



**Standard Operating Environment
(SOE)
Installation guide**

Before you begin

- This guide is intended to assist in the installation of the Standard Operating Environment (SOE) onto new and existing computers. It is aimed at IT First Responders.
- Please read this guide from start to finish before attempting your first imaging of a computer as there are steps that are required in quick succession and it is best to have read through it before attempting.
- If you receive an error message at any step, please contact Forsythes Technology helpdesk and provide the step you were attempting and the error message you received.

Step by step guide

1. Unbox the computer that requires imaging in a safe location where it will not be touched or moved for the next **30-45 minutes**.

NOTE: If the computer to be imaged is a laptop, you must provide a constant power source by connecting the charger to the laptop. Please check to ensure the charger is turned on and the battery light on the side of the laptop is lit to indicate it has power.

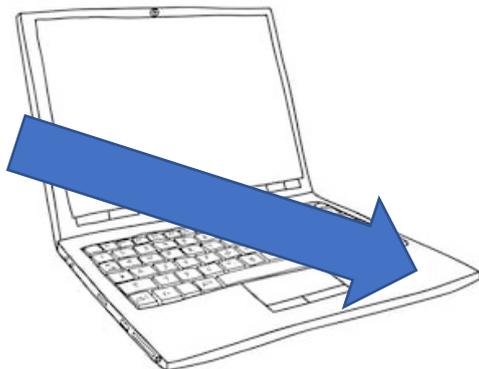
2. Connect a known working network cable to the computer to be imaged, along with a keyboard, monitor and mouse if it is a Desktop PC (Tower)

NOTE: Please test that the network cable is connected to the network by plugging it into another desktop or laptop and successfully accessing an internet site before beginning this process, as it is very hard to test this during the imaging process.

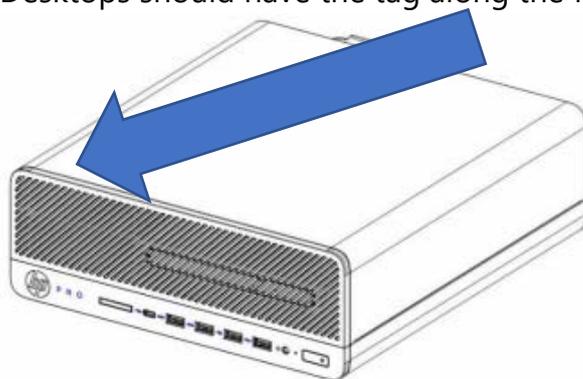
3. Locate an 'ITRAMS' blue asset tag (see below) that will be used if this is a **NEW** computer and apply it to the machine:



- Laptops should have the tag toward the bottom right corner, below the keyboard.



- Desktops should have the tag along the front of the computer toward the left side.

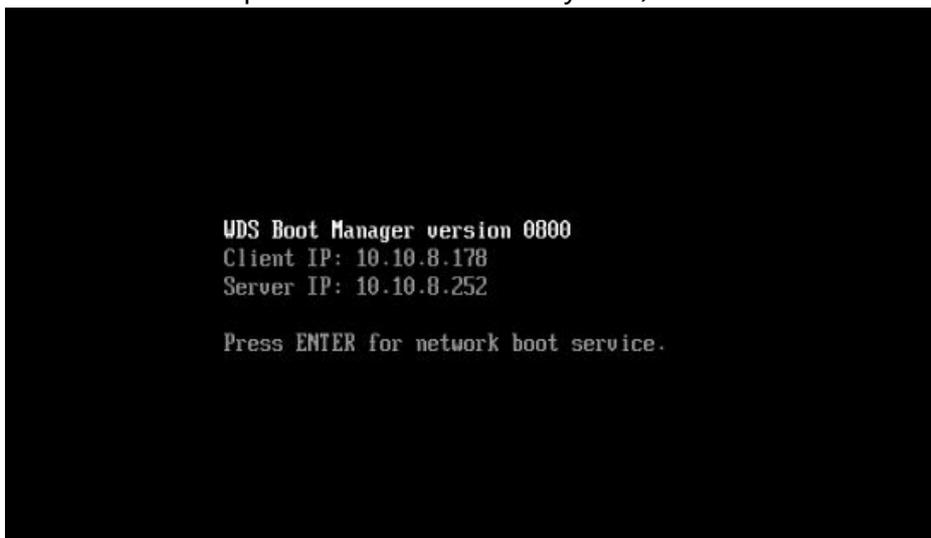


4. Ensure the computer being imaged is completely powered off and then press the ON button once *and quickly begin the next step*.

5. Immediately following the press of the ON button, begin repeatedly tapping the 'F12' button which is located at the very top and right-hand location of the keyboard.



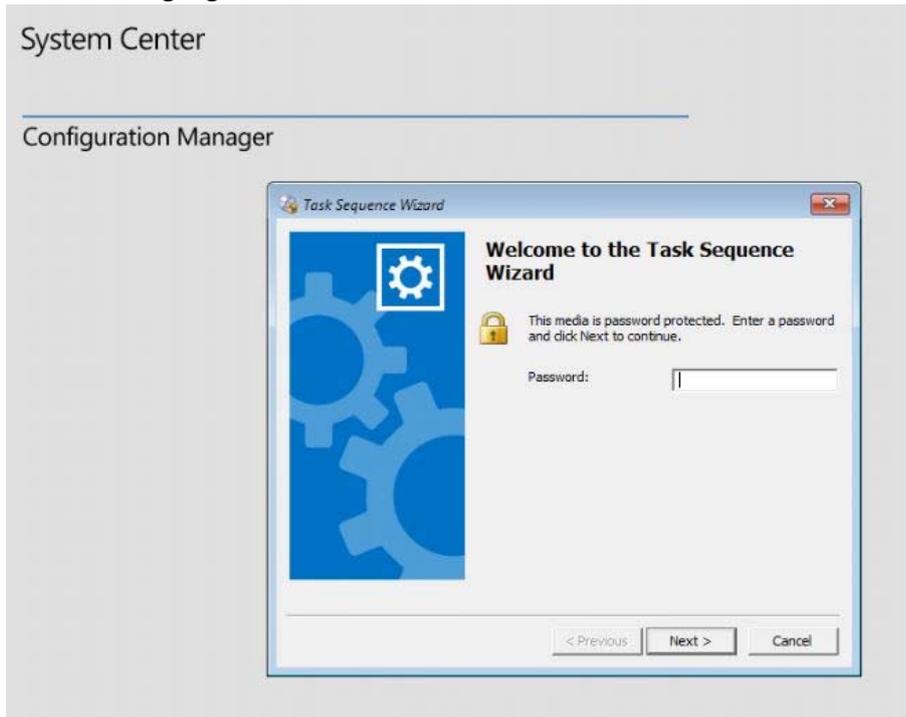
6. You will usually need to keep tapping the 'F12' key for 30-60 seconds until the PC start-up is at or past the manufacturer's logo.
You can stop tapping when you see the below text "*F12 – Network boot*" appear in the bottom left of the screen.
7. The following screen will shortly appear. Please tap the enter key when it does (The numbers used in this example will be different to yours)



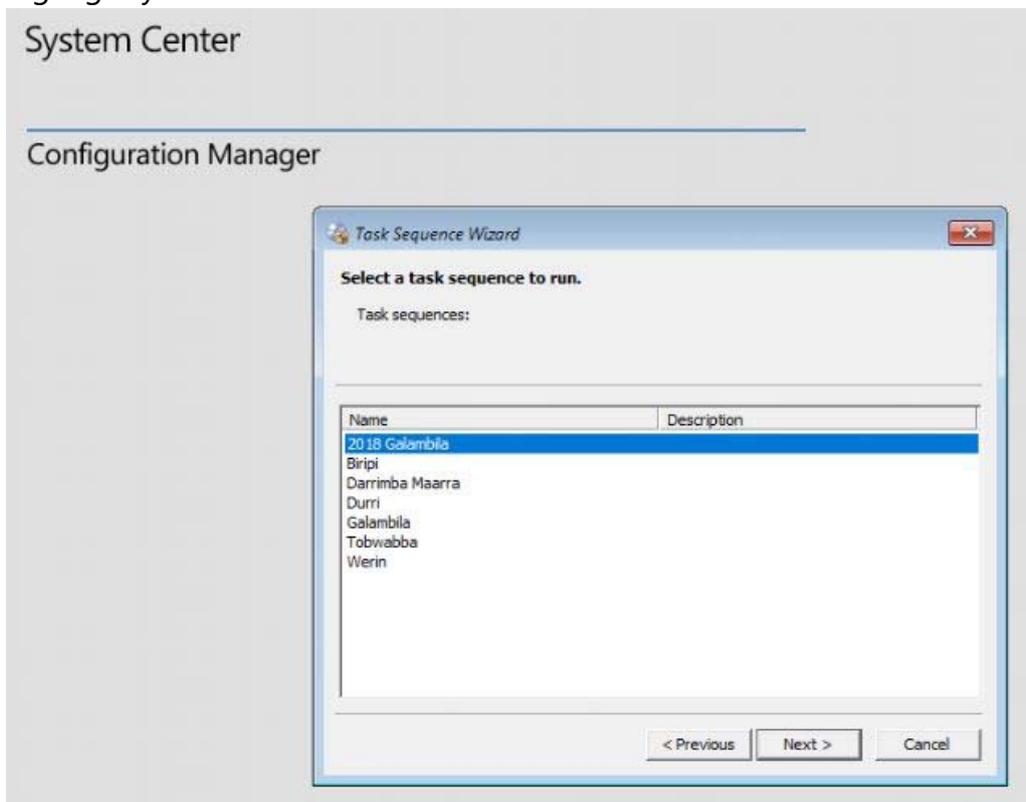
8. Please stand by while the imaging process loads:



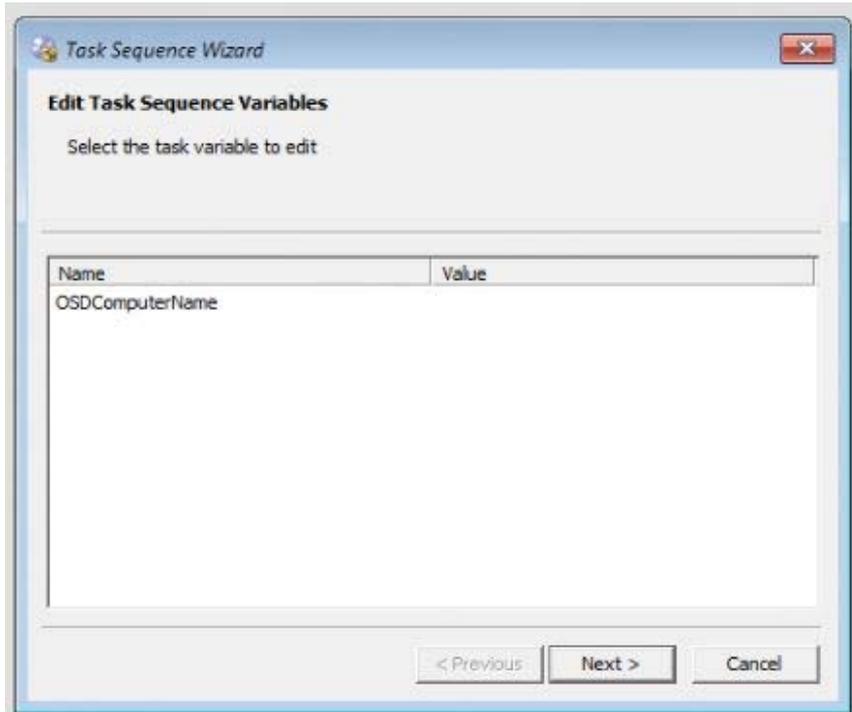
9. Shortly after, you will be presented with this screen, when you do, please locate the current "SCCM Imaging Password" from the Intranet, enter it below and click 'Next'



10. You will then be presented with a selection of 'Task Sequences' please use the mouse to highlight your site name and click 'Next' **ONCE ONLY**



11. When presented with the below screen **IF THERE IS NO VALUE** proceed to [step 12](#). If there is a value proceed to [step 14](#).



12. Use your **MOUSE or TRACKPAD** and [double-click](#) on 'OSDComputerName'

13. Please use your mouse to select the 'Value' entry and type in the correct computer name, please double check that this is correct. Then click 'OK'.

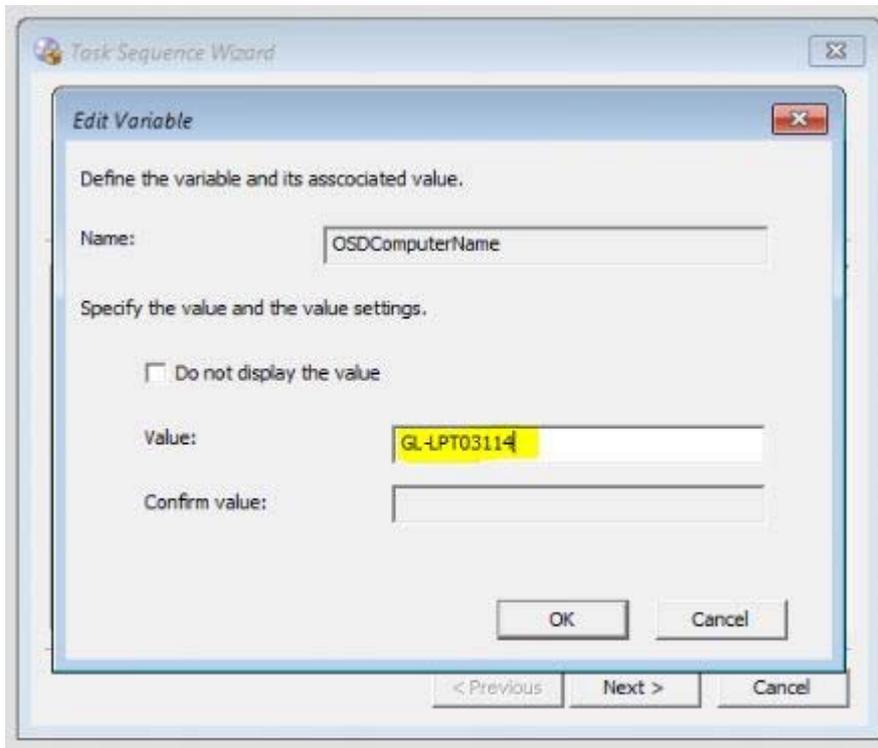
Tip: the number pad may be disabled, it is best to use the numbers across the top of the keyboard. Please refer to the following quick guide combined with the computer asset tag to correctly name the computer.

Format: [SS-TTTNNNNN](#)

- [SS](#) = Site:
Galambila = GL
Darrimba Maarra = DM
Durri = DR
Werin = WR
Tobwabba = TB
Biripi = BR
- [TTT](#) = Device Type:
Desktop = DSK
Laptop = LPT
Tablet = TAB
- [NNNNN](#) = Asset number (not including "RAMS")

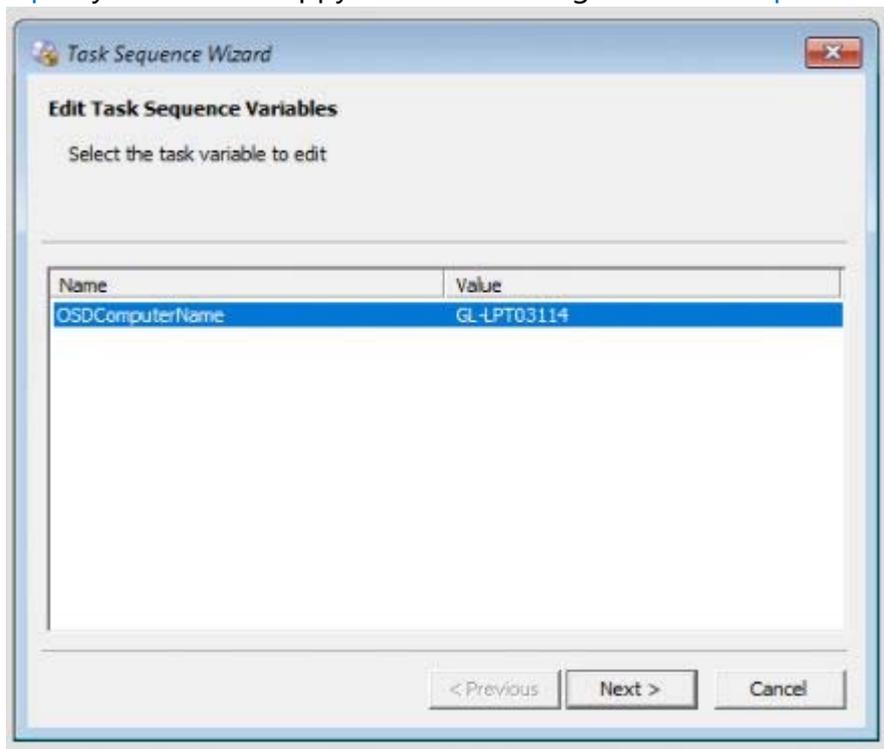
Examples:

GL-DSK03114
BR-TAB02887
TB-LPT04167



14. Please double check that you are happy with the computer name in this screen and use your mouse to click on 'Next' to begin the imaging process

Tip: if you are not happy with the name go back to [step 12](#).



- 15.** Once you see the below action in progress, the imaging task has started successfully, and you may leave the computer to continue.



When you return in Approx. 30 Minutes or less, you will be presented with the usual login screen to begin using the PC.

NOTE: It is recommended to **restart** the PC once to ensure it has received all the applicable IT@RAMS policies assigned to it. Then it is ready to be powered off safely and assigned to a staff member for use.

- 16.** Please ensure to provide the *Asset number*, *Serial number*, *Computer model*, *Assigned user* and *users location* to Jon Rolph via email.

Tip: The serial number and computer model can often be found on the packaging the computer arrived in if new.