



**The College of Humanities and Social Sciences
at Montclair State University**

TECHNICAL SERVICES UNIT DOCUMENTATION

SYSTEM IMAGING AND CONFIGURATION

VERSION 1.0
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The purpose of this document is to explain the process of System imaging and configuration. There are two kinds of imaging that we generally perform. The first is reimaging an employee's system or when client gets a new system. The second is a newly hired employee of the college. The difference between the two is that a current employee will have data on their system that must be backed up prior to imaging the machine.

Section 1: Data Backup

When a client schedules a reimage, they are responsible for backing up their data. We ask the client to *create* a **folder** on the desktop called “**client's netid - to be transferred**” for example osmakj – to be transferred (figure1). Any documents, not including pictures and music, the client wants transferred to the new machine or reimaged machine should be copied into this folder.



Figure 1

When the system is dropped off or picked for imaging the client must read and sign the IMAGING DATA RESPONSIBILITY WAIVER document. We then copy the data from the “to be transferred” folder to one of the storage solutions available to us (chssts snap server, imaging server, or external hard drive). In addition to these backup measures, we pull an image of the system prior to dropping an image on it. The Create section of the Ghost Cast documentation describes in detail how to pull (create) an image. The documentation is located [HERE](#).

Section 2: Imaging


Reference the Restore section of the Ghost Cast documentation for detailed information on how to image a system. Again, the documentation is located [HERE](#).

Section 3: Configuration

Part 1: Logged in as chstech

Check Microsoft Updates: <http://update.microsoft.com>

Check Firmware Updates: For IBM systems use one of the following two programs: [Software Installer](#) or [Software Update](#). We currently do not install the following programs from IBM: ThinkVantage Client Security Solution, ThinkVantage Rescue and Recovery and ThinkVantage System Migration Assistant. For Dell systems you must go to <http://support.dell.com> and enter the systems information then download and install updates individually.

Install Sophos Antivirus: The installer is [HERE](#). After running the installer, *click Close*. Then you must *double click* **the shield icon**  in the system tray to finish the installation. An in depth document about Sophos Antivirus and the installation process can be found [HERE](#).

Install the latest Novell Client for Windows XP/2003: You can usually find the link under the Most Popular Downloads section of the following page: <http://download.novell.com>.

Create User Account: the username should be same as user's Netid. The password should be left blank for now, when delivering the system you will show the user how to change it.

Create DIUser Emergency Administrator Account on Laptops: the username in this case is diNetid. The password is l1astname. This account is for emergency use only. We do not tell the client about it.

Add user to Power Users, Network Configuration Operators and Sophos Power Users groups



Part 2: Logged in as user

Configure Thunderbird: A detailed document on how to use the program and perform the configuration is [HERE](#).

Configure MeetingMaker: Documentation on how to configure it is [HERE](#).

Install iPrint Printer: Documentation on how to install it is [HERE](#).

Run a bunch of applications to verify that they work, especially Word, iTunes, Real Player, Quicktime, Windows Media Player, MeetingMaker, Galaxy, WinSCP

Log into NetDrive with the Novell client: Find the red N icon  in the system tray, *Right Click* , then choose Novel Login the window represented by Figure 2 appears. Enter the information as seen in Figure 2 and *Click OK*. A successful login will result in some mapped drives. Verify this by opening My Computer.

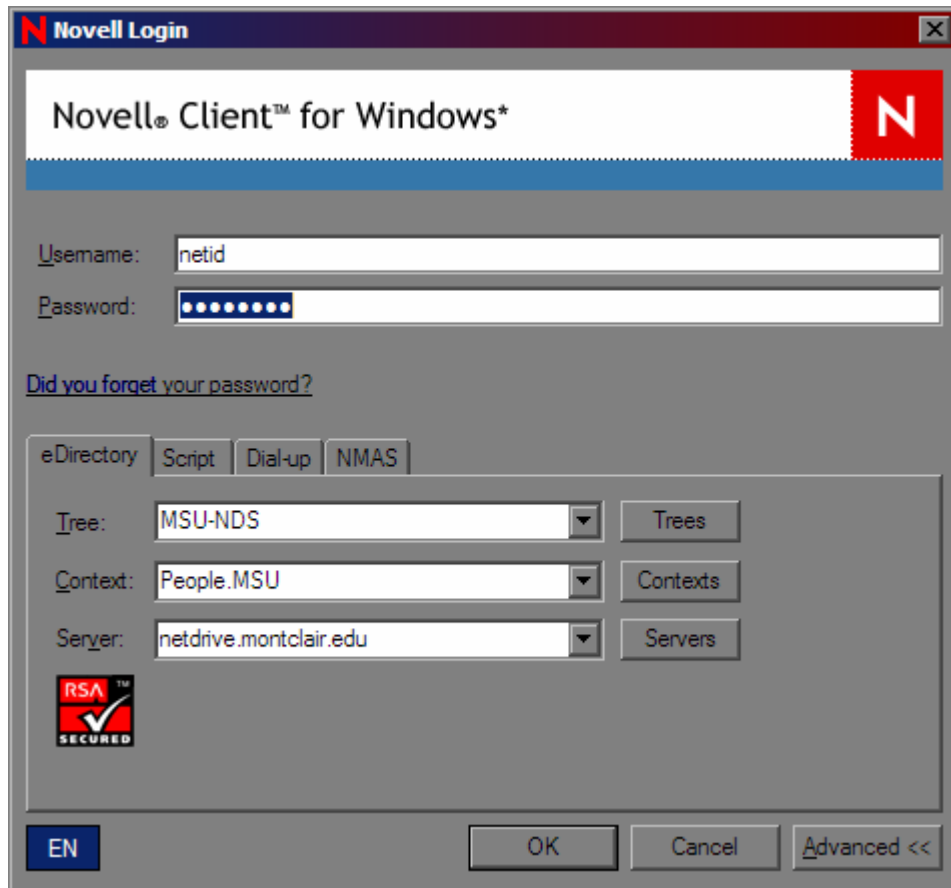
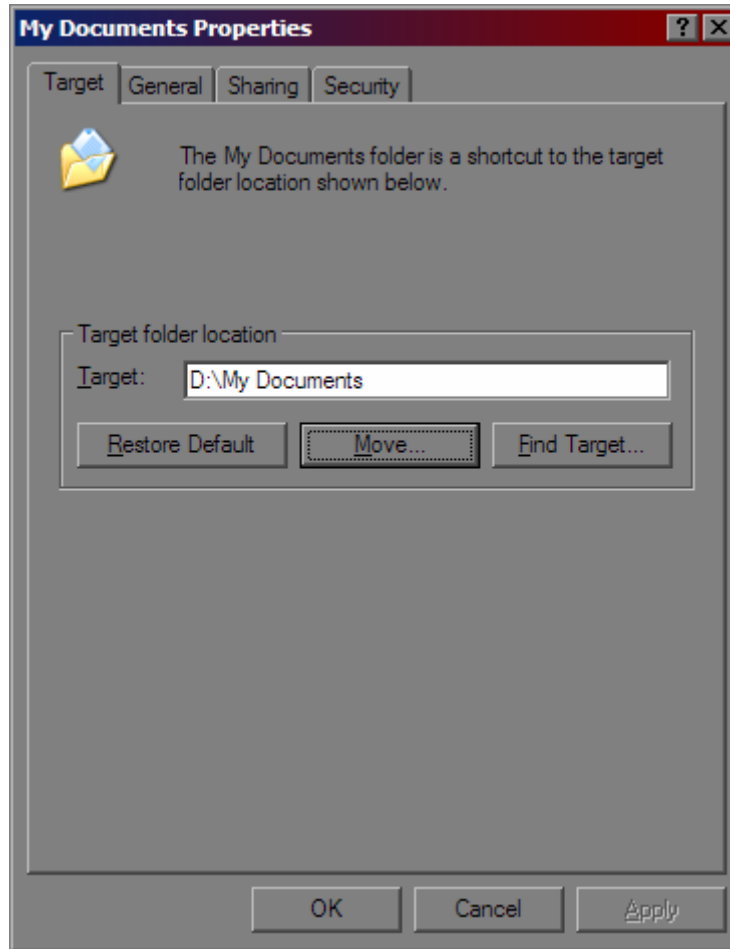


Figure 2

Point My Documents to D:\Netid: First you must create a folder on the D:/ partition named after the user's Netid. Then find the My Documents folder in the start menu or the desktop and *Right Click My Documents* and *Select Properties*. The dialogue box represented by Figure 3 opens, *Select Move* and point it the folder you just created on the D:\ partition.

**Figure 3**

Set homepage for IE and Firefox to <http://www.montclair.edu>

Part 3: Logged in as chstech

Run QFEcheck: Instructions on how to do it are [HERE](#).

Run chkdsk: Open a Command Prompt and type the following, chkdsk /r

Defragment the hard drive: Open the Computer Management MMC and go to the Disk Defragmenter

Install local printer if the user has one.