printer cable usually resolves driver issues.
  + You may need to login with LAPS to update drivers and have full access in device manager.
  + Ensure user has sufficient funds to print. The balance is displayed on the printer.
* Office 365 license not found
  + This usually happens when users O365 suite is out of date using the 2016 version/old license method. Reinstall O365 in software center or rejoin to the domain to obtain a new license if O365 is already up to date.
* No Audio in FSA secure browser test session
  + Headphones need to be connected to the computer before the test is launched
* 3120 Laptop issues
  + laptop not powering on
    - Reseat battery cable and try connecting DC input again.
    - This model has a delayed power on. Press power button while plugged into DC power and wait for the Caps Lock light to come on. This may take 3-5 sec. after pressing the power button if you hit the power button again before this it will cancel the power on.
  + No wifi
    - Ensure Psiphon isn’t the culprit (see above)
    - Check device manager.
    - Check software center for new driver (see above Wi-Fi FAQ)(will probably need to get the driver directly from dell support site)
    - Update Bios
    - May need reimage
  + Touch pad not functioning
    - Reseat touchpad ribbon cable. The ribbon cable for both the touchpad and keyboard are very sensitive and needs to be perfectly aligned.
  + No touch screen functions or flickering display
    - Reseat display cables to ensure proper connection. However, I have seen a few have this issue and Dell has said the cause is a bad digitizer which is apart of the LCD assembly. Request a new LCD assembly through DBsys if in warranty and include a picture of the display powered on and showing all 4 corners.
* Creative Cloud
  + Ensure user is using their @pcsb.org email to login, not a personal email account
  + If CC is not accepting the username use the full @pcsb.org address in the login field
  + Sometimes the CC app will not launch an adobe app / has further login issues. Try opening the desired app outside of CC directly from the desktop or start menu and login through the specific app instead. I see this issue mostly on Macs.
* Imaging Issues
  + Device name changes to random name or service tag after reimaging.
    - This is very rare and usually happens after a sys. Board replacement, but when it happens it prevents the device from joining to the domain and you cannot login to it through conventional means such as LAPS or users. Usually, you can login to the device with the pre laps Old Admin password (located in LAPS secure section). Once you login with that you can rename it correctly and manually join it to the domain.
  + Image fails
    - Clean MDT and try again
    - Check errors given, it may be a bad hard drive
    - Try a different USB port or USB ethernet dongle
    - If multiple devices are failing at the same time, check for network issue, if good have an analyst check the MDT services.
    - If it is an older machine, try imaging Window 10 instead of 11.
  + Invalid credentials for MDT
    - Try to verify the keyboard isn’t the culprit (verify with external usb keyboard if it is a laptop.)
    - Check time/date in the BIOS
    - If time/date will not persist after changing, you still get declined and the CMOS battery is probably bad.
  + Software center not available after reimaging
    - Usually software center shows up 1-2hrs after device reimaging. Leave device plugged into ethernet while device gets updates.
    - If you need specific software and can’t wait for SC to show up then install manually at [\\a0040sinstalls](file:///\\a0040sinstalls) or printers at [\\aXXXXstech](file:///\\aXXXXstech)
  + iMac loses PSCB login screen- NoMad – loses InTune profiles
    - Connect to guest wifi – open terminal and enter "Sudo profiles renew -type enrollment" then allow the profiles to install from the drop down. It will start reenrollment. After 10-15mins it should automatically change to PCSB-wireless. Then restart the iMac.

BIOS password unknown - Use the following website to try to get backdoor passwords for the BIOS on system boards where the password is unknown: [BIOS Master Password Generator for Laptops (bios-pw.org)](https://bios-pw.org/)   This is not 100% so if the passwords generated don’t work you will need to get a new system board.

You will need to enter the System Number, including the dash (-), found on the Setup Unlock screen of the BIOS.