Computer Team Meeting
11/15/18

Attendees: Julia Hupperts, Melissa Pappas, Gerard Forys, Gy Chajili

Computer Peers: Melissa Pappas, Gerard Forys, Gy Chajili

This meeting was a training for computer Peers and administrators.
Peers will have access to the Faronics Cloud control panel and app (if they wish.)
The Peers were set up on Faronics Cloud and shown how to use the control panel to manage the computers.

Do not change policies. (You can look at them to see what they are.) Each hi-rise has a policy set up in Faronics. This coveres all the things Faronics monitors and the programs installed as part of the Cloud installation. (Anti-virus, Winselect, DeepFreeze.)

It's better to schedule updates to run overnight so they don't disrupt use during the day.

We use Deepfreeze, software updates, anti-virus, anti- executable, Winselect.

Use TeamViewer to remotely access hi-rise computers. Do not use Microsoft RDP. (That could lead to issues since it operates in the background and someone could potentially access a computer remotely without anyone at the hi-rise knowing about it.)

Don't use TeamViewer in the mode that allows connections without someone at the other end sending you the password. (It has both modes when installed. You will use the mode where the computer admin will need to text or tell you the password and code to start a remote session.

Send a blank policy to a computer to uninstall Deepfreeze and Faronics. Always install the blank policy. Never use the Faronics programs uninstall functions. Using the uninstall option (If you can get it to work.) can cause problems such as an incomplete uninstall.
After you send the blank policy you may need to use the Faronics Cloud uninstall helper program to remove the Cloud Agent from the computer you are working on. (If you don't do this you will not be able to reinstall the programs when you are ready to.

For Computer Admins:

Important: You need to uninstall the Faronics programs before running the spring and fall Windows upgrades. If you don't do this you will have the issue where the computers will give you the automatic repair blue screen each time they are rebooted.

Your computers should be updated to Windows version 1803 (The spring upgrade) if they are not already. The October update is available but it is suggested to wait before doing that one.

When doing the 1803 update you could run into an error where the computer hangs on the "please wait" screen when the process is nearly complete. When the computer finally boots you will get an error message that says "Location not found" and the desktop will not be able to be loaded. (You will just get a black screen with the recycle bin icon. The menu icon will not work.) This is a known bug with this version of Windows. You may need to do a clean install of Windows to take care of the issue.

It is recommended to use the media creation tool and put each version on a flash drive when it comes out. (You can reuse the drive each time. You don't need to keep multiple versions unless you want to.) This will allow for easier upgrading over wi-fi.

Next meeting: December 20th