Computer Team Meeting
7/19/18

Attendees: Julia Hupperts, Diane Anastos, Melissa Pappas, Gerard Forys, Laurie Wrycza, John Cardoza, Michelle Newell, Bill Hughe, David Owens, Chee Chang

Computer Peers: Melissa Pappas, Gerard Forys, John Cardoza, Chee Chang

This is the first meeting of the new fiscal year. The help desk is set up. Not many requests received so far.

Recent issues: Dunedin, Central, Iowa, Valley, Mt. Airy.
Iowa had issues with updates. Edgerton is having an issue with the speaker on one computer. Central has a computer down and Internet issues. Valley has two computers down. One keeps rebooting. One says it won't connect.
There were also some recent password issues. Wabasha has different passwords then the ones on the list we have.
My. Airy has a computer that won't boot.
Ravoux had some issues recently. One of their SSDs died. (They got a message that said non system disk installed. Reboot to continue.) a firmware update needs to be done.
http://www.pny.com/support/technical-support/solid-state-drives/firmware-update/internal-ssd

Firmware Upgrade Instructions
1. Back up your drive, as upgrading firmware may erase the drive, depending on the update.
2. To determine what firmware your drive is currently running, download, install, and run the PNY Get Info Tool below.
    * Once the tool is successfully installed and running, select, "Get Device Info" button. The tool will display the firmware your drive is currently running.
    *   PNY Get Info Tool for 2.5"
3. Identify the Firmware Update Package that applies to you based on the firmware your drive is currently running (to determine which firmware update applies to your drive, see fine print below each update package).
4. To download the appropriate Firmware Update Package for your drive, download, install, and run the PNY Firmware Update Tool by selecting the, "Download Firmware" button that corresponds to the Firmware Update Package that applies to you.
    * Once the tool is successfully installed and running, select, "Upgrade Firmware" button to initiate the upgrade process.
5. Follow the prompts to complete the firmware upgrade.
Drives are under three year warranty.
Hamline has a problem scanning from their office computer.
Mt. Airy has a resident who is very insistent that the computers get fixed and threatened to report the admin for not fixing things fast enough. Let Julia know if residents have complaints or are harassing you about the computers.

Iowa had residents who had trouble turning computers on. Putting a colorful sticker on the power button might help with that. Posting instructions with pictures is another thing that might help.

Computer Peers will need: access to the building, access to the computer to be worked on, keys for locks, passwords for Deepfreeze and the computer, Winselect password, possibly software license keys, BIOS passwords.

Should computer admins have all passwords and information for their sites? This would make things like updates easier and allow issues to be fixed.

Giving a couple of the Peers that information might be helpful. That would allow the others to get information after business hours.

There are concerns about passwords being changed without notification. That is a big reason why passwords aren't given out much.

Can Deepfreeze password be changed? It probably can be changed by the admin. It shouldn't be though.

How many computers hi-rises need was discussed. It seems that less people are using the community computers thanks to things like Comcast Internet Essentials and PCs for People Internet. Hi-rises might need less computers now and having one computer go down might not be as big an issue as it was in the past.

Getting a SSD for the hi-rise office computer was suggested. Drives are $30 at the PNY site. Keeping that computer updated is very important.