

DEVICE IMAGING AND INTEGRATION

DII ASSISTING CUSTOMERS



Austen Chang - Awesome

Austen Chang assisted the Customer Care Center in applying three Yoga driver updates, as well as renaming multiple computers.

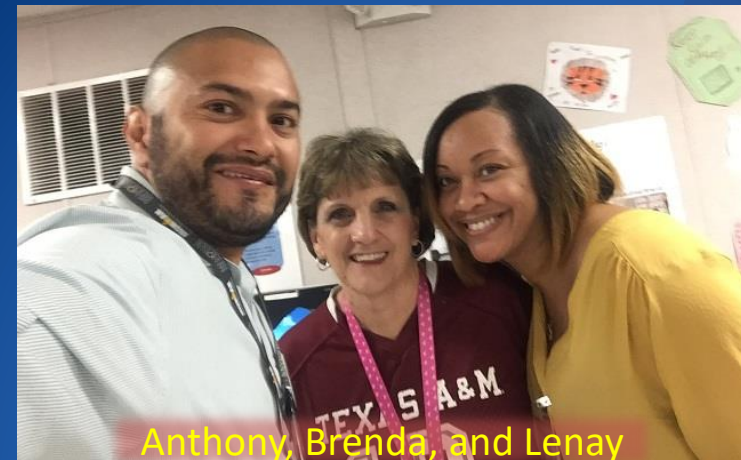
The three driver updates include wireless drivers, WACOM drivers, and Bluetooth.

The driver pack originally used on the new Yoga 460 laptops was found to have issues after many were distributed. Distribution was halted on Friday, January 13th so the remaining laptops could be updated before being handed out.

Lillie Swearingen and Austen Chang also visited the curriculum coordinators' area and updated as many laptops as possible there. A plan for updating laptops at campuses is being discussed.

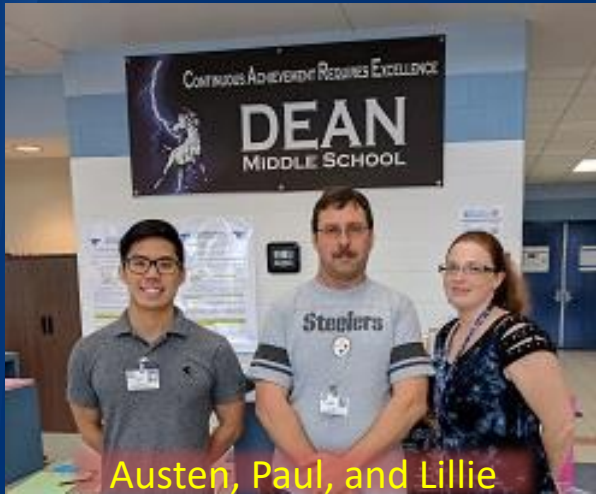
Anthony Melton met with Brenda Willey at Watkins to visit Lenay Jackson's classroom. After the support request regarding Read180 issues came in, Brenda immediately imaged the computers to Windows 10. Issues still occurred with recording.

When Anthony visited, he and Brenda realized the headphones were bad. The Read180 coordinator was informed and new headphones were ordered.



Anthony, Brenda, and Lenay

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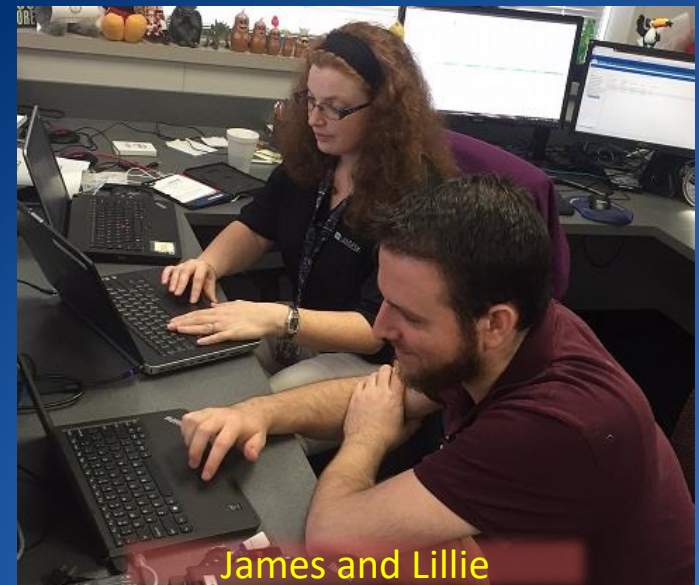
Austen, Paul, and Lillie

Austen Chang and Lillie Swearingen met with Dean Technician Paul Garrett to troubleshoot a message popping up on the Yoga 460 tablets during use. The error message states “USB out of resources”. This message appears in the lower right-hand corner of the Windows 10 devices, and while it does not affect performance of the tablets, it’s annoying to the teachers and interrupts instruction.

Austen and Lillie tried multiple fixes on several computers. We are waiting until next week to hear from Paul as to whether any of the fixes worked as expected.

Early in the week, a service request came in regarding SPED software Communicate by Choice Editor. It was simply not working as expected.

James Olson, SPED Technician, met with Lillie Swearingen to troubleshoot the issue. There is a newer version of Communicate By Choice available, but it requires the entering of a serial number during installation. At this time, we do not have a District serial number, only specified numbers for campuses. James is going to call the company to see if a District serial number can be provided for installation.



James and Lillie

DEVICE IMAGING AND INTEGRATION DII MEETING & CHROMEBOOKS



Daniel, Derly, Lillie, Larry, Nancy, Michelle, Anthony, and Austen

The entire **DII team** met this week to discuss multiple items, including:

- Different training and certification options
- Additional instruction for LANDESK Certification Level II
- A possible Solution Sheet for basic LANDESK troubleshooting issues

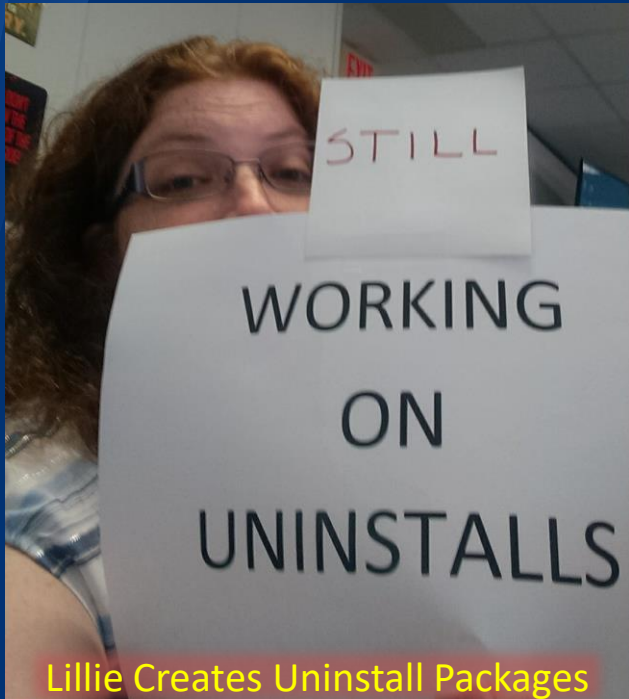
As usual, it was a productive meeting with all members involved.

Nancy and **Michelle** visited Hairgrove to troubleshoot an issue with Chromebooks, which were not loading users profile. These Chromebooks were at OS 50 which was the cause of the problems as the current Chromebook OS is 55.0.2. However, due to state testing requirements, Chromebooks need to be OS 50 – 54. **Nancy** set the maximum update for the district Chromebooks to 54 in the Admin Console. **Nancy** also noticed that she had already set the Chromebooks to auto update. However, for update to work, Chromebooks need to be powered off and then back on. In most cases, the Chromebooks that **Nancy** and **Michelle** troubleshooted had been asleep, meaning they would never auto update. Customers must be trained to use the shut down button rather than merely logging off and closing the lid on the Chromebooks.



Nancy and Michelle Troubleshooting Chromebooks

DEVICE IMAGING AND INTEGRATION NETWORK UPGRADE



Lillie Creates Uninstall Packages

	Total Number	Total Number Complete	Percentage Complete
Cosmetology	6	6	100.00%
Music	3	0	0.00%
Social Studies	4	4	100.00%
Standard Apps	33	1	3.00%
Testing	3	0	0.00%
Admin	36	15	41.70%
Adobe	29	0	0.00%
CTE Business	63	1	1.60%
Elem	25	25	100.00%
Fixes & Peripherals	9		0.00%
Foreign Language	2	2	100.00%
Literature Reading English	15	15	100.00%
Math	26	25	96.20%
Science	23	16	69.60%
SPED	36	17	47.20%
Various	9	1	11.10%
Totals	322	128	39.80%

This week, **Lillie Swearingen** continued working on Uninstallation Packages for each Software Package available in LANDESK. These packages will serve the following two purposes, among more:

- 1) Troubleshooting – Use an uninstallation package and then reinstall with the installation package to troubleshoot a bad installation.
- 2) Licensing – If a software is over the limit for licensing, it can be removed from computers where it may be installed unnecessarily.

The above chart shows the progress **Lillie** has made overall. Next week, other DII team members will begin helping in order to speed up the process.