

HP ProBook Guidelines for Libraries

Thank you for participating in the Montana State Library's mobile device lending program! The following guidelines are intended to give your library an overview of the HP ProBook laptops received by your library. As you prepare to get these devices up and running and make them available to your patrons, we encourage you to work with your IT staff and follow your library's standard IT procedures for configuring new devices.

HP ProBook and Software Overview

For an overview of the HP ProBook laptop and its specifications, please review this [QuickSpecs](#) document available from HP.

Your ProBooks have been delivered with [Microsoft Office 2019](#) software installed and ready to use. The Microsoft software includes two years of maintenance.

Your ProBooks are also equipped with [Deep Freeze](#) software, which can be used to restore your device settings after each patron's use. Instructions for using Deep Freeze are included below.

Admin and Patron Accounts

The HP ProBooks have been configured with two login accounts:

- LibraryPatron – This login is intended for use by your patrons. It is not password-protected. When using the device, patrons can simply click on "Sign In" and have direct access to the patron desktop.
- LibraryAdmin – This login is intended for use by your library staff. It is password protected, and the password will be provided to you in a separate document.

Please keep in mind that these settings can be modified by your library IT staff. Adding a password to the LibraryPatron login, changing the password for the LibraryAdmin login, and changing the names of the two login accounts are all changes that can be made by your library staff.

Device Security and BIOS Password

Please work with your library's IT staff to set a BIOS (Basic Input/Output System) password and lock down each device's BIOS. As delivered, the devices are not locked down and do not have a BIOS password set. However, this is an important security measure that should be taken to protect the devices. We strongly

encourage you to lock down each device's BIOS and set a BIOS password according to your library's standard IT procedures.

Using Deep Freeze

Each device has been delivered with Deep Freeze software installed and configured. Basically, Deep Freeze allows you to restore each laptop's settings after a patron has used it and remove any unwanted material stored on the device by a patron.

- **To Restore a Device:** Restoring a device between each patron's use is very simple and easy. All you need to do is reboot the device. Deep Freeze has been configured to restore the machine's current settings upon each reboot. So, if a user has inadvertently deleted an app or if they have downloaded unwanted apps or software, rebooting the device will restore its settings and wipe any patron data from the device.

Please also keep the following items in mind when loaning the ProBooks to patrons and resetting the devices:

- **Patron Data Storage:** Please notify patrons that restarting the ProBook will wipe any documents or data that they have stored on the device's desktop. If a patron is working on a document and wants to store it safely on the ProBook, they can store it in the desktop folder labeled "Thaw Space." This folder is a shortcut to the device's D: Drive, which has been set up as a folder that will not be automatically wiped by Deep Freeze when the machine is rebooted. Patrons can use this folder as a temporary storage space without fear of losing their work. This is the only space on the device where patrons can safely store materials. If patrons store documents on the desktop, they risk losing them if the machine is rebooted.
 - **Clearing the Thaw Space/D: Drive:** Because the Thaw Space/D: Drive is not automatically cleared by Deep Freeze, it will be necessary for library staff to manually delete any files stored there by patrons. Between each patron use, we recommend that library staff reboot each device and then manually check the Thaw Space/D: Drive to delete any files stored there by the previous patron.
- **To Change Device Settings:** Your library will need to temporarily disable Deep Freeze to make changes to your device settings, install new applications or software, etc. If you need to "thaw" Deep Freeze to make changes to the device's settings, please follow these steps:
 - To access the Deep Freeze software, Press CTRL+ALT+SHIFT+6
 - Enter password: *[Passwords will be provided in a separate document]*
 - You will then see the three options listed below. To make changes to the device's settings, you will want to reboot the machine "thawed," which will allow you to make changes to the device. When you are finished making changes and are ready to "freeze" the device, you will select "boot frozen," which will lock down the settings and restore them on each restart.
 - Boot Frozen:
 - Deep Freeze is frozen (locked) on next restart.

- ***Please Note: Deep Freeze should be set to Boot Frozen before loaning a device to a patron to ensure that your library's settings are protected.**
- Boot Thawed on Next ■ Restarts:
 - Deep Freeze is thawed on next selected number of restarts.
- Boot Thawed:
 - Deep Freeze is thawed on next restart so changes can be made. The device will remain thawed until Boot Frozen is selected.

*For an illustration of what these steps look like, please see pages 120-121 of the Deep Freeze User Guide: [Deep Freeze Enterprise User Guide \(faronics.com\)](https://www.faronics.com/Deep-Freeze-Enterprise-User-Guide)

- **Deep Freeze Maintenance and Library Accounts:** Each Deep Freeze license includes three years of maintenance. Each library receiving HP ProBooks has also had an account created with Faronics, the company that provides Deep Freeze. Library directors have been designated as the contacts on those accounts and should have received an email from Faronics about their account. There is no need to download anything from the account at this time—the Deep Freeze license is already installed on each device—but the account should give your library access to [Faronics' customer portal](#). Depending on the number of ProBooks your library has received, it has been assigned the appropriate number of licenses in your account. If you choose to, your library will be able to renew the maintenance agreement after the initial three years of maintenance expires.

Technical Support and Troubleshooting

We encourage you to work with your library's IT staff and to follow your standard IT procedures for configuring and using the HP ProBooks, but if you would like additional support, please feel free to contact the following staff at the State Library:

- John Kilgour, jkilgour@mt.gov, 406-444-4128