

Sam's Club – Special Project

Thin Client Refresh

Items Required:

- NET Work Order
- Letter of Authorization
- Smart Phone
- Sign Off Paperwork
- NET Badge
- Basic hand tools

Project Overview

Project is to refresh the existing thin clients and PC at Sam's Club locations. All new thin clients will be a HP T430 or WYSE 3040. If the existing device is already one of these models; will need to be verified with NET but not replaced. **ONLY REPLACE EQUIPMENT PER SCOPE! AT NO TIME IS IT ALLOWED TO DEFER TO THE CLUB IF AND WHERE THEY WANT NEW EQUIPMENT INSTALLED; ANY DESCRENACIES SHOULD BE ESCALATED TO NET.**

Check In

- Login with NET by phone app or calling to login
 - Use NET Phone App to auto login
 - Call NET to Login 608.827.7949, Ext. 1116
- Check in with store management; go to the membership desk and ask for a manager
- Get managers name (First, Last, and email address)
- Go over Thin clients that are being changed out with Manager, remember vision center, RX, and Cash office Thin clients will require managers presence to swap out

Inventory Equipment

- Equipment should be shrink wrapped on a pallet with an orange tiger label on all 4 sides



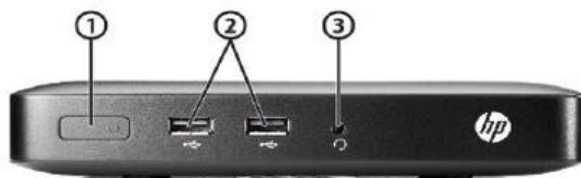
- If pallet has already been unwrapped or there is visible damage to any boxes; take picture and report immediately to NET.
- Work with the manager to secure equipment in a safe staging area
- Inventory equipment

- Verify there is a return shipping label –if you did not receive one; notify NET to email a label
- Keep the pallet to stack the replaced equipment
- Use the box the new equipment is in to package the replace equipment

Replacing Thin Client or PC

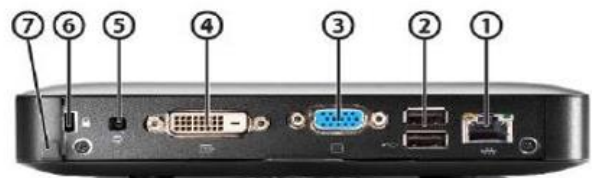
- Find first Thin Client or PC
- Verify the Device Name
 - Press CTRL-ATL-DEL on the keyboard
 - Device name will display in a pop-up window
- Notify NET which device is being replace
 - Email - Rollouts@nettechnology.com
 - Email Subject line MUST contain the following info
 - Sam's TC Project Site XXXX
 - Body of the email MUST contain
 - Current device name
- NET support will update the VLAN setting on the switch and port
 - NET will send a reply email when the port has been updated
 - Do not boot the new thin client until the port setting has been changed
- Take a photo of old TC's device locations and old TC's device data tag
 - Wyse terminal will have tag on back of device, otherwise data tag will be on front of unit
- Power off the old thin client
- De-install the old thin client
- **DO NOT PLUG NEW UNIT IN UNTIL VERIFICATION FROM NET THAT VLAN HAS BEEN CHANGED**
- Plug the existing cables and peripherals into the new thin client
 - Use the new power cord that was shipped with the thin client

HP T430 Thin Client



FRONT

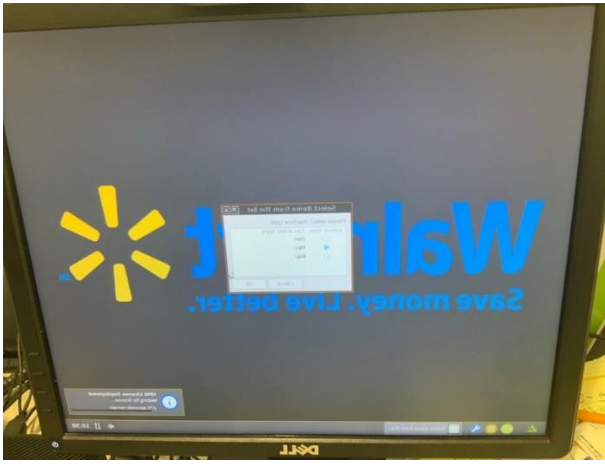
1. Power button with integrated power indicator light
2. Hi-Speed USB 2.0 ports
3. 3.5 mm headset jack



BACK

1. RJ45 modular jack for Gigabit Ethernet connection
2. Hi-Speed USB 2.0 ports
3. VGA analog video output
4. DVI-D digital video output
5. DC power input
6. Cable lock slot
7. Power cord retention clip

- Power on the new Thin Client
 - Power button will flash for a few seconds then go off
 - Press the power button once flashing has stopped to power on
- Allow to boot up completely (approximately 5 minutes) until the following screen appears:



- Select SAMS
- UNLESS REPLACING TC IN TLE BAY select GEN – General Purpose
- Device will reboot to apply settings (apx. 5 minutes)
- Device will fully boot up, then auto reboot again.
- Ask an Associate to Sign-on and validate the Thin Client is operational and all peripherals are functional.
- Test all peripherals.
 - Confirm keyboard functionality (sign on/sign off) and that the correct screens are displayed.
 - For touch screens installed need to ensure key pad and touch screen features are working properly.
 - Confirm attached printer can print (if any).
 - Scan an item using internal or attached scanner (if any).
 - If functionality tests fail on the equipment or any of the peripherals, contact IMMEDIATELY contact NET
- Complete sign off sheet
 - New Device Name
 - New Device MAC address
 - New Device Service Tag Number (Bottom Sticker)
 - Manager to initial unit is working properly
- Email NET - Rollouts@nettechnology.com
 - Notify support the new device is in place
 - Support will ping the device
- Put old device into the new box
- Put old device on the return pallet
- Pictures required of the following:
 - Screen showing the device name

Redeployed Thin Client

- Thin Client moved from one location to another
- Thin Client location should be listed in the Current Location column – NEED to verify device name
 - Press CTRL-ATL-DEL on the keyboard
 - Device name will display in a pop-up window
- Move to location listed under the Redeploy within the Club
- Once thin client is connected call NET support – 608-827-7949 Ext 1116 to locate switch port

- Complete sign off sheet
 - New Device Name
 - New Device MAC address
 - New Device Service Tag Number (Bottom Sticker)
 - Manager to initial unit is working properly
- Email NET - Rollouts@nettechnology.com
 - Notify support the new device is in place
 - Support will ping the device
- Pictures required of the following:
 - Screen showing the device name

Returning Used Equipment

- Place used assets/equipment on pallets in Receiving for the Club Manager to return to STAR North
- Affix the return label to return shipment boxes/pallets
- Don't leave the site until you have received a Return Shipping Label and have printed and affixed it to the return shipment.
- Try to combine as many items to return into one box or one pallet to minimize risks of loss and costs of shipping.
- Provide a full name and title of the manager accepting responsible for the pallet
- Provide picture of the pallet

OBF Equipment – MUST NOT be shipped with removed equipment

- Place used assets/equipment on pallets in Receiving for the Club Manager to return to Used Assets
- Contact NET for a return label – the follow information is needed to obtain a label
 - Serial number of the OBF
 - Manager's full name and title and secure location of OBF equipment
- Affix the return label to return shipment boxes/pallets
- Don't leave the site until you have received a Return Shipping Label and have printed and affixed it to the return shipment.
- Try to combine as many items to return into one box or one pallet to minimize risks of loss and costs of shipping.
- Provide a full name and title of the manager accepting responsible for the pallet
- Provide picture of the pallet

Surveying If Devices are being used in the Club

- There is a section on each sites Current Device List labeled "CURRENT DEVICES TO VERIFY ARE NO LONGER AVAILABLE"
- Survey each location and verify if device is in use
- Fill in information on the Device Sign Off sheet

Trouble Shooting

- Some of the old Vision Center computers have analog connectors (Old PS2 Cable inputs, Old Keyboard or Hand scanner) Hook up the new equipment, and inform the manager that they need to upgrade from old connectors.

- **DO NOT USE MANAGERS WORKSTATION OPTION!**
- If the new TC boot's up to a black screen, the says IGEL WORKSPACE or STATION in the bottom right hand corner and it stays on that screen for longer than 3 minutes. Disconnect power (Yes, disconnected power cable, don't power it off) leave it off for 30 seconds, and reconnect power (it will boot up by itself once, and after 1-2 minutes the led on the power button will go off. At that point push the power button again to turn the device on), try this three times, if it is still on the same screen its most likely an OBF. Take a photo of the unit, write OBF on the box, and take a photo of the boxes data Tag. Use a different TC.
- If you have a TC location marked for **PERSONAL**, the PC may actually be in the **FRESH OFFICE**, make sure to check the mac address.
- You may have to have the manager store buy a surge protector when dealing with the **TLE BAY** kiosk/ PC, as majority of the power supplies are hardwired into the kiosk frame.

Deliverables and Log Out

- Complete final sign off sheet with the Store Manager
- **FILL OUT YOUR WORKSHEETS (Net Work Order 1 Page, Club Manager Sign off 1 Page, New Device Sign Off 2 Pages)**
- Put all labeled Used equipment boxes in one box, label this box [OLD TC'S] [STORE NUMBER] attach return shipping label
- Put all new equipment in one box, Label this box. [NEW EQUIPMENT UNUSED] [STORE NUMBER] attach shipping label
- Upon completion of all of the above steps send in the following pictures to receiving NET's DSS system at DSS@nettechnology.com Using your Work Order ID in square brackets [XXXXXX]
 - Final manager sign off sheet
 - Device sign off sheet
 - Pictures of all devices
 - Picture of removed equipment on pallet
- Call NET to Log out 608-827-7949 ext 1116
 - Issues or delays onsite:
 - Required pictures have been received
 - Release by Sam's Manager

Phase 2 – PC Swap Basic Scope of Work:

- 1) Login with NET through TECH APP auto login or by calling 608-827-7949 Ext 1116.
- 2) Verify new PC(s) are onsite w/Manager or Receiving. (Shipment has bright neon label stating HOLD OR NET.)
- 3) Locate PC(s) to be swapped. Use serial number provided in Current Device List to find correct PC(s).
- 4) Prior to disconnecting existing PC(s), contact NET Tech Support to get ALL port assignments. PC(s) will use VLAN 25, port config remains the same.
- 5) Swap out PC(s) with new PC(s) listed on Current Device List. Once online, contact NET Tech Support to ping PC after each swap.
- 6) For each PC, take photos of 1) Welcome screen & 2) Serial number on PC. Fill in new serial number on Device Sign Off sheet.
- 7) Have Manager confirm each PC is working properly and sign the Device Sign Off sheet.
- 8) Package old PC(s) and give to store to send back as 'Used Assets'.
- 9) Submit deliverables to DSS showing PCs working, serial numbers on PCs, Device Sign Off sheet & Manager signature on work order. 7-digit WOID should be placed in brackets in Email Subject line in this format [XXXXXXX]
- 10) Logout with NET by calling 608-827-7949 Ext 1116.

Club Manager Sign-off Sheet

Site ID:	Date of Service:	Start Time:	
City:	State:	Installer:	
Member of Management for initial contact:			

Club Manager INITIAL for the Following Items (N/A if it does not apply)	
	The equipment designated for upgrades have been signed on and a test has been run to verify equipment is fully operational
	All cardboard, plastic, trash and packing materials disposed of properly and have been removed from the sales floor
	All deinstalled/Old equipment has been boxed and labeled <u>with Club number on packaging</u> for the Claims truck
	***All information from MPC have been backed up to One Drive (**If applicable)
	All deinstalled/Old equipment moved to Claims area <u>to be returned to STAR South</u>

Confirming that all of the above items were successfully completed and working properly:			
CLUB MANAGER – PLEASE INITIAL THE ITEMS ON THIS PAGE BEFORE SIGNING THIS FORM.			
Installer's Name Printed _____		Installer's Signature _____	
Sam's Club Manager's Name Printed _____		Sam's Club Manager's Signature _____	
Time of Completion _____ A.M/P.M. (please circle)			

Please upload all sign-off documentation to: **NET DSS –**
DSS@nettechnology.com. Email Subject **MUST** be the NET WOID in brackets
[XXXXXXX]