

CGS Laptop Program FAQ

Q: It is the summer and I can't access my CGS student email & Google Apps account. What is wrong?

A: CGS email & Google Apps accounts are disabled June 30th and activated again for the new school year. These accounts are intended to be for school only, and we are not able to adequately monitor and administer them accounts in the summer time.

Q: I have submitted a personally owned laptop for my daughter to use in the CGS Laptop program. Why can't I have an administrator account on the computer?

A: There are several reasons for this. First, it is important that the state of the software on the laptops remains consistent between students to facilitate maximum productivity in the classroom. It is easier for a teacher to plan assignments requiring technology if they can count on each student having the same tools that the teachers themselves have. Administrative access allows modification of applications and system settings. This not only affects consistency, but also elevates the amount of technical support required throughout the year by a large margin: It is quite difficult to 'break' the software on an Apple laptop if you are a non-administrative user.

The other major factor is software licensing. CGS purchases site licenses for various pieces of software. Adobe Creative Suite, Microsoft Office, as well as all new releases of Mac OS X, Apple iLife, and Apple iWork, are covered by site licenses. These site licenses can only be extended to include personally owned laptops if the laptops are under school control. To paraphrase: As long as we retain administrative control, and the laptops are 'submitted' to our program, we are allowed to include them as 'school computers' under our blanket licenses.

Q: It is the end of the school year, I have a personally owned laptop, and I am returning to CGS next year. What should I do?

A: Enjoy your summer! We will collect laptops in September to refresh them with the new system 'image' for the new school year. It is important that you back up any personal data before this process as the computer will be erased and set up anew.

Q: It is the end of the school year, I have a personally owned laptop, and I am not returning to CGS. What should I do?

A: You will need to have your computer wiped on the last week of school. It will be restored with a clean installation of Mac OS X and iLife, but all other school owned applications will be removed. All CGS passwords will be removed and

you will once again have full administrator rights on the machine. It is important that you back up any personal data before this process as the computer will be erased and set up anew. Emails will be sent out informing you of the date to submit your laptop for this near the end of each school year, so keep an eye on your inbox.

Q: It is the end of the school year, and I am returning to CGS, but it is very important for me to have administrative control of my personally owned laptop over the summer. What should I do?

If there are extenuating circumstances that require you to have admin access over the summer, you may submit your laptop to be wiped clean of all school owned software so that we can restore administrative rights to you. This is by special request only and your laptop **MUST** be turned in with the laptops of the non-returning students on the last week of school. (See the question about non-returning students above, and the section about having an administrator account for the reasoning behind this.) Remember, the computer will be erased and set up fresh so you are responsible for backing up your data.

Q: How do I back up my personal data?

A: You can do this manually or with Apple's "Time Machine" backup software

Manual Backups:

Inside the finder folder shaped like a house that has your name (your home folder), there are the following folders:

- Desktop
- Documents
- Downloads
- Library
- Music
- Movies
- Pictures
- Public
- Sites

You can back up your data by copying these folders onto an external hard drive, an adequately sized USB memory stick, or you could burn them to CDs or DVDs. If you have a lot of music, pictures, or movies that you wish to save, you will likely find that it will be impossible to fit everything onto a single DVD. To copy to an external drive or USB stick, simply connect the drive, and then once it appears on the desktop, drag and drop the above folders onto it.

Some notes:

-The folder "Library" contains settings and preferences for programs that you probably don't need to keep. You will be able to save a lot of space on your backup media by not backing up this folder.

-The folder "Public" is likely empty, and also doesn't need to be backed up

-The folder "Sites" will likely also be empty unless you have experimented with the "iWeb" application, and doesn't typically need to be backed up either.

Time Machine Backups:

You will need an external hard disk drive formatted with Apple's OS X Extended Journaled files system to use Time Machine automated backups. An administrative password is required to configure Time Machine so you must bring in your external hard drive and meet with the CGS Network Administrator (Mr. Broadbent) for initial set-up.

Apple also offers a product called a "Time Capsule" which allows Time Machine to back up to a remote hard disk drive over a wireless connection. We would recommend against this solution as there is no way to configure Time Machine to use a Time Capsule without the Capsule being brought in to the school, and we are not able to give out administrative passwords for you to configure this on your own at home. For purposes of the CGS laptop program we would recommend instead that you stick to using a simple USB external hard disk drive: They are cheaper, simpler, and more versatile.

Q: I had performed a manual backup on my laptop, and now when I try to copy the files back to the laptop I see an error message about 'not having permission' to access the folders?

A: Folders backed up manually may have retained their old 'access permissions'. As the computer has been rebuilt and you are now accessing these files with a different account than before, you may need to take 'ownership' of the files and folders: Open the external hard disk drive in the Finder and click once on the folder containing your manual backups. Hold the 'command' key and press the "i" key to bring up the 'info' window for the folder. Near the bottom of this window you should see a section titled 'Sharing & Permissions'. Click on the triangle next to this title to expand the view of the permissions settings. Next you will need to click on the locked padlock that will appear at the bottom of the window, and type in your password. Once you have unlocked the padlock, click on each of the 'privilege' fields and change them all to 'read & write'. Finally, click on the button that looks like a gear/cog and choose 'apply to enclosed items', and then click on 'ok' if prompted to confirm this action. You should now be able to fully access the files within the manual backup folder.

Q: I have inserted a DVD into my laptop and am being asked to set a “region code”. What should I do?

A: The region code is a setting that gets coded into the DVD drive itself, and unfortunately setting it requires an administrative password. There is currently no workaround to this other than having the CGS network administrator put in the password. We have endeavored to set all the region codes when the laptops are received into the building, but at this point there are still some in circulation that require the code to be set. If you are unable to play a DVD, please visit the CGS network administrator (with a DVD video) and the password will be entered for you to set the drive region. It only takes a few seconds to do this. Please note, that we are unable to do this over the summer, so if you have not come to have this looked at over the 10 months of the school year, you will have to wait until September to have it set.