

# CHAPTER 14 SYSTEM RE-IMAGING AND RECOVERY

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## DISK-1

1. To re-image the hard disk, insert the "HAMLINK Recovery Disk-1" then power down the HAMLINK computer, and reboot.
2. Read warnings then press the space bar to accept End User License Agreement (EULA).
3. Continue pressing space bar to accept and begin the re-imaging process.
4. When the program finishes you will see a "RED" prompt indicating the need to re-boot.
5. Remove Disk-1, re-start PC to re-boot and check operation.
6. Minimize the "Light ring Monitor Instrument Debug Console" (NOTE: Don't close or it will open automatically)
7. The "Calibrate touch screen" will show, just click on "CALIBRATE".
8. Press and hold your finger on each target until it shows "Touch enable", release and then follow the instructions
9. When finished, touch the screen anywhere and move your finger around to verify the cursor follows.
10. Touch "Done" to CLOSE the calibration program.

## DISK-2

1. Insert Disk-2, and allow it to auto-start, or open "E" drive CD folder and run AutoSTART.
2. Similar to Disk-1 read the warnings and press any key to continue.

NOTE: All files will extract automatically.

3. When the Acrobat 6.0.1 installer opens, follow the instructions to install at the default location.
4. Then Acrobat 6.0.2 update window will open; follow the instructions to install at default location.
5. In the command window running the installation scripts, you will see a verification that a dump of BIOS CMOS Optimizations have been applied.
6. Press SPACE BAR and wait until the re-boot window indicates that the PC will restart. Quickly remove DISK-2 CD while the system restarts.
7. Allow for PC to reboot and wait for it to stabilize.
8. Minimize Light Ring Debug, NOTE if you close, it will re-start again.

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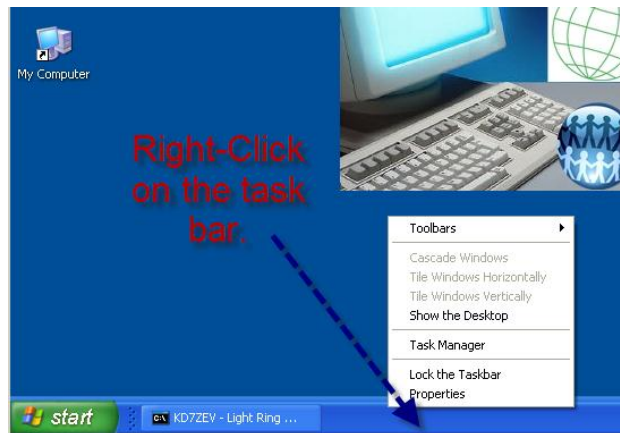
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9. Double click on the time clock located at bottom right task-bar tray and set Date, Time, and Time-Zone.
10. Now perform check disk as follows:
11. Select START>RUN>CMD and click "OK" to open a command window.
12. From command prompt type D: and press ENTER Key.
13. Type chkdsk D: /f and press ENTER KEY to check the D: Drive
14. Type "Y", yes to force a dismount on this volume.
15. You will see that it fixes the D Drive and any MFT files that are crosslinked as a result of the recent RE-imaging of the PC.
16. Press the up-arrow at the CMD prompt to invoke and run chkdsk d: /f a second time, by pressing ENTER.
17. chkdsk d: /f a second time should provide results that indicate that it "Found no problems".
18. Now type C: and <ENTER>
19. In command window Type CD\ and ENTER to get to root folder
20. From C: Type chkdsk c: /f just like you did before.
21. Type 'Y' to select YES and schedule the checking of the C – Drive on the next re-boot
22. Type EXIT to close command window, then select START/SHUTDOWN then select RESTART from pull down menu to reboot the PC.
23. Upon reboot PC will be busy so wait until chkdsk runs then Verify Date,Time and Time Zone settings.
24. If the clock changes, you may have a bad PC mother board CMOS battery.
25. Perform steps 10 thru 22 again to verify integrity of drives. By this time all drives should be OK.
  - a. Failure may indicate bad physical media that may require replacement of drive.
26. Reboot PC and allow it to stabilize.
27. Double click "My computer icon.
28. Right click on C Drive>Properties select Tools and invoke defragment tool.
29. Select Drive C: and defragment drive-C repeatedly until it completes quickly. About three passes.
30. Next, select and defragment drive D repeatedly until it completes quickly; two or three passes.
31. Close disk defragment tool and select "OK" to close properties window.
32. Open My Computer and Double click "C:" to select and navigate to the "DriverInstalls" folder.
33. Locate and double click "USBRingTest.exe, to launch application.
34. Select the pattern "FLASH" and the color "RANDOM"
35. Click "Start/Stop Pattern" to begin test.
36. Verify all led's work for all colors, BLUE, RED, WHITE, YELLOW, GREEN etc....
37. Click "Start/Stop" to stop the light-ring test; then close the program and close the "DriverInstalls" folder.
38. Now click START and right click MY COMPUTER/Properties

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39. Select "computer name" tab, "change" button and you can edit the default computer name "HLIMS0000".
40. Change computer name to the serial number of the serial number label on the back of the cabinet.
41. Click OK and YES to re-start the computer.
42. Allow PC to restart and stabilize.
43. Select START/Internet Explorer to invoke browser.
44. Open browser and verify Hamlink Radiogram Server Version 2.1.1 (located center screen) and the "PC Name" entered in step 40 is properly reflected on top line.
45. Close Internet Explorer.
46. Verify all desktop icons show graphics, and none are not blank.
47. Open my computer, select C drive >> Program files >> Apache Software Foundation >> Apache 2.2, >> HTDOCS
48. Open Version.PHP and change \$ARES\_group= to appropriate Agency ID,
49. (EXAMPLE: St. Mary's Hospital, Reno, NV)
50. Now change \$ARES\_group2= to appropriate ARES group ID.
51. (ie. "/ Washoe County ARES" ), leave the forward slash as first character
52. Save and EXIT.
53. Open Internet Explorer browser and verify computer name and group changes shows what you just entered.
54. Close browser and close HTDOCS folder.
55. Right click the desktop toolbar at the bottom of the screen>>un-check "Lock the Toolbar"



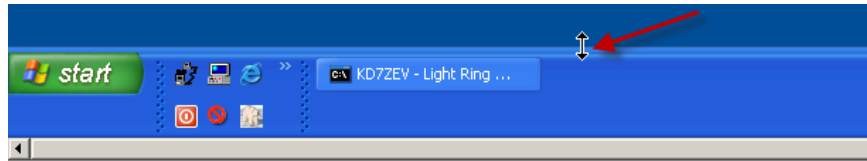
56. Right click the desktop toolbar again and select toolbars option "quick launch".

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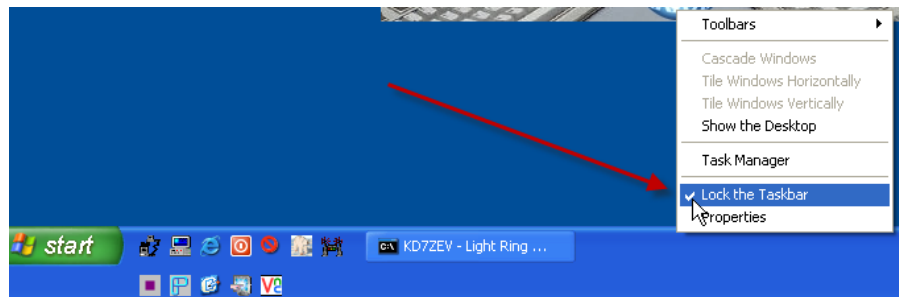
57. Drag the task bar up by hovering the cursor at the top line and holding the left mouse button to create a two row icon list.



58. Drag the open quick launch slider and move six icons across.



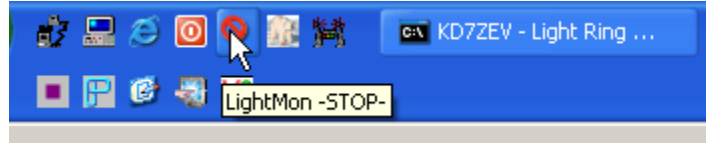
59. Right click taskbar and check lock taskbar



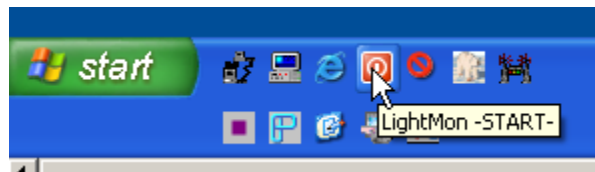
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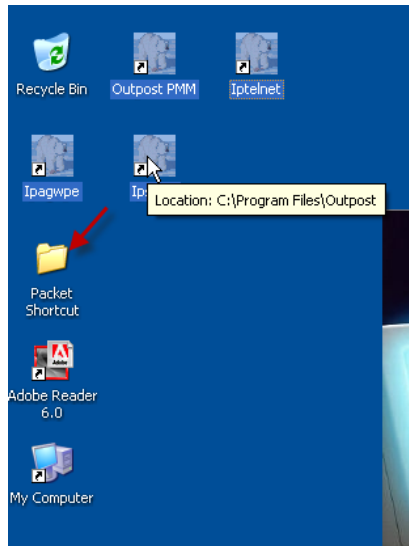
60. From START, right click my computer, properties, Hardware tab to Device manager, expand each device and verify there is no "red X" expect "floppy control"
61. Right click on floppy controller and select properties; confirm status as "disabled".
62. Now Close everything
63. Go to quick launch, click lightmon stop once, verify there are no applications running on test bar.



64. Click lightmon START and verify lightmon debug console opens, then minimize (don't close as it will open automatically)



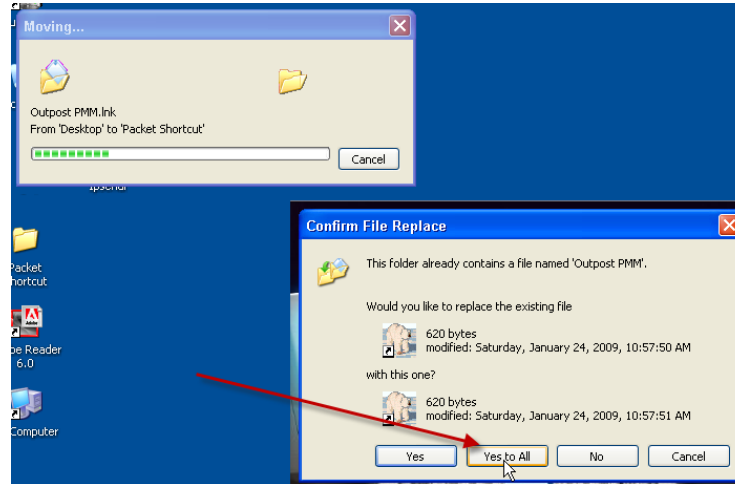
65. Hold control key and select four outpost icons on the desktop, release control key and drag them into the packet shortcut folder.



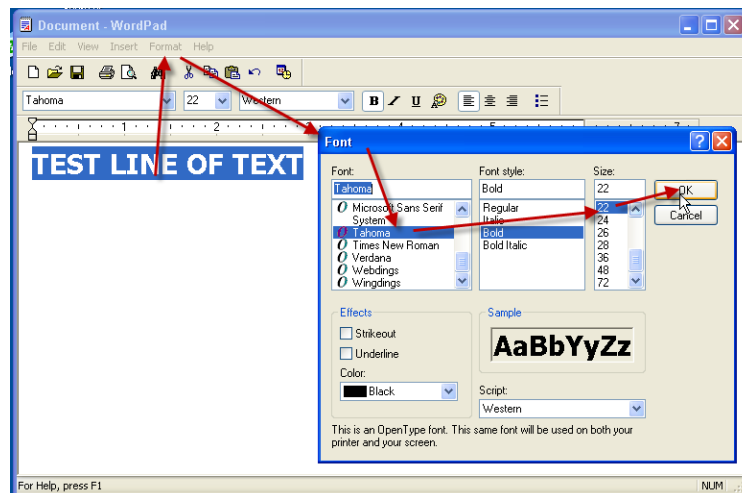
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66. Select yes to replace and remove from desktop.



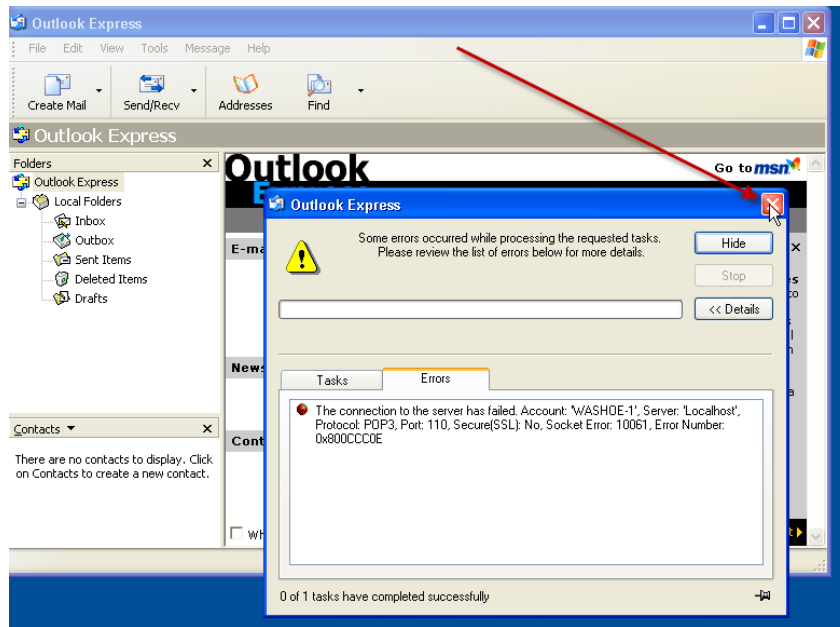
- 67. Move my computer icon to touch ware icon, move packet folder shortcut to the right of recycle folder and “tidy up” the desktop as needed.
- 68. Next we start the menu verification.
- 69. START >>All Programs >>Accessories >> WordPad, open Word Pad, type something then select fonts verify change, font size also; Close don't save



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70. Verify Microsoft .NET support:
71. Select START and Open Outlook Express, verify it works and close the error popup.



72. Select Tools >> Accounts>> Mail tab, and remove Washoe county accounts.
73. Close Outlook Express
74. Select START, >> All Programs >> Windows Movie Maker to verify it launches
75. Close Movie Maker.

NOTE: If Outlook Express and Movie Maker launches correctly, .Net is functioning.

76. Select START >> All Programs >> Microsoft Office Word Viewer 2003.
77. Verify it initializes and launches
78. Close Word Viewer
79. Select START >> All Programs >> Microsoft EXCEL Viewer 2003, verify it also launches.
80. Select START >> All Programs >> Microsoft Power Point Viewer 2007, accept license and verify it also launches.

NOTE: You will need your own Power Point presentation that is compatible with this version of the viewer.

81. Select START >> All Programs >> Adobe Reader 6.0, accept license and verify it also launches.
82. Clear Desktop Recycle bin if needed.

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83. Follow the Hamlink Users Guide to re-configure all your software.