

# Computer Refresh Q&A

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Q. What is the computer refresh project?

A. ***The H&SS Computer refresh project is a means by which we install the latest software, patches, and settings in an attempt to improve the performance and reliability of your computer (also known as “imaging”)***

Q. How will this affect me?

A. ***Your computer will have all data and programs wiped out and a new “image” will be installed***

Q. Will my machine be included in the refresh project?

A. ***We are only targeting Dell Optiplex GX270 and GX280. These models can be identified by the grey colored “door” that pulls up to expose the USB ports. If you use a different Dell model you will be notified should we need to refresh your computer.***

Q. What about my documents and other important files?

A. ***We ask that you make a “backup” of all the documents and files you wish to keep. The refresh process will wipe your computer clean of all data and programs.***

Q. What if I don't know how to make a backup of my important files?

A. ***Our computer technicians will schedule a visit with you to assist in saving your data. We suggest having an usb flash drive to copy your data.***

Q. Will I still have access to the same software that I have been using?

A. ***Yes, the software that was loaded on your old computer will be available on your new computer. If you use software that is not a part of the standard campus software then we ask that you provide the original installation media so that our technicians can install the programs for you.***

Q. What other upgrades will be performed?

A. ***We will be installing additional memory (RAM) to boost the performance of your computer. Also, WOL (Wake on LAN) will be implemented to help save on energy costs and improve overall reliability. Click on this [link](#) to learn more about WOL.***

Q. How long will this project take?

A. ***We will begin in at the May 25<sup>th</sup> 2009 and be completed by August 14<sup>th</sup> 2009. Our plan is to start with the largest departments and work through each department until we are done.***

Q: Does a regular(s) user of the computer need to be present when the computer is refreshed?

A. ***No, our technicians will schedule an appointment with the department. The user will be notified by the department of when their computer will be refreshed. It is encouraged that you informed the department if you need your documents saved. Remember, all information will be wiped from the computer so make plans to have your files backed up.***

Q. Whom do I contact if I have any questions?

A. ***Direct all question to the H&SS Technical Support Group (x3200).***