**To:** **Academic Support Computer Reps & Other Imaging & Deployment Personnel**

**From: Desktop Deployment Specialist – IST \ Client Services \ Desktop Support Group \ Rob Yawney**

**Date: March 26, 2010 Released: June 9, 2010 Revised: June 25, 2010**

**Subject:** **New Methods & Procedures for Desktop Re-imaging**

The new direction for desktop imaging is moving away from the use of media such as CD/DVDs and towards the usage of USB devices (i.e. USB keys and hard drives):

* not all pcs have DVD drives, only CD players – but all have USB ports. Also note that the newer “Netbooks/IdeaPads” and some tablets do not have any CD/DVD drive due to their compactness – so USB is an ideal imaging option.
* images have grown consistently larger and would require 1-2 DVDs or 6 CDs or more.
* duplication and distribution of images to all participating image deployers and the maintaining and redistribution of new images to keep the images current to deployers has proven problematic in the past (eg....”hey Rob – what’s the current XP image...I’ve got one from 2006...is that okay?” or “I seem to be missing 2 of 6 can you send me another set?”).
* even on brand new machines some OEM DVD drives would not read our images.
* our imaging procedures up to the present involved the use of older DOS technology with the use of Symantec Drive Image and the images were sector based – the copying of image files took about a half hour and was prone to occasional glitches/errors.
* USB devices are solid-state devices (i.e. no moving parts) and the imaging process takes considerably less time – less that 5 minutes to copy the image.
* with the release of **Windows 7 Professional** Peter Schepers of the IST Hardware Shop had to revisit his image creation procedures – this included creating images with newer file based tools including **ImageX** and Microsofts’ **WIM (Windows Imaging Format**).
* we will be rolling out our newer deployment strategy using images that are stored on USB keys – an 8GB USB key/stick will hold either a **Windows XP Professional** or a **Windows 7 Professional** image – but not both simultaneously.
* documentation on how to deploy with the USB device is located on a network share **\\uwfile\depot$** I suggest you map to this drive as **U: drive** and use your ! account credentials. The current images will be posted to this network share. You can navigate to these files by following:

**Academic Support Administrators Area \ Desktop Deployment \ Deployment Documentation folder & Images folder**

* **action item:** **for those wishing to participate in the above strategy, you or your department will supply an 8GB USB stick to me in MC1063** or you may drop off a key or keys at the CHIP MC1052. I will format the key and install the initial image and then return it to you. When dropping off the key leave your name, department name, telephone extension and desired O/S (either **WinXP Pro** or **Windows 7 Pro**).
* Note that the USB device has to be specially formatted and prepared the first time only. When a new/updated image is created it will be posted to the network share and you will be able to copy it to your USB key (i.e. cut ‘n paste).
* If you prefer to have IST update your USB keys for future image revisions – send them or drop them off to me at MC1063 for processing.
* **Note:** The UW Campus Tech Shop currently sells an 8GB Data Traveller C10 USB 2.0

Key by Kingston Technology with a 5 year warranty for $28.99 each plus tax (this is not an ad or endorsement) – but it may be convenient for you to narrow your search. John Jaray has offered that for those departments wishing to purchase 2 or more on one invoice, they will offer a 15% discount (John Jaray, Mgr Campus Tech/E Smart x36389).

* **action item:** please return all previous image CD\DVDs that I had issued to you back to me for disposal – they are obsolete
* **action item:** if a USB key fails or needs to be re-formatted, it will need to be returned to me to get redone by the Hardware Shop.
* **I will send out email alerts** to all participating image deployers notifying you of a newly revised image available for download from the network share.
* the above process streamlines the distribution process by providing a centralized location for imaging and deployment tools and ensures that you always have a current up-to-date image to reimage your machines with.
* we may host regular training workshops to keep you up-to-date with procedures or for you to assign/send a coop student to learn the procedures to assist with the reimaging of your departmental desktops.
* new non and Desktop Rollover machines will continue to be received, processed and registered via the Desktop Deployment Specialist in MC1063.
* the emphasis and intent of this new strategy of deploying via USB devices is to include and empower a wider scope of “image deployers” (i.e. Computer Support Reps and their designates) on machines targeted to be reimaged. This may result in a faster turnover and reduction in existing machines having to be “unplugged and shipped to IST” just to be reimaged. Reimaging does not solve all woes (i.e. hardware issues like failing memory, hard drives, fans, etc.) – so “unplugging and shipping” for debugging & trouble shooting and repair or upgrading will still have to occur.
* IST Liaison Reps also have access to USB keys for reimaging desktops.
* **remember that the onus is on you** to ensure that the O/S you are deploying is being deployed onto a licensed machine (i.e. **Proof of License – Certificate of Authenticity**) that you are reimaging.
* questions regarding the above can be addressed to me – you may also call me if needed to troubleshoot an image/deployment problem or bug and I’ll help you out as best I can.

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