

ITCS Windows 7 Desktop FAQ

lasted updated 30/11/2011

Introduction

For the start of the 2010/11 academic year ITCS and most Faculties deployed Windows 7 desktops to their Student IT Areas. From October 2010 Faculties also deployed Windows 7 to pilot groups of staff. This FAQ is applicable to both sets of users.

Q&A

Why does It take what seems a long time (several minutes) to log into a Windows 7 PC?

There are several factors that affect the start up and login time on PCs.

At Switch On

Group Policies Processing

Group Policies should be considered as a set of tasks that are applied to a workstation or user accounts that reside in the UEA Active Directory which manages the UEA Desktop. They determine what software and services, such as printers, are delivered to your workstation and ensures that your workstation and account are configured to the UEA standard in a secure manner. The number of Group Policies applied to a workstation and a user account is determined by the services you require and how they have been setup within a Group Policy by the IT services teams, both the ITCS Desktop Services team and the Faculty IT Support Team. The more Policies that require processing the longer it will take to get to the login prompt. Group Policies will execute at both workstation startup and user login. However, IT Support staff that create Policies can reduce the time taken to process them if, where possible, they remove the Administrative templates and ensure the Policy only process the required parts of the policy such as those applied at Computer level or the User level.

At Login

First Time Profile Creation

The first time you use Windows 7, Windows creates a new User Profile. This is the main reason why it may take several minutes to login.

Group Policies Processing.

As mentioned above the number and complexity of the Group Policies will slow down the login time.

Profile Size.

The size of your profile also determines the length of time it takes you to login.



In IT Areas the profile is copied from the profile server to the local hard disk, therefore the larger the profile the longer it will take to download. Any changes you make to your profile are saved to the local hard disk. When you logoff only the changes are written back to the server and the profile is deleted from the local hard disk.

On an office PCs, the first time you log into a workstation the profile is copied down to the local hard disk. The next time you login to the same PC only changes between the copies of the profiles are downloaded. The same is true of when you log out. Unlike the workstations in the IT Areas your profile is not deleted from the local hard disk.

Startup Processes

It is possible for additional software to be automatically started when you login. These are usually stored in the Programs, Start Up folder or in special registry keys. If these programs are poorly written or are particularly complex there may be further delays to your login times.

IT Infrastructure Constraints

At peak times when many people are logging in, the servers serving the profiles and responding to authentication requests will be very busy and their performance will degrade. The network will also have to process the information coming and going between the PCs and the servers. All of these constraints will add delay to the login process.

PC Specification

All of the above information has to be eventually processed by the client PC. RAM, CPU speed and Operating System (see below) determines the time it takes for the information to be processed. Therefore the more memory and faster CPU inside your PC the faster the login process will take place. It is therefore important that the PC estate is refreshed at least every 5 years with a mid-term doubling of RAM.

Operating System Specification

Windows XP Professional, as used across most of UEA, was a 32-bit Operating System and could only effectively use up to 4GB RAM. As we are now standardising the UEA desktop on 64-bit Windows 7 Enterprise edition we are now limited to 192GB RAM and Windows 7 is also more efficient in its use of memory. Both of these factors means that upgrading an existing XP PC with a decent amount of RAM, (say 2 to 4GB) to Windows 7 should see a decrease in login time. Please remember that your PC has to be Windows 7 64-bit compatible in order to run that operating system. Most PCs purchased from our recommended suppliers within the last 3 to 4 years should be capable of running Windows 7 64-bit.

When I am using a PC that runs Windows XP I get different Internet Explorer Favourites to when I am using a PC that runs Windows 7

When I am using a PC that runs Windows XP I get different icons in my on my Desktop to when I am using a PC that runs Windows 7.

When I am using a PC that runs Windows XP I get different shortcuts in my Startup group to when I am using a PC that runs Windows 7

Yes, this is possible as Windows keeps separate XP and Windows 7 profiles on the Profile server and all of the above are stored in your profile. The XP profile is stored in a folder named as your *username*, e.g. *abc10xyz*. The Windows 7 profile has a .v2 appended to folder name. e.g. *abc10xyz.v2*.

The folders are only updated on the profile server WHEN YOU LOGOUT. Therefore if you add IER Favourite under XP, in order for them to appear on the Windows 7 Desktop you must logout of the XP desktop and then run the synchronisation utility.

UEA IT support have written an application that you can use to synchronise your profiles. i.e. if you are logged in on an XP desktop you can copy IE Favourites and Desktop files from your Windows 7 profile space and if you are logged into a Windows 7 desktop you can copy IE Favourites and Desktop files from your Windows XP profile space. It works as follows:

(If the shortcut does not appear on your desktop or in the **UEA Network Applications** programs shortcut then please report the problem to the relevant IT Area owner.)

- 1) Ensure that you are only logged in on a single PC.
- 2) If you are logged in to an XP desktop click the shortcut **Transfer My Profile (Win7 to XP)**.

After a short while the following screen appears:



- 3) If you are logged in to a Windows 7 Desktop click on the shortcut **Transfer My Profile (XP to Win7)**.

After a short while the following screen appears:

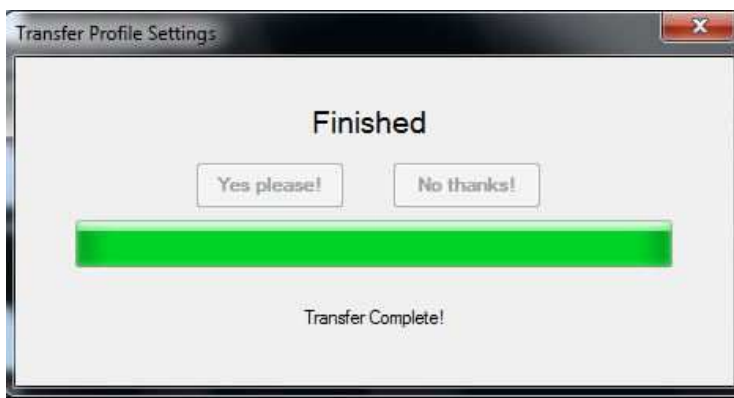


4) On both XP and Windows 7 Desktop

If you wish to proceed click **Yes please!**, otherwise close the utility by clicking No thanks.

If you clicked **Yes please!** A progress bar will appear as your IE Favourites and Desktop folders are copied across.

When it has completed the following screen appears:



Click on the **X** in the top left corner of the window to close the application.

Notes:

The application is non-destructive. It will not delete any shortcuts, files or folders.

If a shortcut, file or folder already exists it does not overwrite it. You will need to use unique names to force a change.

*You are advised not to store documents on your desktop as they would not be backed up. Documents should be stored in your **My Documents** folder or on a departmental share.*

Further Notes

THE PROFILE SERVER IS NOT BACKED UP. Sometimes it is necessary to delete the profile to resolve issues with applications or desktop. While every effort is made by the

Helpdesk and the local IT Support technicians to ensure user data is not lost there may be occasions when the following data may be lost.

Startup shortcuts are stored in the folder **Start Menu\Programs\StartUp**.

You are not advised to copy startup shortcuts between Operating Systems unless you are absolutely sure that they will work on both.

Your IE favourites are stored in the profile folder called **Favorites**.

Your Desktop contents are stored in the profile folder called **Desktop**.

When I log in I get given a local Temporary profile. (Staff desktop)

This usually occurs when a profile has not been correctly removed by the IT Support Technician, usually when they just delete the users folder under C:\USERS. This causes an entry in the Registry to point to the missing folder, thus giving the user a temporary local profile. To fix the issue visit:

<http://support.microsoft.com/kb/947242>

To avoid this scenario please ensure that you remove local profiles in the recommended way:

Click **Control Panel**

Click **System and Security**

Click **System**

Click **Advanced system settings**

Click **Settings** beneath **User Profiles**

Select the profile you wish to delete

Click **Delete**

At *Are you sure?* Click **Yes**.

Sometimes when I enter my username and password the screen goes blank and the login screen appears.

We think this is due to the PC not returning from its Sleep state correctly. Please re-enter your credentials to login.

It would appear that we have chosen an over zealous Sleep state for the computer. When the computer wakes up, even though the screen and keyboard are ready to receive information, the network card is no. Therefore the first time you login to a sleepy computer the information is not despatched to the network from the computer.

We have changed the computer's sleep state to avoid the above while IT Support staff seek to find settings that extract maximum power saving and give users the ability to login first time from the deeper Sleep state.

Why is Internet Explorer the only browser available on the desktop

The software deployed to the UEA desktop is determined by the ICT Framework – Desktop Computer Software Policy. Refer to

<https://www.uea.ac.uk/is/itregs/ictpolicies/desktopcomputersoftwarepolicy>

Internet Explorer continues to be the default web browser as it is the only browser that can be managed centrally on our desktop. Management means that settings such as security zones, default web page and plugins can be easily configured from a central management service, which for Internet Explorer means Active Directory Group Policies and Preferences. At present no other supplier as far as we are aware supplies this form of management.

Internet Explorer may fail to work on some web sites that require specific Active-X controls as the IT Area desktop does not allow users to download the software required by the Active-X control. Users requiring an Active-X control for Internet Explorer to access web pages for their UEA related work should place a request with the Helpdesk. Desktop Services will then evaluate the feasibility of deploying the software.

My staff desktop PC keeps logging out after 30 minutes of inactivity (Staff XP desktop)

This will occur if the user has not set a screen saver when using their staff PC. The user's profile therefore accepts the IT Area default screen saver which includes a utility to logout the PC after the above time of inactivity. The screen saver should be setup by the IT Support staff as Administrator rights are required to set the power friendly options for the screen on their staff desktop.

I cannot find the X-Windows PC application Exceed on the desktop.

How do I run X-Windows application under the UEA Windows 7 desktop?

We have had to withdraw the Opentext Exceed software from the desktop as they have not resolved issues we were getting under Windows 7 64-bit.

To facilitate X-Windows we have deployed the freeware product Xming. Refer to <http://sourceforge.net/projects/xming/> and <http://www.straightrunning.com/XmingNotes/>. It operates alongside Putty to offer the X-Windows experience.

In order to run an X-Windows session on the PC you need to start the X-server. Click **Start, UEA Network Applications, Xming** (folder), **Xming**.

The Xming server icon, as shown below) will appear in the task bar.



The first time you start the application you may be prompted with the Windows Security Alert screen asking where you are using the application.

Place a tick in the box next to “*Domain networks*” and click **Allow access**.

Start an SSH session, (**Start, UEA Network Applications, SSH Login – *hostname***) to your chosen host.

At the host's prompt enter the command to start the X-application. E.g. to start the X-windows graphical clock application in the SSH session window type **xclock &** followed by **[ENTER]**. The X-clock application window should appear.

Please note that you may have to drag open any open windows to view the X-application as it be hiding behind one.

When you have finished working, close down all of the X-application windows and enter **logout** in the SSH session window. If the SSH session does not log you out check that there are no X-windows open.

You can close the Xming X-server session, by right clicking on the X icon in the task bar, clicking **Exit**.

The PC screen is blank how do I login?

The PC screen will appear blank, with the monitor power button coloured orange when the PC is in a "sleep" mode. PCs are sent to "sleep" to reduce conserve the usage of electricity and reduce heat. This usually occurs after 45 minutes of inactivity. If you are logged in and do not use the PC you will be forcibly logged out, and will lose any work not saved, after 30 minutes.

If the PC's power light is on or is flashing then press any key on the keyboard to waken it.

In IT Areas you can then read the Conditions of Use Reminder, click OK and log in.

For staff desktop PCs you can just login.

While using the PC the screen went blank.

When I chose to point the desktop to the Projector or Extended screen my screen went blank.

Windows 7 offer the shortcut key **[Win] & [P]** as a quick way of choosing where to display your desktop. The options include your computer screen, a duplicate screen, an extended screen or projector. The Student IT Area PCs are only configured to operate with a single screen. Therefore if you hit the shortcut either on purpose or accidentally, followed other combinations of keys your screen could go blank.

To retrieve the screen display, press **[Win] & [P]** and then click **Computer Only**. After a few seconds your screen should be displayed.

I am unable to use the following features in Read and Write, Fact Finder, Fact manager and Screen marking Translate.

These are reported issues with Read and Write and the UEA desktop. Desktop Services is attempting to resolve the problems with the local testing staff and the Read and Write supplier.

On the student desktop when I click on a Mail-To link on a web page I receive the message “Could not perform the operation because the default mail client is not properly installed.”

This is because Windows 7 does not come with an email client such as Outlook Express. UEA does not offer an alternative client at present.

However, if you copy the email address from the web page, login to UEA Webmail and paste the address into the To: field you can send an email.

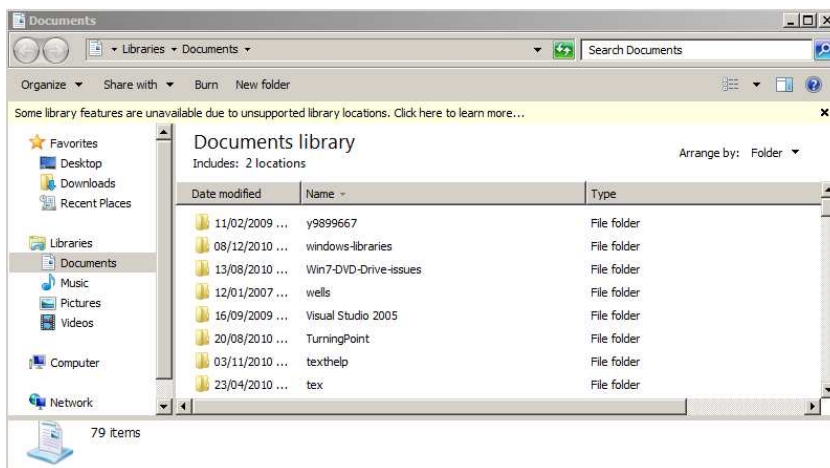
I can no longer run the portable application on my USB drive on Windows 7.

Due to the tighter security of Windows 7 some portable applications will not run under Windows 7 as they may have written to operate on older operating systems. Obtaining a Windows 7 version of the application may allow it to work on the desktop. Desktop Services (its.dts@uea.ac.uk) would consider installing such software to run from a shared location on the network providing the name of the application and a justifiable reason can be given. Please note that for reasons of security portable applications may be banned from running on the desktop in the future.

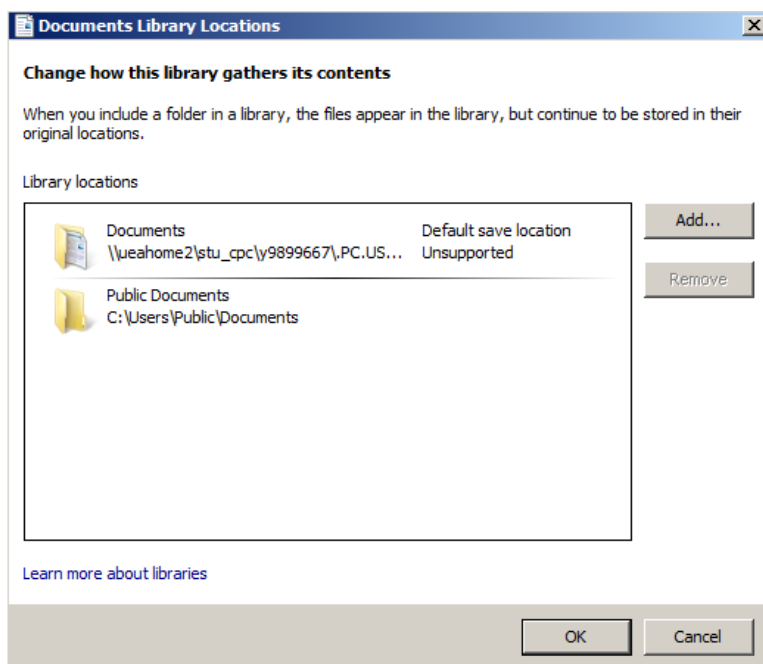
I have saved documents to a folder listed in my Documents library but when I go to another computer that file is no longer there

Windows 7 introduces the concept of Document Libraries. For further information on Libraries please visit <http://windows.microsoft.com/en-GB/windows7/products/features/libraries>

Libraries are only really useful if you have folders on lots of different Windows shares that you would like to access from a single window. By default Windows 7 Explorer adds two locations to your Documents Library – as shown below. (You access the Documents Library when you click **Start, Documents**)



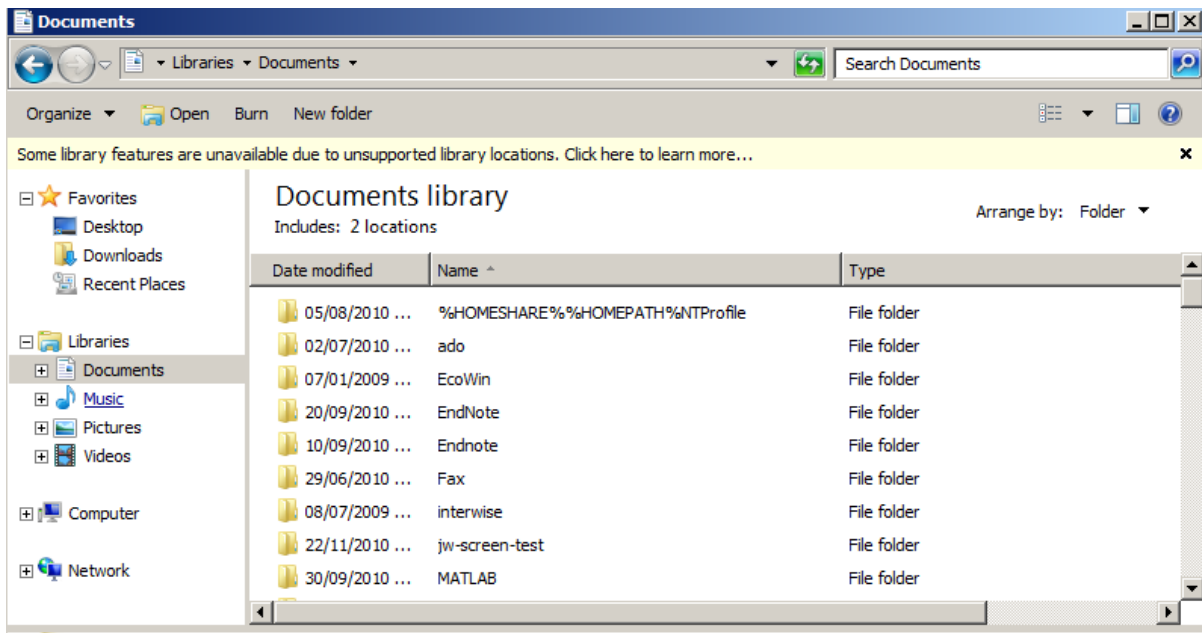
The paths to the Library location can be viewed by clicking on the **Locations** as shown below.



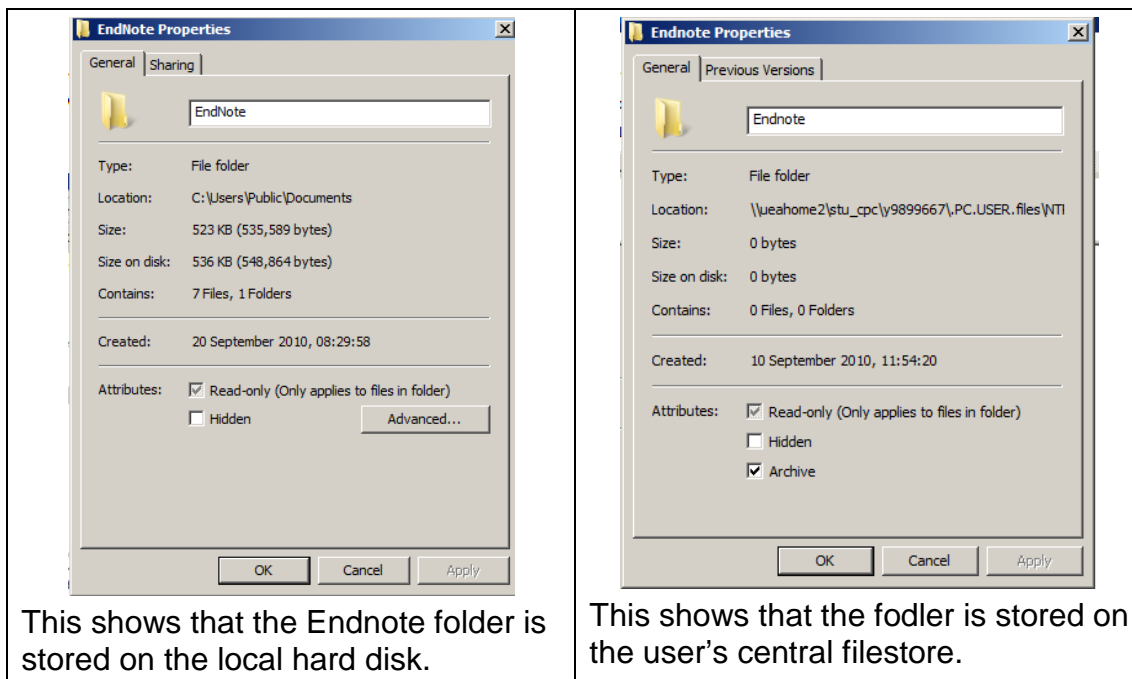
1. The Library location **Documents** refers to your My Documents folder on your Central Filestore which can also be accessed by navigating to the path shown under documents. (Hover over the path name to view the full path.
2. The Library location **Public Documents** refers to a folder on the PC's local hard disk.

Note: You are advised not to save documents to the Public Documents folders as these files remains on hard disk of the local PC. Therefore if you login on another PC those files will not be available. To ensure that you do not save files to the local hard disk you should select the Public Documents folder that is pointing to C:\Users\Public and click on **Remove**.

If folders exist with the same name in both Library paths then the folder name will appear twice in the list. As shown by the Endnote folder in the screen shot below.



To discover where duplicate folders reside, right click on the folder and click **Properties**. Then look at the Location: text. The two screen shots below show the path names to each of the Endnote folders displayed above.



This shows that the Endnote folder is stored on the local hard disk.

This shows that the folder is stored on the user's central filestore.

If you are using a PC in the IT Areas never save documents in the C:\Users\Public folder as it will not "roam" with you as you move from computer to computer. Also any users that logs into the computer can see and edit the files stored in those folders.

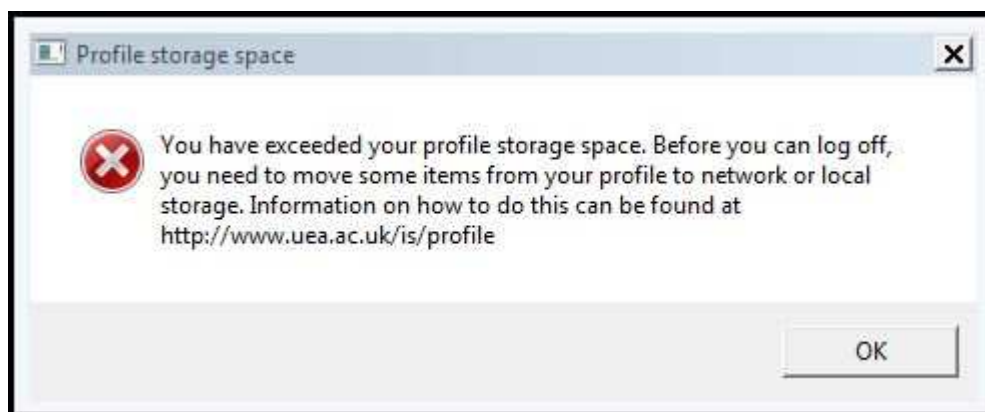
When I attempt to logout I receive messages saying that my profile is over quota

Windows 7 gives the user the ability to force a logoff from the PC even if you have exceeded your profile quota. However, this means that any changes you have made will not be saved on the Profile server. Therefore if you login to a different PC those changes will be lost.

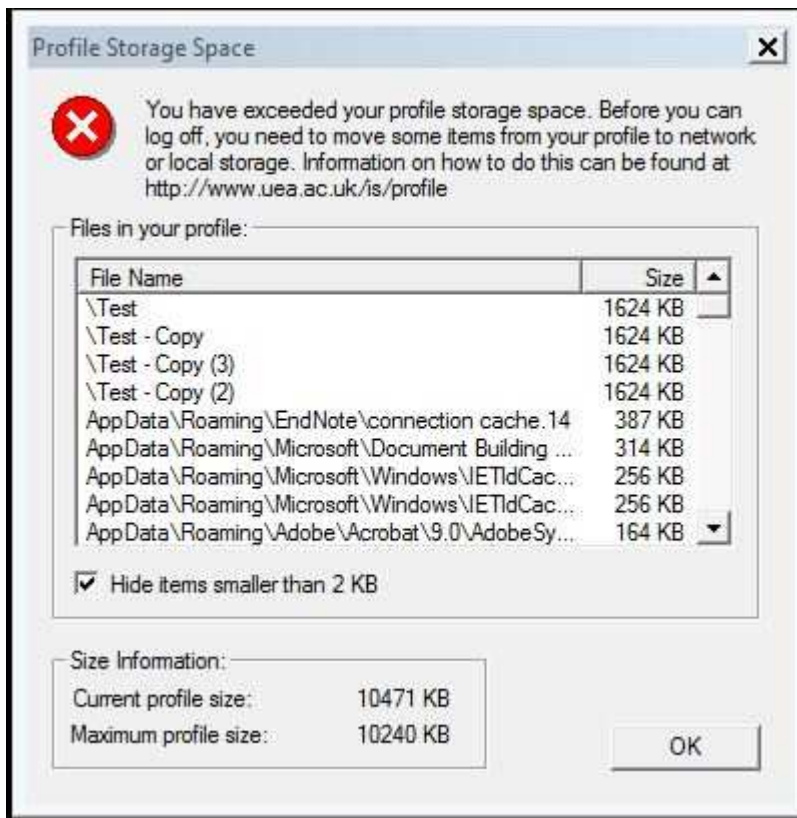
As on XP you can carefully delete files from your Profile. Refer to <http://www.uea.ac.uk/is/ithelpsheets/filemanagement/f9>.

For Windows 7 the user's profile is stored in the folder **C:\USERS\username**.

When you exceed your Profile quota the following message is displayed on the screen.



If you click OK, a list of files in your profile is displayed as shown in the example screenshot below.



At this point you may if you wish navigate to the profile folder using Explorer and entering the full path in the navigation bar. By moving through the folder structure you may delete the files that are causing the profile to go over quota. Alternatively you can choose to carry on working as some applications will create temporary files in the Profile folders while they are running and will then delete them when you close the application.

Tips for removing files from the profile.

- Move the contents of the Desktop folder to your Central Filestore.
- If you are not concerned about losing your list of Recent Files delete the contents of the *AppData\Roaming\Microsoft\Windows\Recent Items* folder.
- In the *Appdata\Roaming* folder remove folders such as *ESRI*, *VLC* and *Adobe*.

If you are over your profile quota when you attempt logout you will receive a message saying that programs are running. Click **OK**.

Proquota will be running with the message saying you have exceeded your profile quota. You can then then click Cancel or Force Logoff.

1. If you click **Cancel** you will be shown the contents of your profile.
2. If you click **Force Log off** you will receive the warning message "*If you force logoff you may lose work that you haven't saved. Do you still want to force log off?*"

Clicking No will take you back to the previous screen saying programs are running and you can then decide to delete files from the profile.

Clicking **Yes** will log you off without saving any changes you have made to your profile such as IE Favourites.

Why can I not play video and sound (multimedia) files delivered from the UEA Streaming service on my desktop.

When I attempt you attempt to click on the “how can I avoid plagiarism” link on the UEA web page VLC only plays the sound track.

The problem is due to an issue with the version of the VLC software and configuration delivered as part of the standard staff and student desktop.

By default VLC is the application chosen by the desktop to play these (.asx) files, but VLC will only play the sound. Until a new version of VLC is deployed use the following work around.

- 1) On the desktop create a file called TEST.ASX. Click Yes to bypass the “file unusable” prompt.
 - 2) Right click on the file and click “open with”. Select “Windows Media Player” and tick “Always use the selected program to open this kind of file.”. Click OK.
 - 3) Windows Media Player will attempt to open and play the file. Click Close and exit Media Player.
 - 4) Delete the TEST.ASX file.
 - 5) Visit <http://www.uea.ac.uk/plagiarism/video> and click on a video link. Depending on whether the user has selected to prompt for opening these types of files, click Open (don't be put off by the VLC icon) and the video will commence.
-

Why can I not print duplex from the Student desktop running the PaperCut network printing service?

As far as Desktop Services is aware the only application which usually offers duplex printing, but does not allow the user to choose the option is Adobe Acrobat Reader, which is used to view/print PDF files. This is due to the steps taken to resolve the network printing issues during the 1st and 2nd Semester of 2011. It is hoped that this feature will be reinstated as soon as the network printing issues are resolved.

Why do I keep getting errors saying that my offline cache is full?

Please note that this feature is only enabled on computers running the UEA Staff desktop. With the Windows 7 Offline cache enabled the contents of the user's My Documents folder is copied to the local hard disk so that in the event of a network connection failure to Central filestore the user can continue to work on documents in that folder. When the network connection is restored the contents of the local cache and those on Central filestore are synchronised with any conflicts resolved by the user. This feature is widely used by laptop users working away from a permanent network connection.

The larger the amount of data stored within My Documents the longer it will take to login and logout as Windows checks and transfers data between the local cache and central filestore. Synchronisation may also take place while you are logged in. If you wish to decrease the synchronisation time you should move files that you do not require to have instant access to, to a folder in U:\NTPROFILE.

If you have a large amount of data in you're my Documents folder than the default size of the local Offline Cache may be insufficient . To resolve this your IT Support staff may change the settings by applying a Group Policy with the following settings.

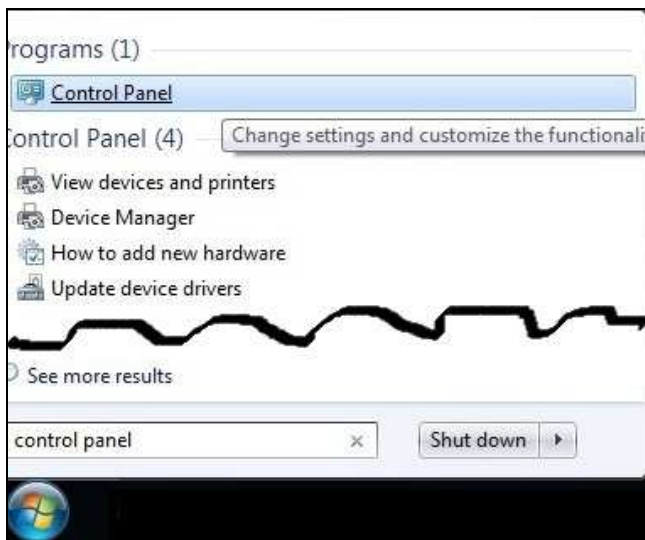
COMPUTER CONFIG/ADMINISTRATIVE TEMPLATES/Network/Offline Files		
Policy	Setting	Comment
Default cache size	Enabled	
Value entered is [percent disk used * 10,000].		
For example, to indicate 12.53%, enter 1253.		
Default cache size:	5000	

The above reserves 50% of the available hard disk space on the local computer for the Offline Cache.

When using the student desktop I cannot access the features to allow me to change language, ease of access or Internet options as I used to be able to with XP under Control Panel.

This feature is usually accessed by the **Control Panel** shortcut to an applet. However on the DTS developed student desktop the Control Panel shortcut does not display despite a setting being chosen to display it.

The workaround is to enter the name of the Control Panel applet in the Search box by clicking the **Orb** and type the words **Control Panel** as shown below..



Click on Control Panel to access the available applets. On the student desktop these are restricted to:

Region and Language
Ease of Access Center
Internet Options

Alternatively to get straight to the *Ease of Access Center*, you can type **Ease** in the Search Box and then click on **Ease of Access Centre** from the returned results to start the applications.

Why can I not increase the size of my QLX window without losing access to some parts of the QLX screen?

The QLX software application does not conform to Microsoft Windows screen display programming standards. Therefore it is not recommended that you increase the QLX screen size to more than 100%.

Access Denied when accessing files in My Documents

When users that have been migrated to Windows 7 get Access Denied errors when trying to open files in My Documents. This is caused by an offline files cache configuration error when using encryption for offline files.

To re-initialize the offline files cache and fix this problem run the MicrosoftFixit50356.msi, this can be found here:

<\\util-vfs\itshare\MicrosoftFixes\OfflineFilesFix or UEASHARE os\win7\hotfix-kb886549>

Applications not auto saving or randomly crashing. PowerPoint files not opening

These “random” problem MAY be caused by having insufficient space available in the offline files cache (The default setting is 25% of the Hard disk) To troubleshoot and fix first check the amount of space available for the offline files cache. To check this carry out the following whilst the user is logged in:

Open **Sync Center** from the System Tray

Click **Manage offline files**

Click **Disk Usage** tab

Check how much space is available beneath *All offline files*

To adjust if necessary:

Click **Change limits**

At the UAC prompt enter admin credentials

Slide Maximum amount of space all offline files can use to match the file store quota of the user.

Click **OK**

Click **OK**

Word 2007 Macro Warning when using Endnote X4.

Some Endnote X4 users may receive the macro prompt (shown below) to enable the Endnote add-in every time they start up Word.



This is an important Office security feature NOT an error message. To allow the Endnote add-in without prompt then the following group policy should be assigned to the relevant workstations OU:

ITCS: Configure Office 2007 Trusted Locations

30/9/11: After applying this Policy it would appear that users still get similar prompts. DTS is investigating this issue.

I cannot load Maple Classic worksheets in to Maple 15

The ability to automatically load Classic worksheets into Maple has been withdrawn in this version. If you attempt to load Classic worksheets, Maple marks them as Read Only, so when prompted you should save them in the Maple file format.

I cannot copy files to/from Windows shares

When copying files to/from a Windows share users may receive the following message.

Error 0x8007603B
An unexpected network error occurred
Try again, skip or cancel.

Users can force the copy by continually clicking Try Again as each message appears or they should ask their IT support staff to install the following patch from UEASHARE
\\OS\win7\hotfix-kb983620.

How do I change the keyboard settings as I want to use a Dvork style keyboard.

Click **Windows Orb**

In the search bar type **control panel**

within the control panel choose **Region and Languages**

Click the **Keyboards and Languages** tab.

Click **Change Keyboards**

Click **Add**

Scroll down and select the input language you want to use (For Dvorak **expand English (United Kingdom)** and select **United States-Dvorak**.

Click **OK**

Select the new language from the **Default input language** dropdown list.

Click **Apply** and **OK** as many as required to exit the Control Panel window..

When I attempt to open PDF files on the ScienceDirect web site Adobe Reader display a blank window.

This is a known issue with the web site. The workaround is to download the PDF to the local PC and then double click on the downloaded file as detailed below.

Right click on the *PDF icon* of the document you wish to view and click **Save Target As...**

From the *Windows Explorer Save As* window, navigate to **My Documents**, if necessary enter a name for the file in the *File name:* box and click **Save**.

Start **Windows Explorer**, click on **Documents** and then double click on the above saved file.

When using MATLAB I cannot access certain toolboxes or functions.

This may be caused by one of two factors: (1) the Matlab toolboxes you require have not been installed (2) the network licence count for that toolbox has reached its limit.

Which Toolboxes are available for Matlab

UEA does not have a fully featured licence for Matlab. We are licensed to use a maximum number of concurrent Matlab instances and a number of Toolboxes. The Toolboxes are licensed separately also on a concurrent basis. As of 1st December 2011 we are licensed as follows:

Product name	Concurrent Licences
MATLAB	200
SIMULINK	5
Bioinformatics_Toolbox	4
Curve_Fitting_Toolbox	10
Database_Toolbox	6
Fuzzy_Toolbox	5
GADS_Toolbox	1
Image_Acquisition_Toolbox	1
Image_Toolbox	47
MATLAB_Coder	1
Compiler	10
MAP_Toolbox	4
Neural_Network_Toolbox	10
Optimization_Toolbox	35
Distrib_Computing_Toolbox	5
Signal_Toolbox	45
SimBiology	2
Real-Time_Workshop	1
Statistics_Toolbox	20
Wavelet_Toolbox	5

The licences are all managed from a licence server on the network. The licences affect all users of Matlab at UEA regardless of whether they are using Matlab on a workstation or the HPC.

If the Matlab toolbox you are using cannot obtain a licence when required you will receive a message similar to the following:

```
??? License checkout failed.  
License Manager Error -4  
Maximum number of users for GADS_Toolbox reached.
```

Try again later.
To see a list of current users use the lmstat utility or contact your License Administrator.

Troubleshoot this issue by visiting:
<http://www.mathworks.com/support/lme/R2011a/4>

Diagnostic Information:
Feature: GADS_Toolbox
License path: C:\Users\cc\AppData\Roaming\MathWorks\MATLAB\R2011a_licenses;C:\program files\MATLAB\R2011a\licenses\license.dat;C:\program files\MATLAB\R2011a\licenses\network.lic
FLEXnet Licensing error: -4,132.

As the text suggest you could try later. Requests to increase the licence count should be forwarded to the Helpdesk.

Which Toolboxes are installed for Matlab.

To determine which toolboxes are available in Matlab, enter **ver** in the Command Window. After a short while a message similar to that below will be displayed.

```
-----
MATLAB Version 7.10.0.499 (R2010a)
MATLAB License Number: 83170
Operating System: Microsoft Windows 7 Version 6.1 (Build 7600)
Java VM Version: Java 1.6.0_12-b04 with Sun Microsystems Inc. Java HotSpot(TM) 64-
Bit Server VM mixed mode
-----
MATLAB                      Version 7.10      (R2010a)
Simulink                    Version 7.5      (R2010a)
Bioinformatics Toolbox      Version 3.5      (R2010a)
Curve Fitting Toolbox       Version 2.2      (R2010a)
Database Toolbox            Version 3.7      (R2010a)
Fuzzy Logic Toolbox         Version 2.2.11   (R2010a)
Image Acquisition Toolbox   Version 3.5      (R2010a)
Image Processing Toolbox     Version 7.0      (R2010a)
MATLAB Compiler             Version 4.13     (R2010a)
Mapping Toolbox             Version 3.1      (R2010a)
Neural Network Toolbox      Version 6.0.4    (R2010a)
Optimization Toolbox        Version 5.0      (R2010a)
Parallel Computing Toolbox   Version 4.3      (R2010a)
Signal Processing Toolbox    Version 6.13     (R2010a)
```

The display above shows all of the Toolboxes that DTS deploys to the Student IT Area workstations with the agreement of the lecturers teaching this product. If your desired toolbox is not on the above list then please inform your course tutor and ask them to contact the IT Helpdesk.

(Note for IT support staff: If you are using SCCM to deploy MATLAB to the staff desktop please ensure that they are not expecting additional tool boxes. If they are please contact DTS.)

If just MATLAB is displayed it indicates that the software is not installed correctly. Please report the computer name to the Helpdesk with a copy of the screenshot if possible.

Is a function available for Matlab?

If you wish to check whether a function is available for Matlab in the Command Window enter **which function-name**. e.g. **which spectrogram**

If the function is present Matlab will display the location of the function. For the above example it would display:

```
C:\Program Files\MATLAB\R2010a\toolbox\signal\signal\spectrogram.m
```

If Matlab responds with not found then please check that the Toolbox containing that function is available. See above.

How do I find out the name of the computer to report a problem.

If you are in a student IT Area please report the location of the desk to the Helpdesk. The location of the desk should be displayed on label on the top of the desk.

If no desk label is visible or you are using a computer in a staff office please perform the following.

Click on the Windows **Orb** and in the *Search Program and Files* box type **CMD** and press **[ENTER]**.

A command prompt window will appear. At the **>** prompt Enter the following command **SET COMPUTERNAME**.

The text *COMPUTERNAME=computername* will be displayed,
e.g. **COMPUTERNAME= ITCS-0102-023**

The text after the equals sign, e.g. ITCS-0102-023, is the name of the computer.
