

Please know the process below takes about 20 to 30 minutes to complete and the laptop must be on the HCPS WIFI network

BEFORE HEADING TO AN HCPS LOCATION:

Make sure you know **BOTH** the **HCPS username and password**. If the parent is working through these directions, make sure you have the student's information that the laptop is assigned to with you. This is needed to work through the process.

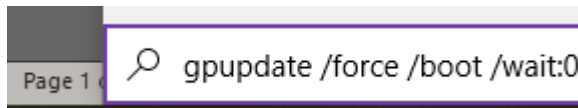
- Please be as close to the school building as possible to get 2 or more signal bars for WIFI.
- You should be able to do this from your car at most schools (this is the intent).
- You can go to any HCPS school location. It does not have to be your assigned school.
- Please only visit schools to do this update between the hours of 8 AM and 7 PM.

Please note this update is very important but the student laptop will still function for digital learning on day 1 if you do not get a chance to update prior to the start of school. This update is for the Windows operating system and we still ask you to do this update as soon as possible.

This process can be used by staff members as well.

1. Login as the **student (or staff)** – make sure all applications and windows are closed before beginning.

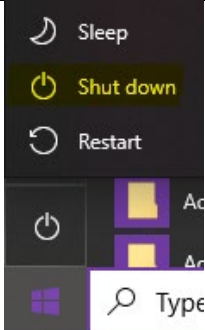

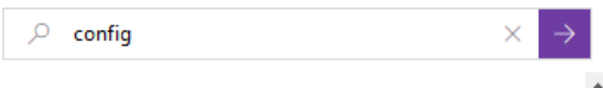
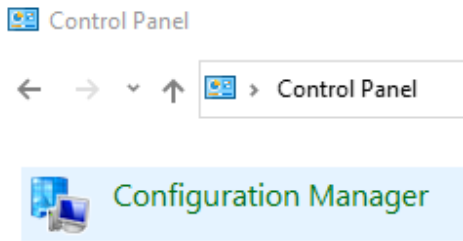
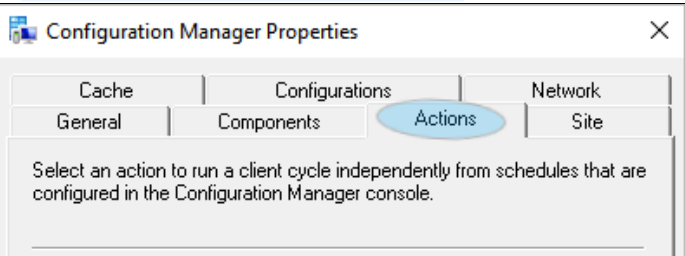
2. In the search bar type:
gpupdate /force /boot /wait:0 and then press **Enter** (make sure there is a space between 'gpupdate' and '/force' and '/boot' and '/wait')



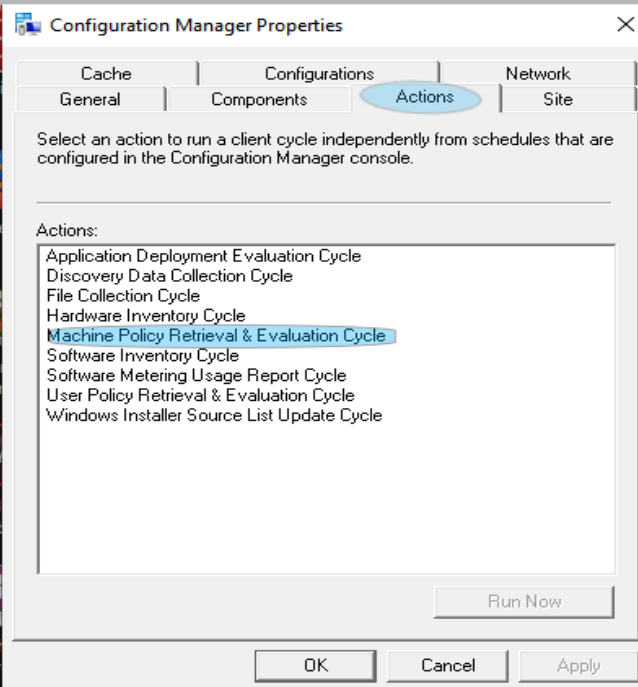
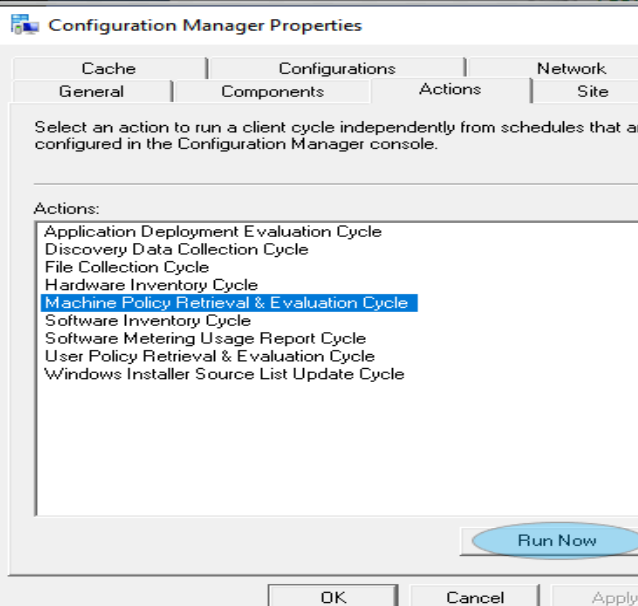
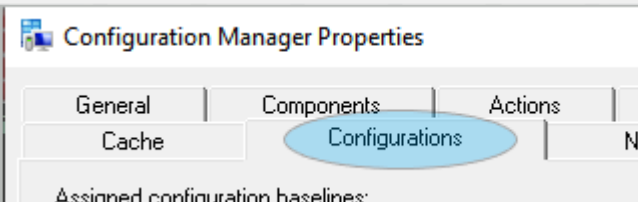
3. This process may take up to 3 minutes, please be patient the machine is working hard to apply all-new settings. It should restart automatically when finished, but...

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<p>4. If the machine does <u>not</u> restart automatically after 3 minutes, click on the Start Menu, power button icon, and click on 'Shut down'</p>	 A screenshot of the Windows Start menu's power options. The 'Shut down' option is highlighted in yellow. Other options visible include Sleep, Restart, and a search bar with the word 'Type'.
<p>5. This 'Shut down' may take a while so be patient and let the machine 'Shut down' gracefully on its own. <i>We have seen this part take anywhere from 3-5 minutes as well.</i></p>	
<p>6. Start the machine back up and log back in as the student (<i>or staff</i>).</p>	
<p>7. In the search bar type: Control Panel and then press Enter</p>	 A screenshot of the Windows search bar. The text 'control panel' is entered into the search field.
<p>8. Within Control Panel type 'Config' in the Search bar</p>	 A screenshot of the Windows search bar. The text 'config' is entered into the search field.
<p>9. Click on the Configuration Manager icon.</p>	 A screenshot of the Windows Control Panel. The 'Configuration Manager' icon is highlighted with a blue selection box.
<p>10. Select the Actions tab</p>	 A screenshot of the 'Configuration Manager Properties' dialog box. The 'Actions' tab is selected and highlighted with a blue oval. The dialog box contains tabs for Cache, Configurations, and Network, and sub-tabs for General, Components, and Site. Below the tabs, there is a text area with instructions: 'Select an action to run a client cycle independently from schedules that are configured in the Configuration Manager console.'

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<p>11. Click to highlight the Machine Policy Retrieval & Evaluation Cycle</p>	
<p>12. Click Run Now; only click this one time.</p> <p>Wait for 2 minutes. It may appear that your machine is hanging but please be patient.</p> <p>After 2-3 minutes move on to the next step.</p>	
<p>13. Select the Configurations tab.</p>	
<p>If the Configuration tab is not showing up on the machine, click OK to close the window and go back to #8-10 to reopen the Configuration Manager control panel.</p>	

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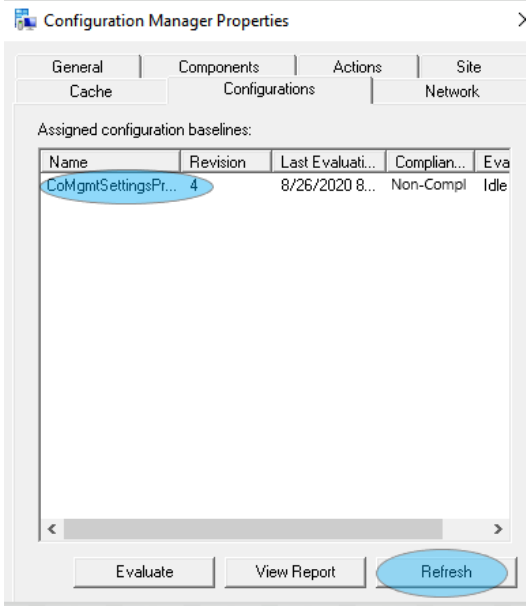
Then start again with #14.

If the **Configuration** tab is still not showing, restart the machine and repeat #8-10, 14.

14. Periodically click **Refresh** until you see **CoMgmtSettingsProd** revision 4

Wait 10 minutes.

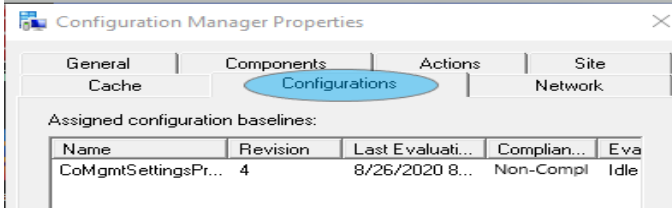
Regardless if it shows **CoMgmtSettingsProd** revision 4



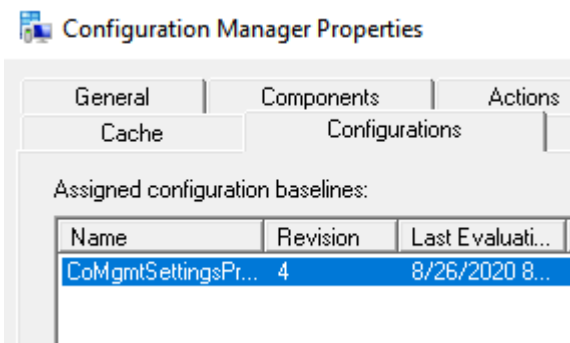
'Shut down' computer and log back in as the student *(or staff)*

Repeat **Steps #8 – 10**

15. Select the **Configurations** tab

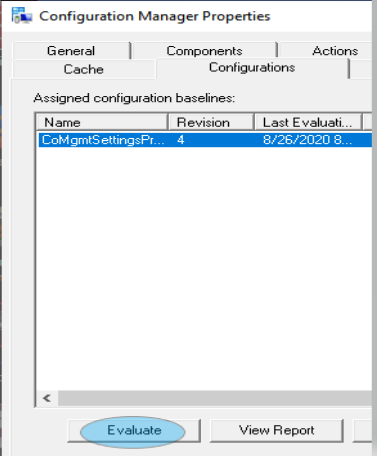
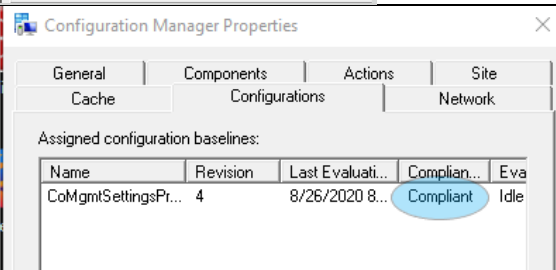


16. Select the **CoMgmtSettingsProd**



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<p>17. Click Evaluate Wait 30 seconds Click Refresh</p>	 <p>The screenshot shows the 'Configuration Manager Properties' window with the 'Evaluate' button highlighted with a blue circle. The window has tabs for General, Components, Actions, Cache, Configurations, and Site. The 'Assigned configuration baselines' table is visible with one entry: 'CoMgmtSettingsPr...' with revision '4' and last evaluation date '8/26/2020 8...'. The 'Evaluate' button is at the bottom left.</p>
<p>18. CoMgmtSettingsProd should now show “Compliant” which means it has been successful.</p>	 <p>The screenshot shows the 'Configuration Manager Properties' window with the 'Compliant' status in the 'Assigned configuration baselines' table highlighted with a blue circle. The table now has two columns: 'Compliance' and 'Evaluation'. The entry 'CoMgmtSettingsPr...' has a status of 'Compliant' and an evaluation date of '8/26/2020 8...'. The 'Compliant' text is circled in blue.</p>
<p>If it shows Non-Compliant, ‘Shut down’ one final time, reboot, and then repeat #8-10, 16-18 When showing Compliant you are done, and the time spent is greatly appreciated. If the machine still does not change to Compliant after 20 minutes, please make an appointment with your school’s Help Desk after school begins so the TST can help troubleshoot further.</p>	