

Important Update for LBBNC Computers with SmartShield

I have an important update for you related to your LBBNC computers. Please read the information below and complete the recommended update as soon as possible.

Background Many of the LBBNC libraries that received imaged computers with Centurion Technologies SmartShield hard drive protection are reporting that they have a Red Screen Message after Windows Updates completes a scheduled update run.



To unlock the keyboard and mouse I have instructed libraries to type in the word **unlock** (case sensitive) and click on the Enter key. This should unlock the keyboard and lock on the computer. On occasion the computer will display the red screen again when the computer is restarted or powered on. To stop this all files in the following folder need to be deleted.

Recently I was informed by a library that experienced this problem that

Centurion Technologies had updated their SmartShield software to fix this problem. The fix is straightforward and as simple as installing a basic software program. Please take some time and review the steps to complete the fix on your computers and then complete the steps on all of your library's LBBNC computers (desktops, laptops, and ADA work stations) that have SmartShield installed on them.

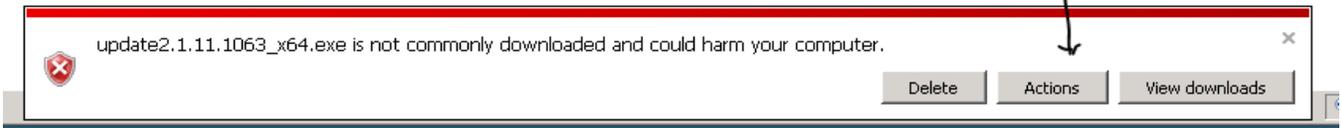
Download and Run SmartShield Updater Program

1. To prepare your computer to install the updater fix for SmartShield **Unprotect** your computer.
 - a. Log onto the computers Admin account (default with original image was the Staff account)
 - i. Switch User and logon to the Admin account
 - b. Enter keys CTRL+ALT+F10
 - c. Click on the **Unprotect button** in the center of the dialogue box
 - d. Enter the SmartShield password (if you did not change the password from the default password you can find it on the licensing page of your blue binder)
 - e. When prompted to restart the computer, respond **Yes**

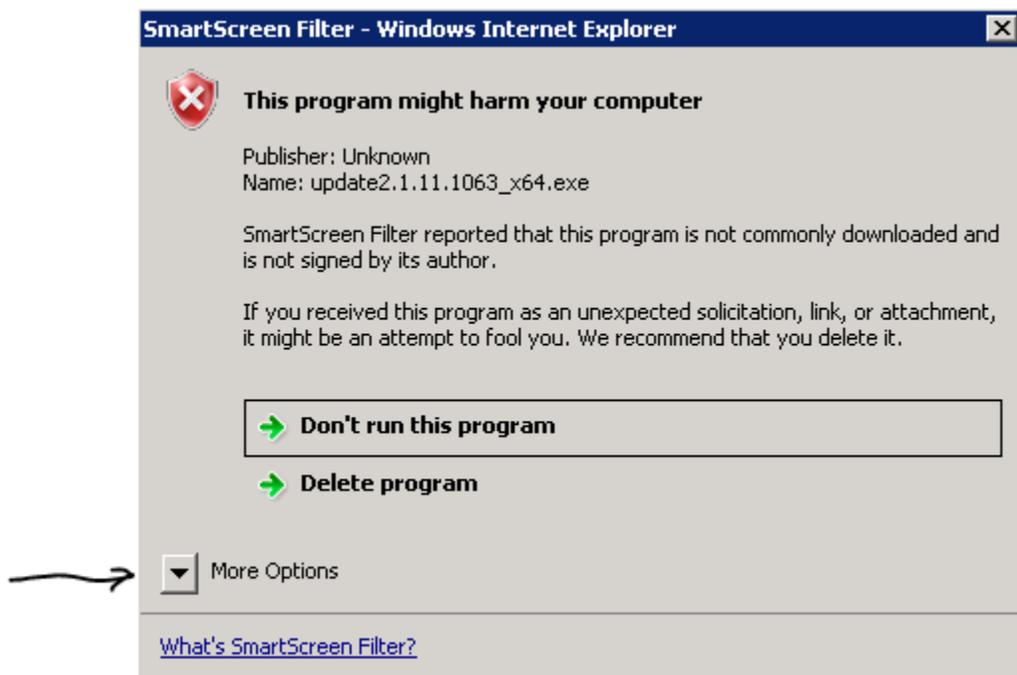
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2. Go to the following link, http://nlc.nebraska.gov/lbbnc/libs/ssupdate_auth.asp to download the SmartShield Updater program and follow instruction below,
 - a. Click on the link, when prompted for a password enter following password, nlcbtcp
 - b. Click on the **Actions** button (see image below)

PLEASE NOTE THE FILE NAME HAS CHANGED TO update2.1.11.1081_x64.exe



- c. Next select the **More Options** dropdown arrow (see image below)



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d. Next select **Run Anyway** option (see image below)



3. Restart your computer and SmartShield Protect the computer.
 - a. Log onto the computers Admin account (default with original image was the Staff account).
 - i. Switch User and logon to the Admin account
 - b. Enter keys CTRL+ALT+F10
 - c. Click on the Protect button in the center of the dialogue box
 - d. Enter the SmartShield password (if you did not change the password from the default password you can find it on the licensing page of your blue binder)
 - e. When prompted to restart the computer, respond yes

You have completed the SmartShield Updater on a computer!