Installing/setting up PCs

Notes from the IT Supporters discussion session held on 29 May 2007.

Staff image

http://www.rdg.ac.uk/ITS/documents/operatingsystems/staffimage.htm

How many use the ITS staff image – 4 people raised their hands.

One Dell laptop had a staff image installed (wasn’t requested). Interesting, as we don’t have an image for laptops.

Academics don’t like the concept of being tied down – term staff ‘image’ exacerbates this feeling. New name? Ideas included “Reading pre-installed software”.

Most present felt they wanted to improve ordering within their school.

Mixed comments on how much time the preinstalled image saves on setting up a new PC.

Conclusions

Office version:
Stay with Office 2003 + converters, User can install Office 2007 if required. ITS to provide help and docs for Office 2007 (including Outlook 2007).

Using distribution point (\vidist\office2003, \vidist\office2007) or CDs?
vidist best as then not prompted to use correct CD when doing Office updates.

Reading fonts and templates:
Add these to image.

Setting up PCs

DNS settings need to be set correctly to avoid offsite connectivity problems (see http://www.reading.ac.uk/ITS/documents/network/win2000xp_config.htm#DHCPcon).

It was agreed with AGITS that all PCs on the RDG-Home domain should be on WSUS. This is not an automatic process. It is still necessary for ITS to be involved when a PC is being put on WSUS. Ring/email ITS-Help as usual.

Conclusions

As many PCs as possible should be on rdg-home domain, including University owned laptops. Privately owned laptops should use the plugin network (aka blue-socket network)

Updates to key documents need to be communicated to IT Supporters.
Installing software
vidist provides installation points for the most popular and commonly requested packages (where the licence allows). Some applications cannot be distributed in this way (e.g. Visual Studio does not support a distribution point).

ITS will be investigating the use of SoftGrid soon, possibly for some PC lab applications. School of Biological Sciences are delivering applications using SMS.

Conclusions
We will look into adding SharePoint Designer to vidist.
Office 2007 – it was suggested that a transfer file be added to vidist, just for feeding the activation code into the install process so that we do not need to put the code into the Readme file.

Vista
No immediate plans to install Vista on staff image.
Some laptops are being or will soon be supplied only with Vista. Dell will be able to continue to supply with Windows XP Pro on PCs supplied under our desktop PC agreement. Version of Vista we are covered for under the Campus Agreement is Vista Enterprise. PCs bought off-contract may come with the Business version.
Adobe Acrobat 8 Reader fails to install with UAC on.

Conclusions
Check Dell’s position on Vista at the next review meeting.

Laptops
Privately owned laptops should use plug-in network (aka blue-socket network).
File synchronisation – mixed response from the group on how useful this is.

Printers and printer accounting
Some depts/schools are looking at and using Kyocera printers.
School of Biological Sciences setup their printers from their servers and found that this saved installation and support effort.
Some printers now have built in wireless and this is on by default. This is a security risk especially if they are then connected to the campus network. A minimum is to change the SSID from HP Setup and to turn off the wireless if not used.