Public lab maintenance

Whenever something goes wrong with a computer, the first step is to just restart it (and run PC-Rdist/NetRestore). If that doesn't work, reimaging the machine almost always solves the problem; if it doesn't, we call it a hardware problem and ship it down to DDS.

Reimaging

The process of reimaging is fairly simple. All you need is the appropriate boot CD (green for Mac, purple for Windows) and a bit of time.

For the dual-boot iMacs, you must image the Mac side first.

**Mac reimaging**

1. Insert USB key into a powered port (i.e. not the ones on the keyboard).
2. Power on the computer while pressing and holding the Option (Alt) key until icons appear representing various boot options.
3. Use the arrow keys to select Snowboot (it should have an icon looking like an orange external hard drive).
4. Wait a bit. The computer will boot to the network and a Terminal screen with a blue background appears.

*This script tells the machine to boot to the KBox. Hit Enter to skip the 15 second countdown.*

1. When the computer restarts, immediately after the chime, remove the USB key.

**Timing is very important because if the USB key is not removed at that time, the computer will cycle through booting to the network.**

1. Wait a bit. A login screen with KBOX Admin as the username appears.

**IMPORTANT:** Wait at least 15 seconds once you see that before logging in. After logging-in, you’ll know if you’ve waited long enough because you’ll see the blue KBOX background and the Imaging folder will appear in the Dock.

1. Click the Imaging folder in the Dock and select Quick Partitioning Utility.
2. Select the radio button for Lab/Classroom.
3. Check the box for Dual Boot.
4. Click OK.
5. Click the Imaging folder again and select Carleton Restore.
6. Enter the password.
7. Click Restore.

**Windows reimaging**

1. Boot from CD. Wait.
2. You will eventually get a login box. The username is GhostImage.
3. A terminal window will appear. It won’t be the active window, so click it. Select the appropriate location.
5. The machine will restart. It needs to boot from the disk this time, so if this is one of the old Dells, make sure to remove the CD before it starts up. If it’s a new, dual-boot iMac you can just select the Windows partition.
7. You’ll see the weird question-mark background, along with Troy's mad ravings. **Don't panic.** After a few seconds, the machine will ask you if it can restart itself. Click yes.
8. Log in again.
9. The machine will tell you who it thinks it is. Assuming it's correct, let it continue. If the room number is correct but the machine number is wrong, note the CCID and what it thinks it is and email Kevin. Then let it continue. If the room number is wrong, and you're sure it isn't your fault, shut it down and email Kevin.
10. It will start to run PC-Rdist. This will take forever, and will restart when it's done. Feel free to leave, but check back in later to make sure it worked.

**USB ports:** For the new iMacs, the default location for the keyboard is the middle slot, and the default for the mouse is the outer slot. If not in those locations, the machine will take a while to recognize the devices the first time it turns on.