

Computer Install Instructions

Preparing for New Computer Installs

Please complete the [Computer Install Questionnaire](#) for each machine that is being replaced.

Prior to Computer Installs - Backing Up Existing Information

Make sure that any information stored on the C drive of the machine has been backed up; AgIT will not back up personal items for you. If you fail to back them up, they will be lost. All business information should be on the P drive of the server.

- Archived email – Move to the user's folder on the P drive.
- My Documents - Move to the user's folder on the P drive.
- Retinal Scans – Move to the user's folder or shared folder on the P drive.
- Personal Photographs – Burn to CD. ([CD burning instructions](#))
- Personal Music – Burn to CD.

NOTE: If you are currently using the Optibrand Retinal Scanning software, please contact the AgIT Call Center for assistance preparing this software for the machine change. AgIT has worked closely with Optibrand to develop a strategy to help insure that the transition to the new machines with this software is as smooth as possible.

On the Day of the Computer Installs or the Night Before for Morning Installs

Have the install disks available for any business-related software that is on each computer. These disks will be required to re-install the software during the setup of the machine. (E.g. Quickbooks, County Office-owned cameras, etc.)

1. Remove the old machine from the user's desk if there is not room for both the old machine and the new machine.
 2. Unpack the equipment from the shipping boxes and set the boxes out of the way. These may be thrown away.
 3. Set up the new machine on the user's desk. ([How to set up the new Dell](#))
 4. Connect the power cords to the unit.
- **Do NOT turn off the OLD pc until asked to by AgIT.** We need to look at the old pc to check archived email, etc.
 - **DO NOT turn on the new pc until asked to by AgIT.** If the machines are turned on before AgIT asks you to, the machine may have to be re-imaged.

The AgIT staff member assigned to work with you on the install will contact your office at the designated time and will walk through the process with you on each machine. We require that all users

be present in the office during the install. This eliminates call backs and allows us to keep pace with other scheduled installs and normal help requests.

If you have a new staff member, please closely review the old machine for needed files, etc. For example, we had a new Educator in a county. As far as they knew, there was nothing of importance on the old machine that was being replaced. However, legacy Optibrand files were there. We were able to save them, but it took some time to recover.

It will take approximately one hour for the base install and setup of peripherals (i.e. local printers, scanners, pda's, etc.) Additional time may be required for if there is a high number of peripherals or for installation of approved, non-standard image software (i.e. QuickBooks, ShoWorks, Grand Champions, etc). Once the setup and installation of your machine is complete, you can expect your computer to reboot over the next 48 hours as the most recent updates are applied.

After the New Machines are Installed

- Dispose of the boxes in which the new equipment was shipped.
- Arrangements will be made to pick up old equipment. Set the old equipment aside out of the way. No additional effort will be needed.

Thank You

Please contact AgIT Support Services if you have questions or concerns about the process and encourage other users to do so as well.

AgIT Support Services
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