Instructions for receiving new Dell computers and imaging new Dell computers

**Current Surplus Laptop and Desktop models:**

* Dell e-series laptops – Windows 7
* Dell Optiplex Desktops – Windows 7

**Software used for imaging** – Ghost 11

**Tools used:** USB key with boot image created by ITS, Network cable

**Network ports used:** 114 or 115 subnet – The Surplus systems pre-programmed USB keys will access the image server only from the Computer Repair Center.

**Overview:**

The images for the new Dell Computers are kept on a server, which are accessed by booting the laptop from the ITS-programmed USB key. These USB keys only work in the Repair Center as they are ‘mated’ with our subnet.

**Process:**

1. The new Dell computer., monitor, accessories need to be received in the Institutional Purchases spreadsheet. The current location of this file is in the following folder:

\infotech\Business Services\Purchasing\Institutional Purchases\ . Currently only Phil, Shawn, Tom or Nate can receive items. The date received is indicated in the appropriate column.

1. The name of the equipment end user is to be written on the outside of the box(es). If there are more than one box (example: CPU and Monitor and speakers) then the boxes are marked 1 of 3, 2 of 3, 3 of 3…..
2. A Call log is created in the name of the end user and assigned to Repairs. If the computer is destined for an Adjunct, create the call log in that department’s Administrative Assistant’s name.
3. The Call Priority category should be *Install or Normal,* depending on the type equipment received.
   * 1. If a computer, Call Priority category should be *Install*
     2. If only a peripheral, Call Priority category should be *Normal*.
4. In the Problem Description, enter the following information:

* Type equipment: Dell or Apple and whether a desktop or laptop.
* (If just a monitor or other peripheral and NOT a computer, indicate that.
* Enter the number of boxes associated with the item
* Later in this document you will enter the network card’s hardware (MAC) address into the Problem Description.

1. Connect the network cable to the network port. The other end of the network cable must be connected to the pre-determined network jack. Only the pre-determined wall-jacks will allow you to access the server.
2. Insert the appropriate USB key into a USB port on the computer.
3. Turn computer on
4. When the Dell logo is displayed, and the F12 message is in top-right of screen, press F12. This will bring the boot menu to the screen.
   1. If you do not press the F12 key in a timely manner, the laptop will boot off the HD and you will have to restart the laptop and return to step 3.
5. Using the arrow keys on keyboard, select ‘USB Storage Device’. Press Enter. This starts the boot process, using the boot information on the USB key.
   1. If you do not see USB storage device in the boot menu, ensure the USB is fully seated, try a different USB port on the computer, and return to step 6.
6. Wait until the black window appears (with white border). This is the Windows IP Configuration window. Presently, there are 9 options at this menu.
7. Select option 5 ‘ Run Ghost and stay in winpe after imaging’
8. The next prompt will be “Enter the username for 158.137.1.187’. ( the numbers might not be the same)
   1. Type Plymouth\ tom (enter) \*\* Username will not be tom. Use your username and password.
   2. Enter password (enter)
9. The next screen should be the Ghost screen. Select ‘OK’
10. Select ‘Local’ | ‘Disk ‘ | ‘from image’.
11. In the ‘Look In’ box, change the network drive from ‘X’ to ‘Z’
12. Click once on the OFFICES folder.
13. Select the appropriate image file ( most recently dated file) [*As of 1.7.2011 the newest image filename is win7\_64\_76*]
14. Click once on the image
15. Select ‘OK’
16. Select ‘OK’
17. Select ‘Yes’.
18. The image process will now start.
19. When the image is complete, a small box will open with a red exclamation point next to the working ‘Clone Completed Successfully’.
20. Select ‘Continue’, ‘Quit’, ‘yes’.
21. Select ‘9’
22. Type ‘Exit’ | the computer will restart you are all done!! Remove USB key during restart.
23. At login screen, username will be pcadmin. Password will be PSU.
24. Perform updates.
25. Desktop Support will need the MAC Address from the integrated network card. Write this address on the outside of the box along with the word ‘Imaged’. This should be on the same side of the box as the end user’s name. The Mac Address looks like this sample: 00:23:AE:8E:AE:64. FYI: Every network card in the world has a unique MAC Address.

To get the Mac Address (also known as Physical Address) for the integrated network card:

* Go to the newly imaged computer’s Control Panel
* Click on Network and Sharing Center.
* Select ‘Local Area Connection’ then click on ‘Details’. The Physical (MAC) Address will be listed in the Network Connection details.
* The Mac Address looks like this sample: 00:23:AE:8E:AE:64. FYI: Every network card in the world has a unique MAC Address.
* *\*\*\* If you use an alternate utility to get the MAC Address, make sure you are not looking at the wireless card’s MAC address. \*\*\**

Write the address CLEARLY on box.

1. Enter the MAC Address in the previously created call log. Reassign the call log from Repairs to Desktop Support. The Priority category should still be *install.*
2. Done

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