

# FAQ's for Libraries Receiving Equipment

Updated 10/08/2012

**For latest information and FAQ updates, please go to the following web pages:**

<http://nlc.nebraska.gov/lbbnc/libs/index.aspx> or <http://lbbnc.nebraska.gov>

The following information is not presented in any particular order. You can access an electronic version of this document on the NLC website where you can use CTRL+F to search for particular subjects. Please email Janet Greser if you have items to add to this page: [Janet.greser@nebraska.gov](mailto:Janet.greser@nebraska.gov).

## Helpful Hints:

Ensure your PC is connected to the Internet before proceeding with computer updates or licensing registrations.

We suggest you run **chkdsk** on all of your new computers. The steps to do this can be found at the bottom of the [Setup Instructions for the BTOP Computers](#) document in your blue binder.

Repeat **Windows Updates** until the program indicates that all auto-selected updates have been installed.

The **Administrative User names** and **passwords** are included in this packet, along with your Microsoft Office and Centurion Guard – SmartShield or Faronics–Deep Freeze license keys. You will need this information to complete the computer setup instructions.

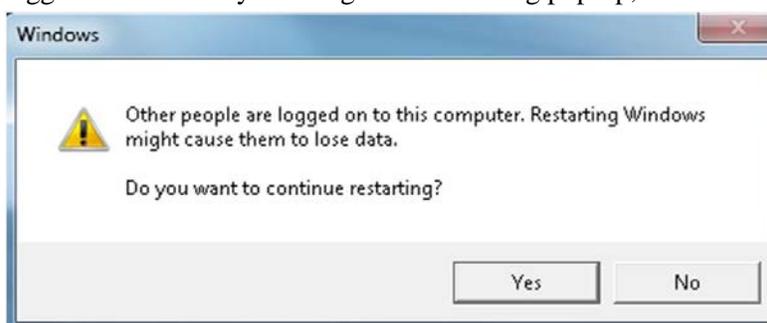
The computer auto-logs in as "patron", with no password. To login to the administrative account ("staff"), start logged in to the patron account. Select the orb, and then go to the right past shutdown, and select "switch user" or "logoff". Click on "staff" and enter the staff password.



All computers (desktops or laptops) have the same name. For instructions on how to change the computer's names, see the page entitled [Additional Instructions and Tips](#).

Some older printers or other hardware may not be compatible with the new equipment we are furnishing.

If you restart while logged in as "staff" you will get the following pop-up, select "Yes".



## Did you lose wireless access on a laptop?

Try pressing the wireless key  next to F12 it should be blue if your wireless is accessible.

## My computer has a non-recoverable error. What steps do I take to rebuild my computer?

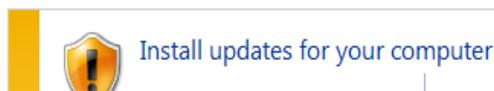
To recover your computer you need to re-install your computer's operating system. If you do not have recovery disks available for your disabled computer, contact HP Support at 800-952-7689 to order the HP Recovery Disks for your computer. You will need to gather specific information prior to making this call. HP Support personnel will need the information provided detailed at this link:

<http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=c00810334>

After you have submitted your order, the HP recovery disk will arrive at your library in 2-4 days.

## Are you doing your Updates?

### Windows Update



Monthly task after Patch Tuesday:

(Patch Tuesday the second Tuesday of each month, on which [Microsoft](#) releases security patches)

Libraries can update computers manually or leave the computers running overnight so MS Security Essentials and Windows Updates complete auto-updates – all other programs require a manual update.

- MS Security Essentials, Update and a Quick Scan
- Windows Updates
- Adobe Reader/Flash/Air/Shockwave (icons on the right hand column)  
<http://www.adobe.com/downloads/>
- Java <http://java.com/en/download/index.jsp>

### Microsoft Essentials is giving me problems.

Try uninstalling & then reinstalling the software.

### Are you remembering to do Backups?

It cannot be stressed enough to maintain a current backup copy of your computer. Every library manages their computer backups differently. It's important to find what type of backup system works in your library for your computers and be sure to DO IT!

LBBNC offered an external hard drive to each BTOP library to assist libraries with the setup of a backup schedule for their grant computers. Please contact the grant team if you wish to receive an external hard drive for this purpose.

### I reinstalled my system. How do I get copies of my pre-installed software?

Remember, if you received an external hard drive from LBBNC and have saved an image onto the drive, you can try reinstalling the image from your external hard drive before your restoring your system to factory settings. However, if you do have to restore your system to factory settings, using the licenses provided to you by NLC in your blue binder you can obtain copies of all of your software programs directly from the following vendors:

Microsoft: Office 2010

Centurion Guard: SmartShield

Faronics: Deep Freeze

ADA Software - Install software and registration/serial numbers were provided directly to the library

### Review the links below to be more knowledgeable about backups:

NLC's Nebraskaccess pages have dedicated pages on:

Computing <http://nebraskaccess.ne.gov/computing.asp>

Virus & Security <http://nebraskaccess.ne.gov/security.asp>

Computers and Internet <http://nebraskaccess.ne.gov/internetinfo.asp>

Internet Search Engines <http://nebraskaccess.ne.gov/internetsearch.asp>

TechSoup also has some great resources: <http://home.techsoup.org/>

For Instance Disaster Planning and Recovery Toolkit

<http://www.techsoup.org/toolkits/disasterplan/>

And there's much more in their Learning Center

<http://www.techsoup.org/learningcenter/index.cfm>

## Is your new HP Printer loud? You may want to set your printer to “Quiet Mode.” (09/06/11 update)

How to check and/or set your new HP Printer to Quiet Mode:

1. On the printer device select **Menu**
2. Using the down arrow, move down through the printer options displayed on the LCD screen until you see the option to **Configure Device**
3. Highlight **Configure Device** and click the **OK button**
4. Using the down arrow, move down through the printer options displayed on the LCD screen until you see **System Settings**
5. Select **System Settings** and move down through the printer options displayed on the LCD screen until you see the option **Quiet Mode**
6. Highlight **Quiet Mode** and click the **OK button**
7. Select **On** and click the **OK button** to change your printer device setting to **Quiet Mode, ON**
8. Back out of your printer menu screen

### Are you having trouble installing your scanner?

In the case that you have trouble installing your scanner software from the CD provided with your scanner, you can follow these instructions to download the software from the internet.



Copy and paste the following link into your browser window:

<http://h20000.www2.hp.com/bizsupport/TechSupport/SoftwareIndex.jsp?lang=en&cc=us&prodNameId=3723537&prodTypeId=15179&prodSeriesId=3723469&swLang=8&taskId=135&swEnvOID=4063>

Click on the download button for the description, **HP Scanjet Full Feature Software and Driver**.

After the file is downloaded, double click on the file icon to run the installation program. Select the basic install and follow the instructions.

### Quick Keys for the Image Protection Software:

Centurion Guard - SmartShield, press CTRL-ALT-F10 (twice) access code.

Faronics - Deep Freeze, press CTRL-ALT-SHIFT-F6 access code.

### Important Recommendation for Centurion Technologies SmartShield protected computers:

Please visit the Centurion Technologies SmartShield blog periodically to see if there are any updates for SmartShield version 2 <http://blog.centuriontech.com/>.

### Centurion Opening Screen Faded or only Partial there:

If the opening screen of Centurion doesn't completely appear when it comes up just click and drag it to a new location on the LCD. The screen will refresh and fill in. It is not a problem. This is probably caused by the amount of memory that Centurion uses when loading and the connection it needs from the Internet.

**Computer with SmartShield protection is locked with the following red screen (at right). How do I unlock the computer?**

To unlock this screen type “unlock” (no quotes) and click on the Enter key on the keyboard.



## To Avoid Red Screen Keyboard Lock messages install SmartShield Upgrade 2.1.11

Link to SmartShield Upgrade 2.1.11 Installation PDF file -  
([InstructionSmartShieldUpgrade2.1.11.pdf](#))

### Centurion Technologies Promotion for Purchase of Additional SmartShield Licenses:

Centurion Technologies is offering a special price for their Smart Shield & Smart Control software exclusively for Nebraska libraries receiving the LBBNC Grant. Libraries involved with the LBBNC grant can choose to order additional Centurion SmartShield & Smart Control licenses for non-LBBNC. The pricing offer is a 30% discount off of the MSRP price for the software. An Account Management fee is also offered and that includes the availability of new updates within the product version the grant library has purchased and tech support available for a one-year period\*.

The cost breakdown is

Quantity	MSRP Price
1 to 25	\$44.00/lic + 20% AM*
26 to 100	\$37.50/lic + 20% AM*

\* The LBBNC grant computers include a 3 year maintenance fee (AM). If a LBBNC grant library is interested in a 3 year AM it can be setup on an individual basis by contacting Phil. The 3 year maintenance agreement will save a library 6 months of AM fees; 3-year agreement is calculated at 2.5 times the annual cost.

### Pricing for 1-25 Centurion Technologies Smartshield (standalone) licenses

**30.80 + 8.80 = 39.60 (1 year AM) per license**

**30.80 + 22.00 = 52.80 (3 year AM) per license**

This special offer is provided through Centurion Technologies, Inc and all contact should be directed to:  
Centurion Technologies, Inc  
Attn: Phil Simeone, Sales Manager  
512 Rudder Road  
Fenton, MO 63026

800-224-7977 toll free  
636-349-5431 fax  
[psimeone@centuriontech.com](mailto:psimeone@centuriontech.com)  
[www.centuriontech.com](http://www.centuriontech.com)

**NOTE: LBBNC purchased 3 year licenses for all of the computers purchased through this grant project.**

