

Deep Freeze 6 Manual – May 1, 2007

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1.0 Overview

1.1 What is Deep Freeze?

Deep Freeze is a software application that protects and preserves your public computer's configuration from changes made by patrons purposefully or inadvertently. Deep Freeze eliminates the problems of unwanted programs, spy-ware, changing of desktop wallpaper, etc by returning the computer to the exact state you want with a simple restart of the computer. This means that any changes that the patron makes in the frozen state are gone after rebooting the computer.

1.2 Basic terminology

Freeze Workstation – means to secure the public computer in its current state. Any changes made after the public computer is frozen will be gone after the computer is rebooted.

Thaw Workstation – means to unlock the public computer so that you can make changes such as installing new software or doing Windows Updates. Any changes made to the public computer in the thawed state will remain after rebooting the computer.

Deep Freeze Console – is a piece of software that is installed on a staff computer that allows the staff to administer all public computers remotely. This includes, thawing, freezing, sending messages, and turning on and off the public computers.

Wake On LAN – is a function in the Deep Freeze Console that means, “Turn on computer”.

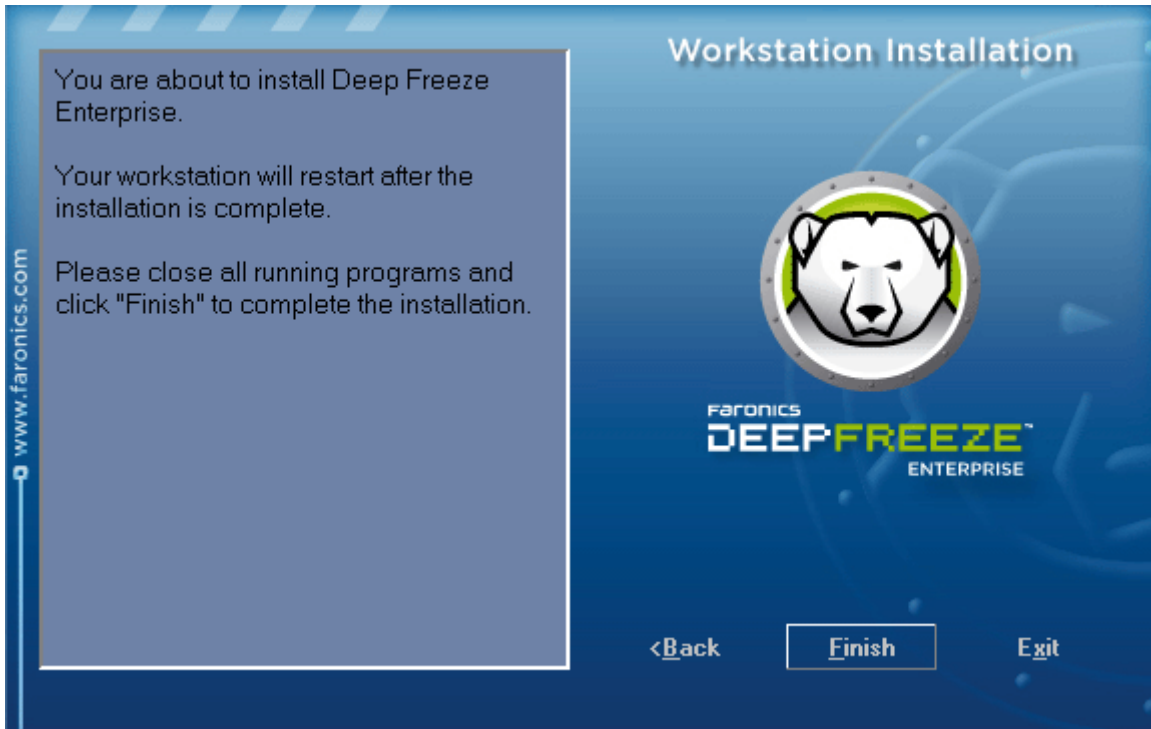
2.0 Installation

2.1 Deep Freeze Workstation

Deep Freeze Workstation is the software that is installed on the public computers used to protect the public computers from changes made by patrons. Follow the steps below to install the software:

1. Uninstall any previous version of Deep Freeze Workstation on the public computer (see section 3.1 on how to do this).
2. Insert the Deep Freeze 6 CD into your CD ROM drive.
3. Navigate to the CD contents if it does not come up automatically by going to My Computer and double-clicking on the CD ROM drive.
4. Open the Deep Freeze Workstation folder.
5. If your computer is running Windows XP, double-click DeepFreezeXP.bat to run the script. If you are running another version of Windows, proceed to step 6.
6. Next, double-click DF6Wks.exe to start the installer.

7. Click the Install button.
8. Then click to accept the Software License Agreement and click Next.
9. Finally click the Finish button to start installation.



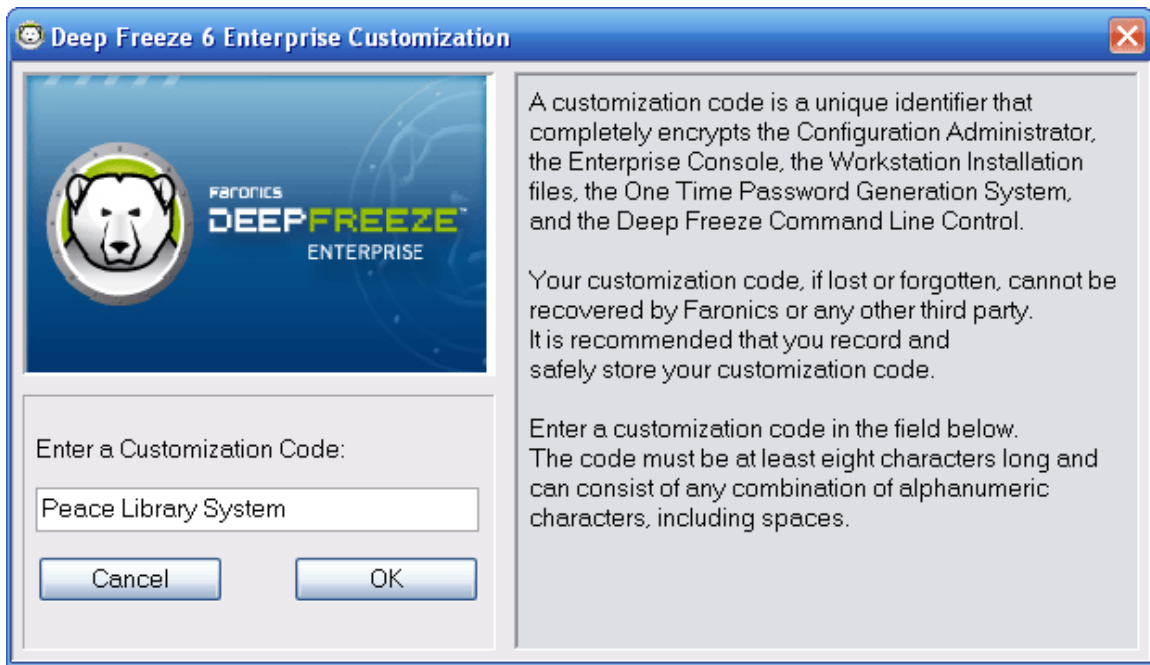
10. The computer will automatically restart the computer upon completion of the install and the computer will then be in frozen mode.

2.2 Deep Freeze Administrator

Deep Freeze Administrator is the software that is installed on the staff computers used to install the Deep Freeze Console and to thaw machines via the Token/Password method. Follow the steps below to install the software:

1. Uninstall any previous version of Deep Freeze Administrator on the public computer (see section 3.2 on how to do this).
2. Insert the Deep Freeze 6 CD into your CD ROM drive.
3. Navigate to the CD contents if it does not come up automatically by going to My Computer and double-clicking on the CD ROM drive.
4. Open the Deep Freeze Administrator folder.
5. Next, double-click DF6Ent1616.exe to start the installer.
6. Click the Next button.
7. Then click to accept the Software License Agreement and click Install.
8. A dialog will come up and tell you that the installation was successful.
9. Navigate to Start -> Programs -> Faronics -> Deep Freeze 6 Enterprise -> Deep Freeze 6 Administrator.

10. Deep Freeze Administrator will launch and prompt you for a customization code.
Enter the following code exactly as follows (case sensitive) and click OK:
Peace Library System

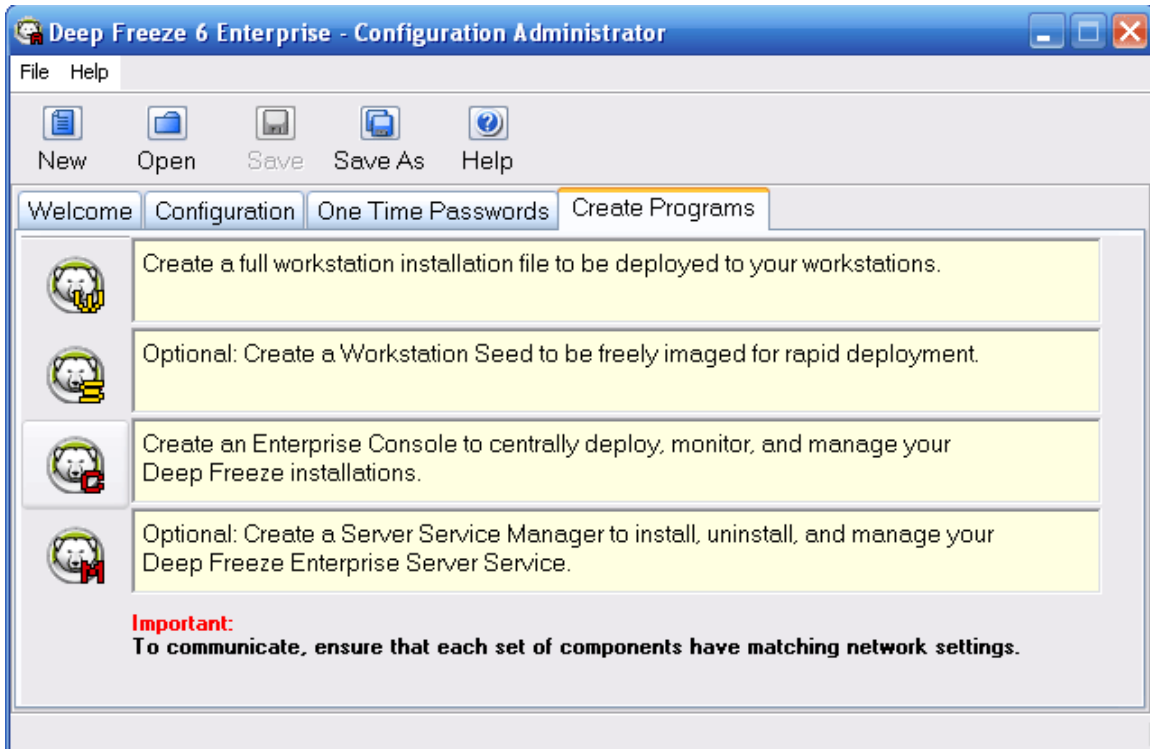


It will then ask you if you want to print the customization code, simply just click exit.

2.3 Deep Freeze Console

Deep Freeze Console is the software that is installed on the staff computer used to easily control the Deep Freeze functions of all your public machines. It allows you to thaw, freeze, message, shutdown and start-up any public machines. Follow the steps below to install the software:

1. Open the Deep Freeze Administrator if it is not already open (Start -> Programs -> Faronics -> Deep Freeze 6 Enterprise -> Deep Freeze 6 Administrator).
2. Click on the Create Programs tab
3. Click on the 3rd option from the top, Create an Enterprise Console.



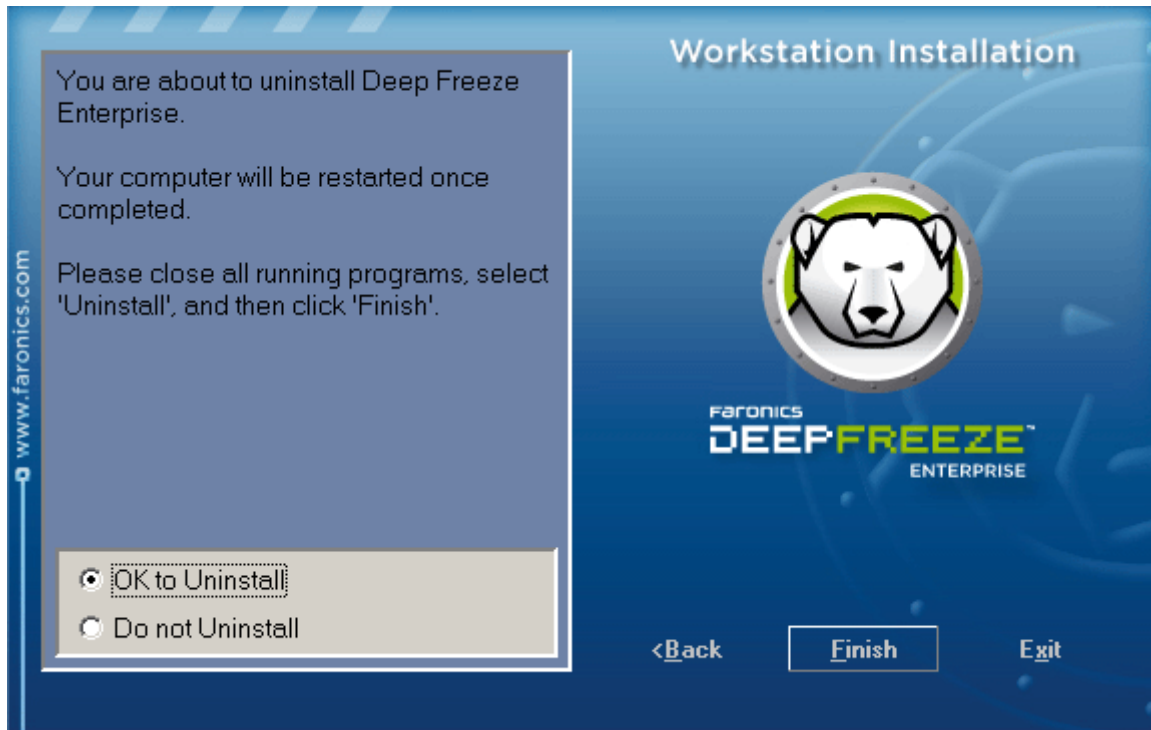
4. It will prompt you to save the file, save in the default location (C:\Program Files\Faronics\Deep Freeze 6 Enterprise\Installed Programs).
5. A dialog will come up and tell you that the installation was successful.
6. Open My Computer and navigate to C:\Program Files\Faronics\Deep Freeze 6 Enterprise\Installed Programs
7. Right-click on DF6Console.exe, click on Send To, then click on "Desktop (Create Shortcut)". This will provide easy access to the Deep Freeze Console program.

3.0 Uninstall

3.1 Deep Freeze Workstation

Follow the steps below to remove Deep Freeze Workstation from your public computer:

1. Thaw the public computer (use method described in 5.1 or 6.1).
2. Insert the Deep Freeze CD into your CD ROM drive.
3. Navigate to the CD contents if it does not come up automatically by going to My Computer and double-clicking on the CD ROM drive.
4. To remove Deep Freeze 5, double-click DF5Wks.exe to start the installer. To remove Deep Freeze 6, navigate to Deep Freeze Workstation folder and double-click DF6Wks.exe to start the installer.
5. Click the uninstall/finish button.

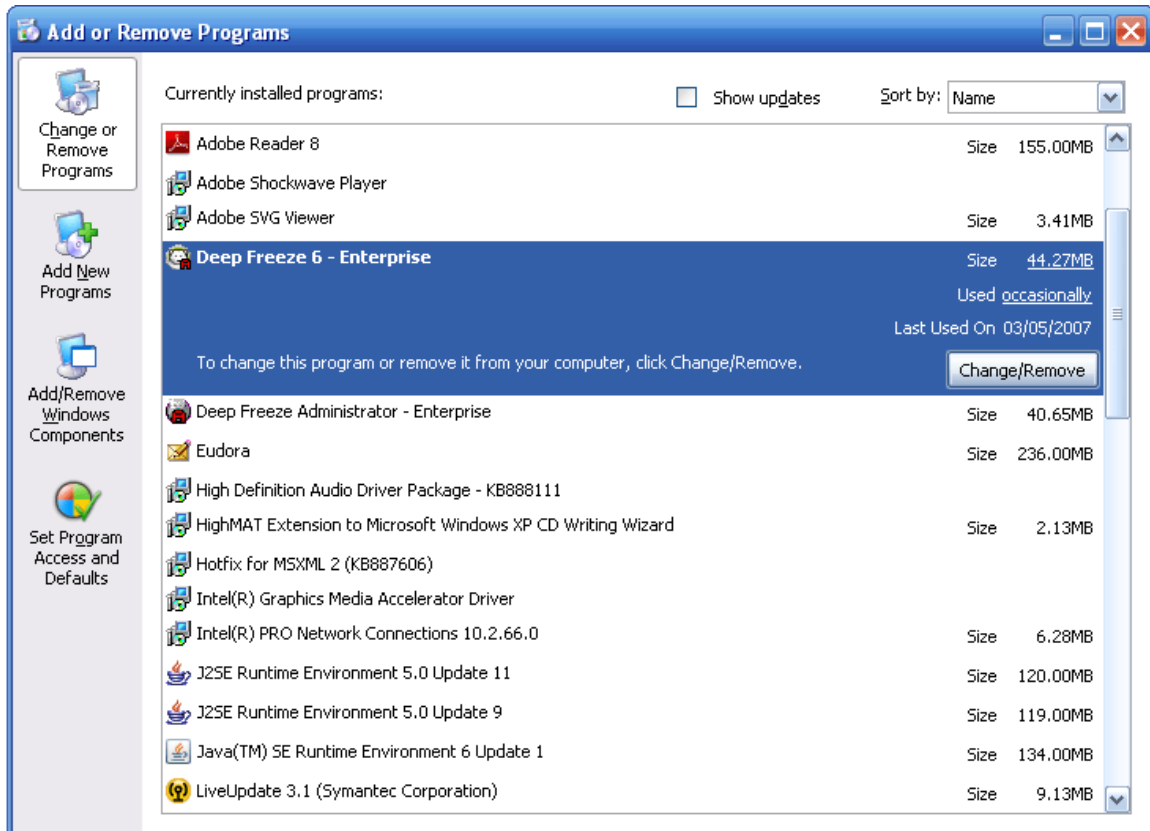


6. It may prompt you to remove the Thawspace, click Yes.
7. The computer will then reboot and upon logging in, Deep Freeze will be uninstalled from the public computer.

3.2 **Deep Freeze Administrator/Console**

Follow the steps below to remove Deep Freeze Administrator and Console from your staff computer.

1. Go to the Start menu -> Control Panel
2. Open up the Add Remove Programs utility.
3. For removing Deep Freeze 5 Administrator/Console, select Deep Freeze Administrator – Enterprise. For removing Deep Freeze 6 Administrator/Console, select Deep Freeze 6 – Enterprise.



4. Then click the remove button on the right side of the window.
5. It will ask you if you really want to do this, click yes.

4.0 **Deep Freeze Workstation**

4.1 **How to tell if Deep Freeze is installed**

To tell if Deep Freeze Workstation is installed on a public computer, look in the bottom right corner of the screen next to the clock for an icon that looks like a polar bear.



Sometimes after starting the computer up it takes a minute or so for the icon to show up.

5.0 **Deep Freeze Administrator**

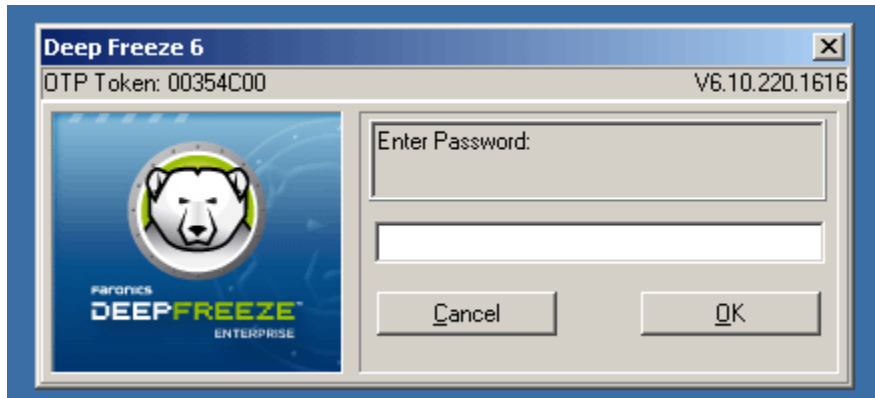
5.1 **Thaw workstation via token/password method**

Follow the steps below to thaw a Deep Freeze public computer via the Deep Freeze Administrator token/password method. Peace Library System recommends that the Console method be used because of the speed and ease of use benefits. However, if the

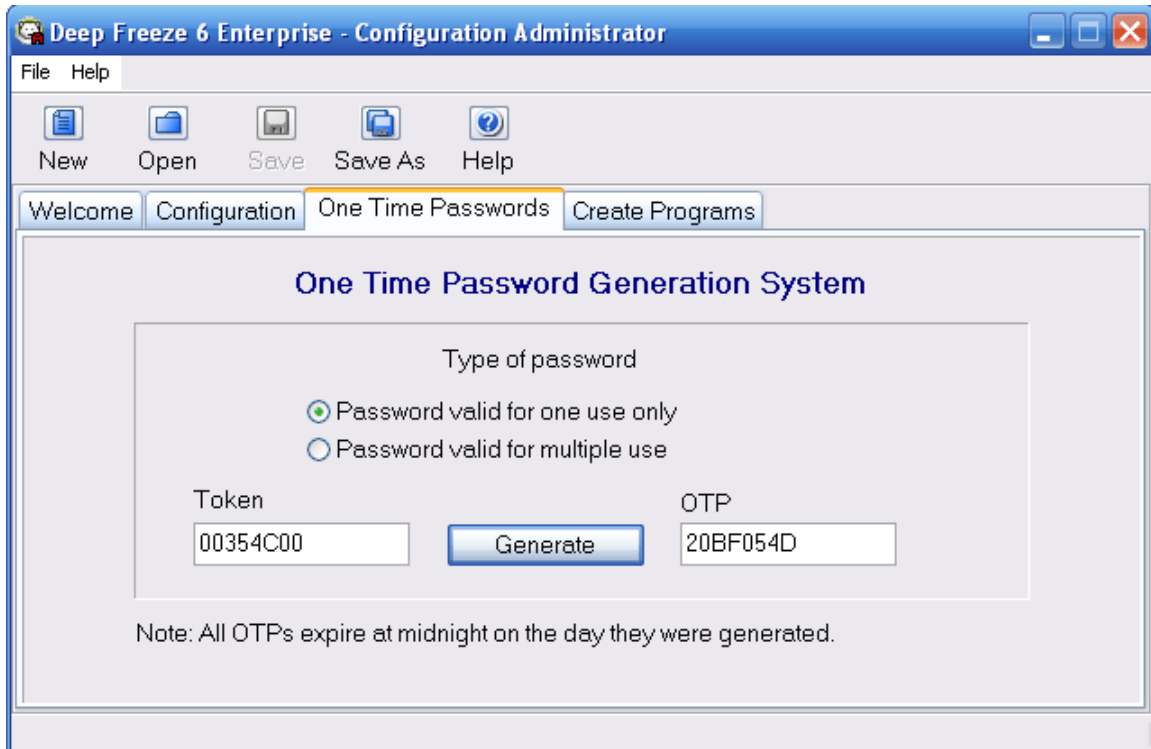
Console method does not work for whatever reason, sometimes the token/password method is the only choice.

Note: Both the token and password are given as a hexadecimal number, meaning that the only characters used are the numbers 0123456789 and the letters ABCDEF. You will need a pen and paper for this method.

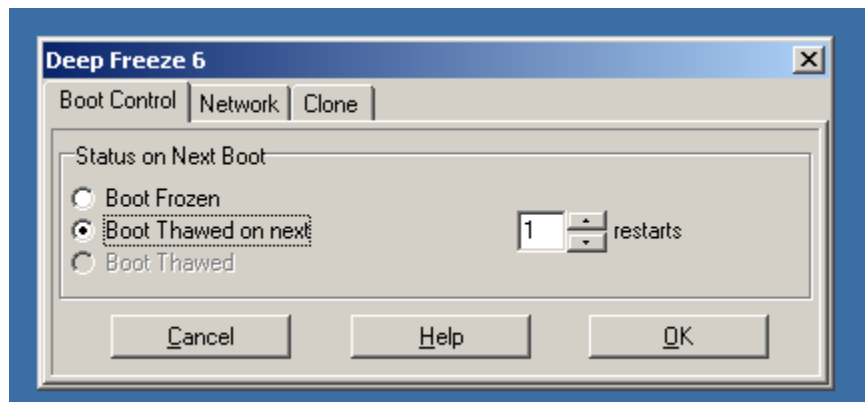
1. Go to the public frozen computer.
2. Hold down the shift key and double-click on the polar bear icon or press the key combination CTRL + SHIFT + ALT + F6 to bring up the Deep Freeze password window.



3. In the top left portion of the window a token will be displayed. Write down this alpha-numeric value and head back to a staff computer that has Deep Freeze Administrator installed.
4. Launch Deep Freeze Administrator by going to Start -> Programs -> Faronics -> Deep Freeze Enterprise -> Deep Freeze Administrator.
5. Once the Deep Freeze Administrator launches, select the One Time Passwords tab.
6. Keep the default selection of "Password valid for one use only", enter the token that you wrote down into the token field.
7. Next, hit the Generate button and you will notice the OTP field now has an alpha-numeric value in it. Write this value down, it is your password to thaw the public computer.



8. Take the password back to the public computer and bring back up the Deep Freeze password window as you did in Step 2. In the password field, enter the OTP alpha-numeric value that you wrote down and click the OK button.
9. A boot control tab will now come up. Select that you want to Boot Thawed. Now you can specify how many restarts you want the computer thawed before it goes back to frozen mode. You can choose a value between 1 and 3. Depending on what you need the computer thawed for, you will have to estimate how many times you will have to restart the computer (ex. Doing windows updates may require 2 or more restarts until all the updates are installed). Click the OK button.

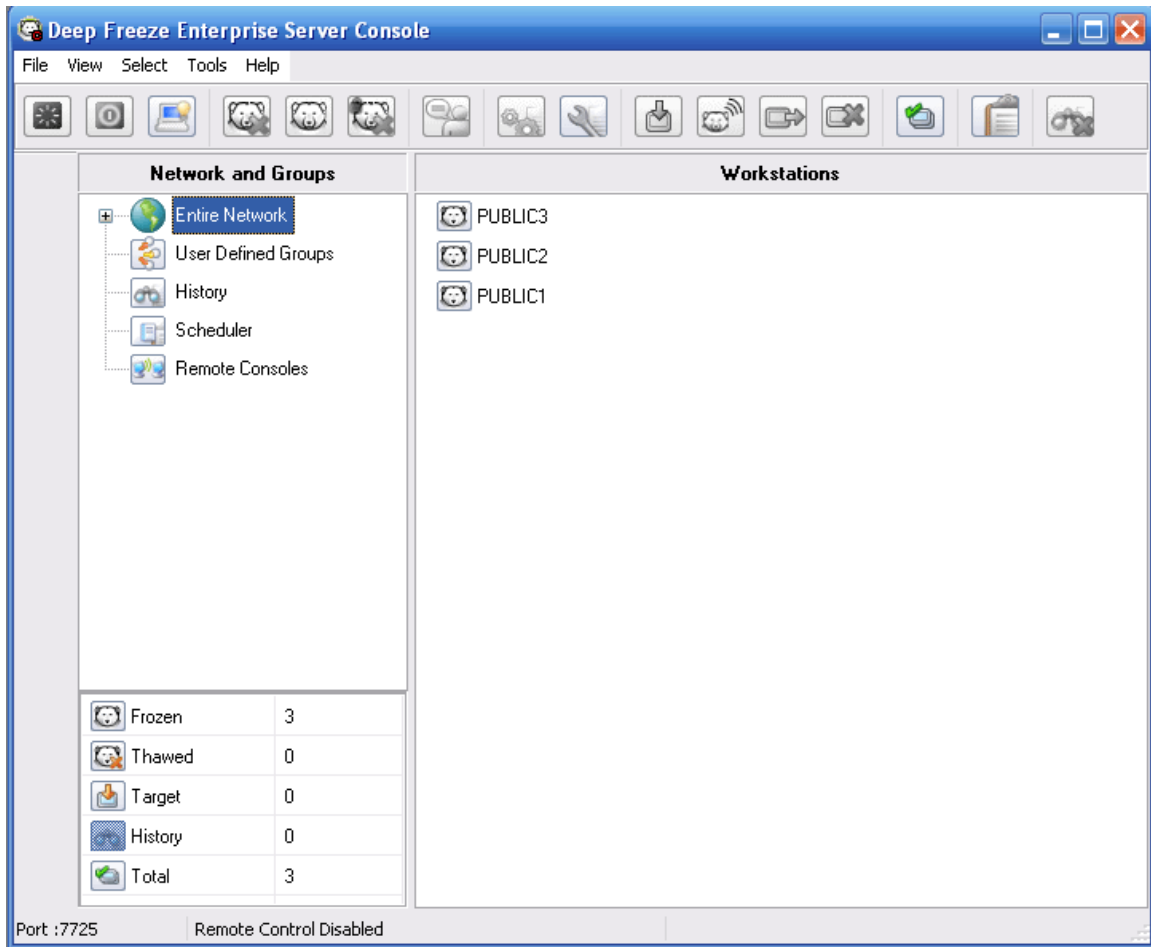


10. A message will come up saying that when you restart your computer the next time, it will be in Thawed mode. Click the Ok button again.

11. Restart your computer because the computer is still in frozen mode at this time. This restart does not count in the number of restarts that you have chosen in step 9.
12. When the computer starts back up and you log back in, you will notice that the polar bear in the bottom right corner of the screen will have changed. In Deep Freeze 5 you will notice that the bear has a flashing red circle with a red line through it, in Deep Freeze 6 you will notice that the bear has a flashing orange x on it. This means that the computer is in Thawed mode and that you can now make changes to the computer.
13. Once you are done making changes to the computer, it is important that you restart the computer until the polar bear goes back to normal. This will let you know that it is back in Frozen mode. If you find that you still need to make changes on the computer (that you have maxed out your restarts) and the computer is frozen again, you will have to start back at Step 1 and Thaw the computer once again to make additional changes.

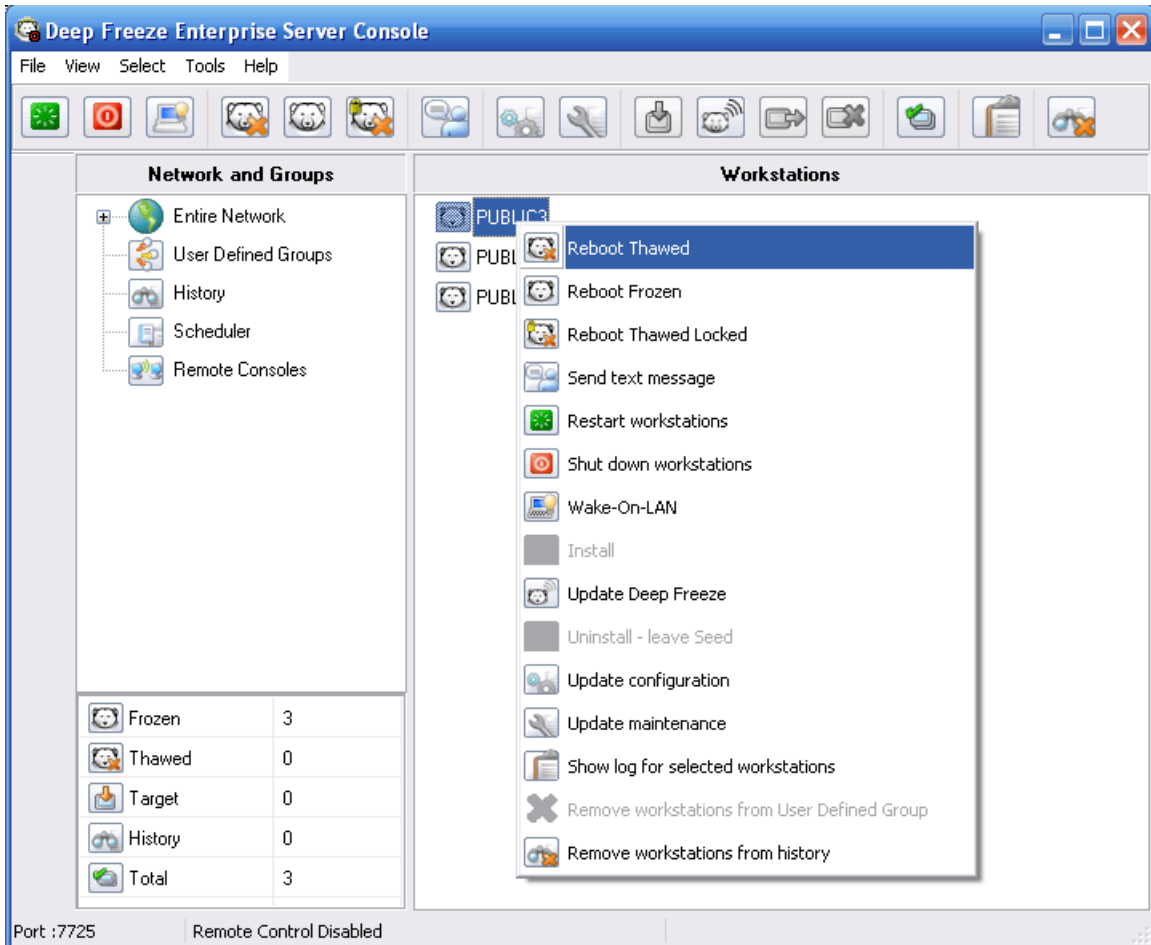
6.0 **Deep Freeze Console**

The Deep Freeze Console is the best and easiest way to control your public computers. For all the functions that will be performed in the Deep Freeze Console, you will need to launch it from the desktop shortcut DF6Console. If you do not have the shortcut on your desktop, refer to Section 2.3 Step 7 on how to create the shortcut. Once the Deep Freeze Console is launched, you should see all the computers that have Deep Freeze installed in a list (it may take a minute to show all computers). The public computers will need to be on to perform almost all the Console functions. All functions are performed by right-clicking on the computer that you want. You can also perform the following functions on multiple computers by using the CTRL or SHIFT key to select multiple computers.



6.1 Thaw workstation

In The Deep Freeze Console, right-click on a public computer and choose the option Reboot Thawed.



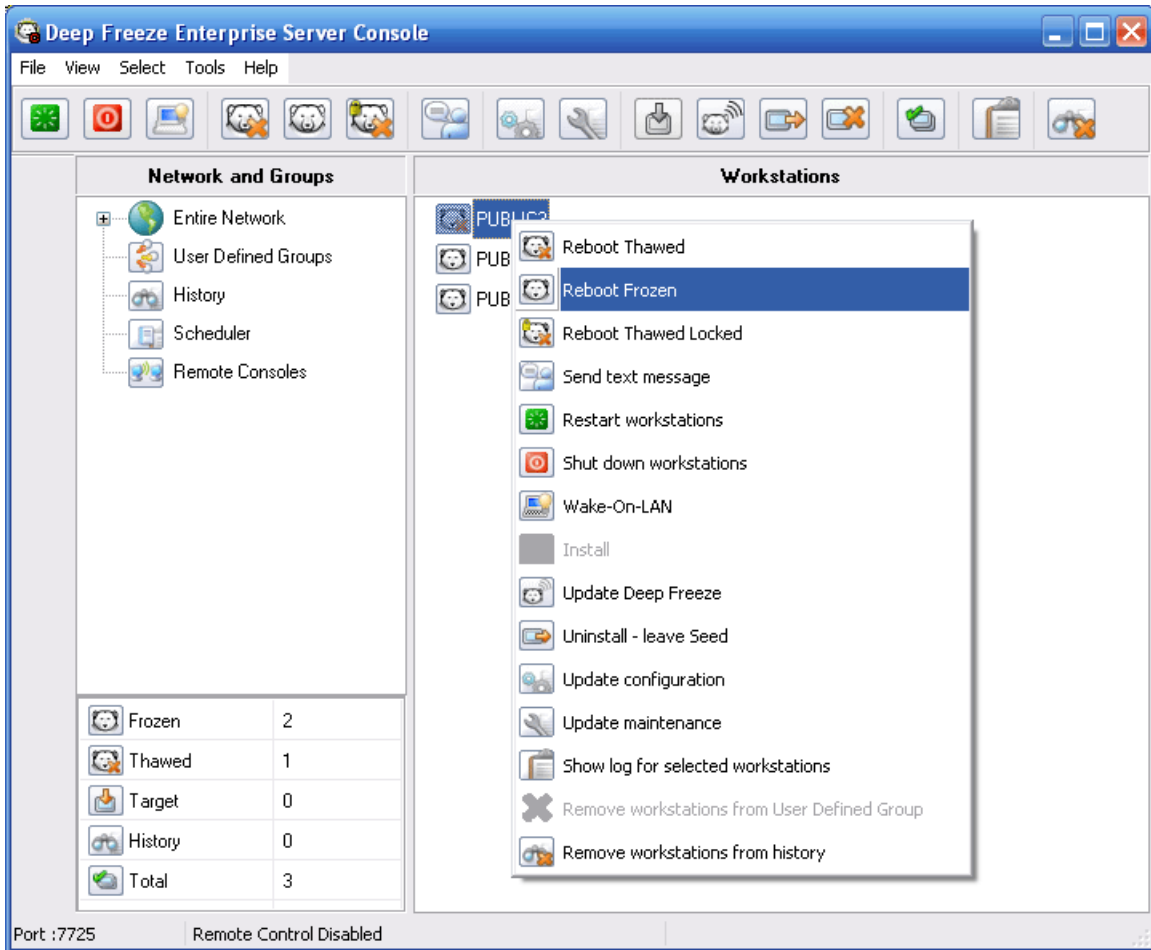
The public computer will reboot immediately and once it starts back up it will be in Thawed mode until you tell the computer to Freeze again in the Console. This allows you to make whatever changes you need on the public computer and you don't have to worry about how many times you restart the computer (like in the Token/Password method explained in 5.1). It is very important that once you are done with the computer that you Freeze it before allowing patron's to access the computer. When the computer is in Thawed mode, the computer icon in the console will change to a polar bear with an orange x on it.



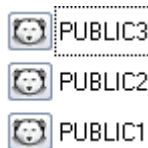
The same icon will appear on the thawed public computer in the bottom right hand corner of the screen.

6.2 Freeze workstation

In the Deep Freeze Console, right-click on a computer and select the Reboot Frozen option.



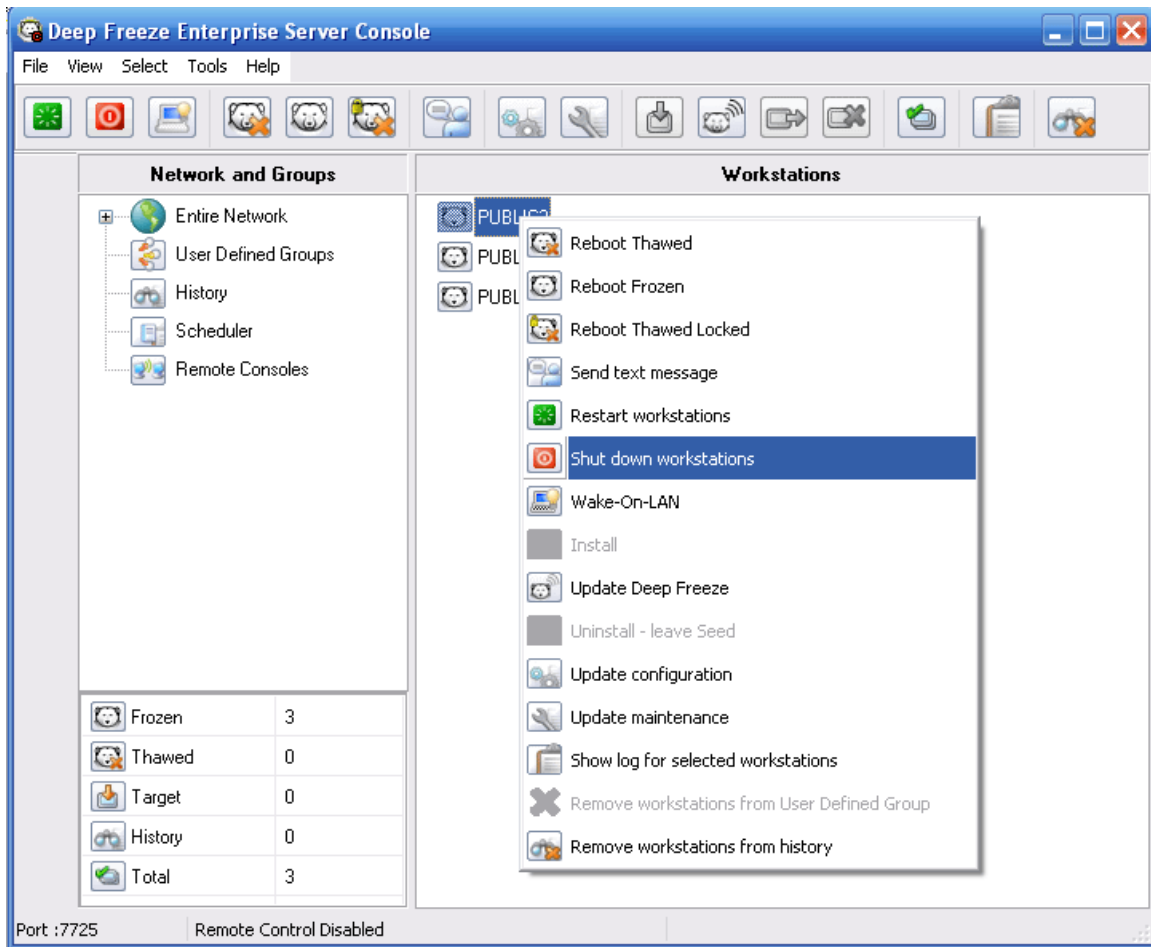
This will immediately reboot that computer and the computer will then be in Frozen mode. The computer icon in the console and on the public computer will change from a polar bear with an orange x on it to just the regular polar bear icon.



It is important to only let patrons on public machines that are in frozen mode so that changes that they make to the computer are not saved.

6.3 Shutdown/restart workstation

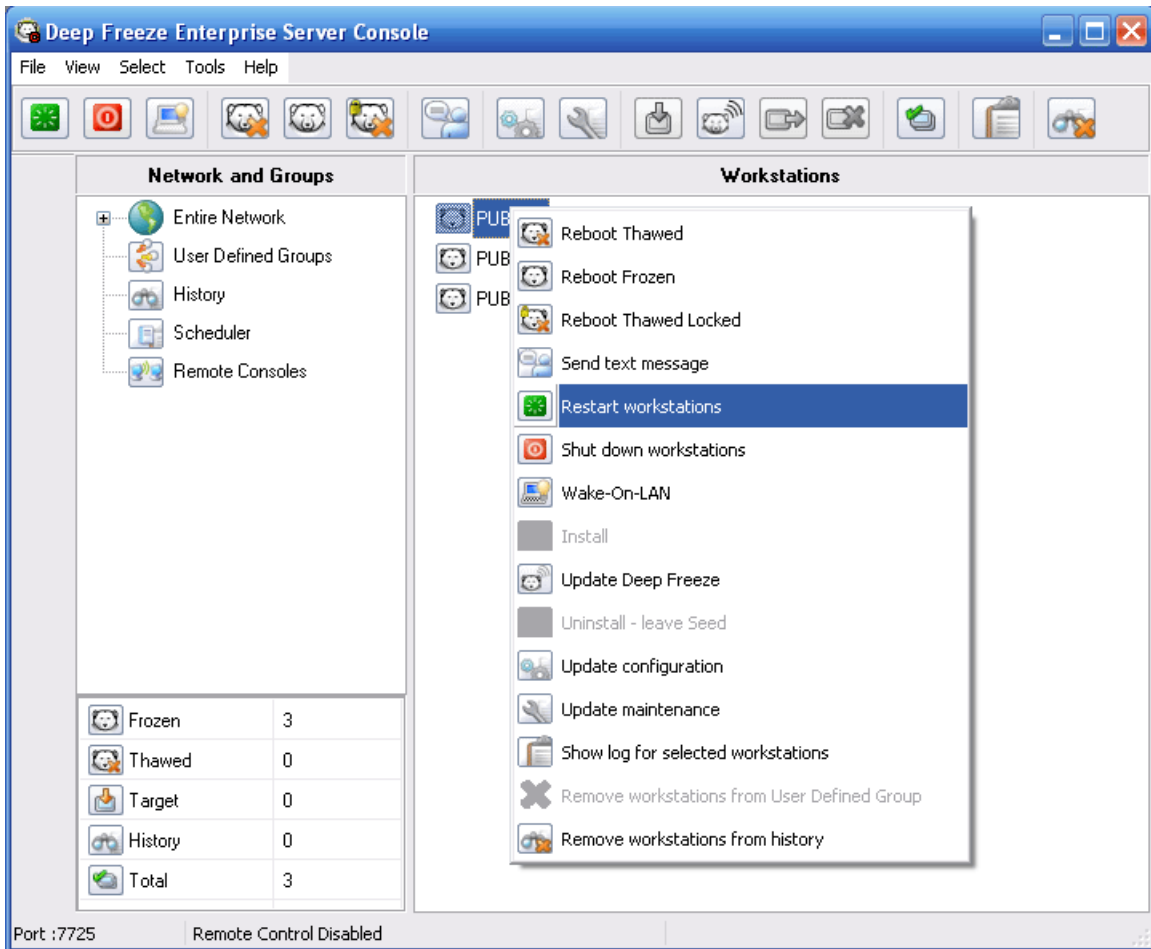
In the Deep Freeze Console, right-click on a computer and select the shutdown option.



The computer will immediately shutdown and the polar bear icon will change to “zzz” to let you know that the machine is asleep or off.



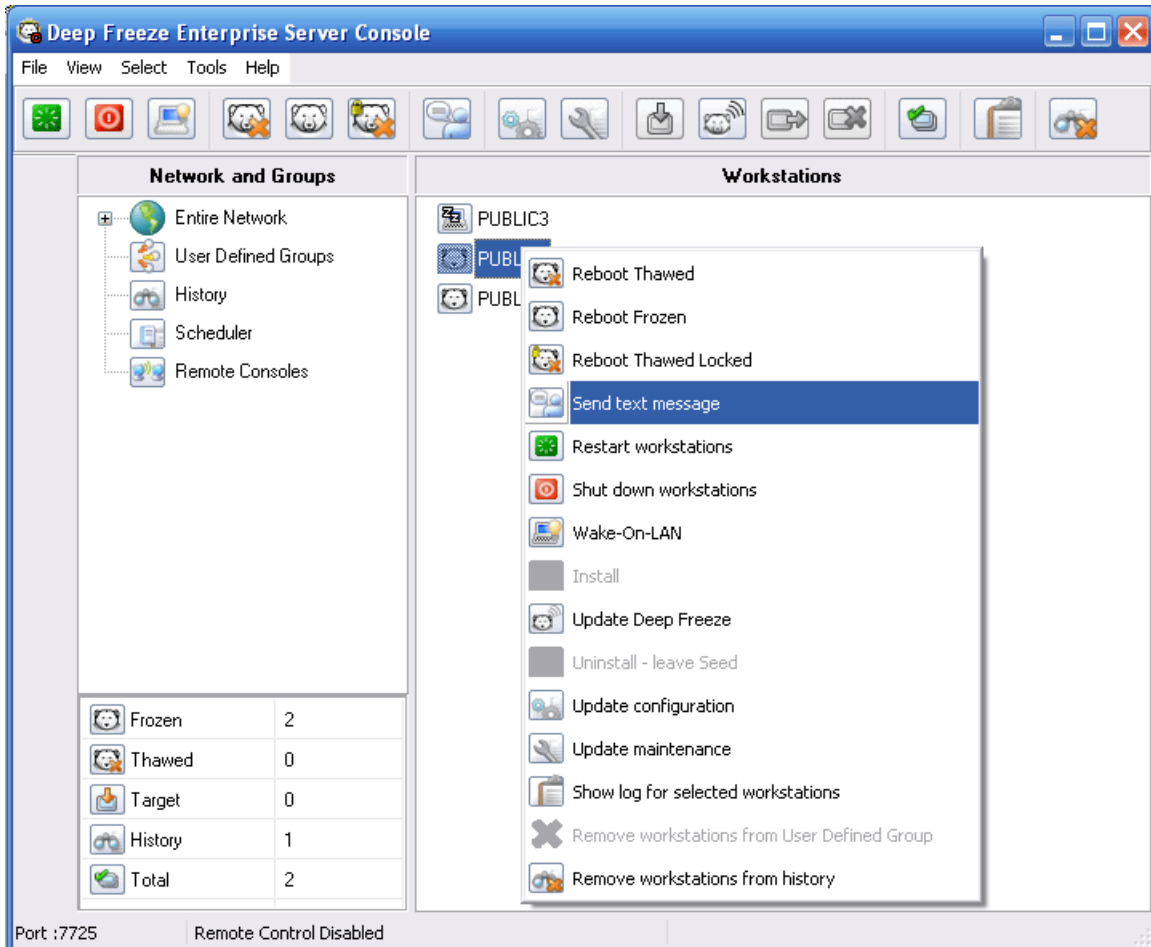
Another option you can choose instead is to restart the computer. This can also be accessed by right-clicking on the computer.



When selected, the Deep Freeze Console will immediately restart the public workstation.

6.4 Send instant message to workstation

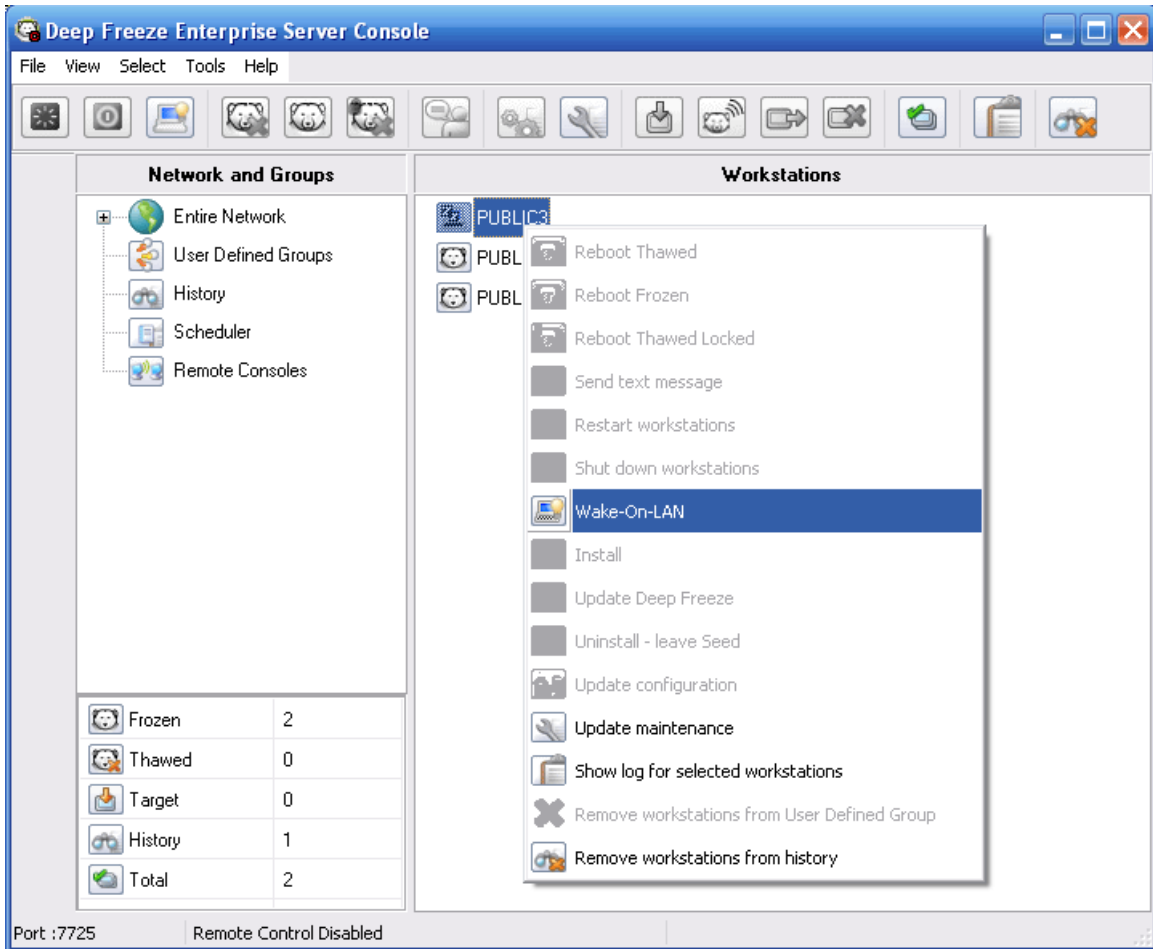
In the Deep Freeze Console, right-click on a computer and select the send text message option.



A window with a text box will pop up where you can enter the message that you want to send. Once finished typing, click the Send button to send the message to the public computer. Immediately the message will popup in front of whatever the patron is doing and prompt them to click the ok button. This is a handy, noninvasive way that you could tell your patrons that their time is up on the computer or that the library is closing in 5 minutes.

6.5 Wake-On-Lan

Wake-On-Lan means to send the command to turn a computer on that is currently off. In the Deep Freeze Console, right-click on a computer that is currently off and select the Wake-On-Lan option.



Wake-On-Lan requires configuration on some computers and is not supported on really old computers. If Wake-On-Lan is not working (not turning the machine on) it will have to be configured by PLS tech support.