Machine Preparation for SteepleMate Kiosk, Billboard or Scroller

Machines used for SteepleMate products should be configured to remove many of the applications and settings that are normally installed and enabled on a Windows machine. These modifications are optional, but have proven to be effective in making a computer less of an attractive nuisance. These settings will also provide better stability and decrease the chance of unwanted interference and potential program issues.

Note that the actual steps to accomplish some of these tasks may be different for different versions of Windows, and also for the different editions of the same Windows version. These configuration steps can also be performed by our technical support staff for a fee. If you are interested in having our staff perform these steps for you, please contact us at support@pentesoft.com to check pricing and initiate the process. We also offer brand-new, fully configured and tested computers pre-registered to your organization with warranty if you would prefer to have this world done for you. Consult https://www.steeplemate.com for details.

1. Startup: Create a US/Non-Microsoft user Username: ADMIN, Password of your choosing with a hint. Throughout setup, turn all options off, Cortana off, etc.
2. Once windows boots up, got to start button and type "services..msc" and hit return. Scroll down the list of services until you see one called Windows Update. Double-click on it, click Stop and then from the dropdown, choose "Disable" then click OK.
3. Go to Settings > Accounts and add another non-Microsoft user as a STANDARD user, any name is fine. Many of our clients generally use their organization details. **Do not set a password.**
4. Open File Explorer and then right-click on "This PC" and choose Properties. On the resulting dialog, make a note of the System type -- it will be either a 32 bit or 64 bit.
5. Open Control Panel > System & Security > Security & Maintenance and then "Change Settings" on the left panel, set Computer Maintenance to "OFF".
6. Install the Comodo Root Certificate from https://www.steeplemate.com/tools/comodo.crt
    a. Open and install for Local Machine and allow automatic store selection.
    b. Install a 2nd time and specify the store location as "Trusted Root Authorities".
7. Install the Pentesoft Publisher Certificate from https://www.steeplemate.com/tools/pentesoft.crt
    a. Open and install for Local Machine and choose "Trusted Publishers" to import the cert.
8. (optional) Click on "Change Settings"in the Computer Name section.
    a. Click on Change and give the computer a name that describes its function, such as "Billboard 1" or "Kiosk 3". This will make it easier to locate on the

network. Once you enter the new name and click Apply, you will be advised that a computer restart is necessary.

    b. After restarting the computer, **choose the login that you created in step** 3.

9. Once Windows has finished opening the new desktop, you will need to clean up many of the items that have just been installed. Click on the Windows Start Button and remove/uninstall all items from menus. To do this, right-click each tile and choose either Unpin From Start or Uninstall. When all items are removed, you can resize the start pane by clicking and dragging on the edges to make it as small as possible.

10. Right-click on the task bar (at the bottom of the screen), choose Taskbar Settings and configure taskbar to auto hide. Right-click again to hide Cortana, hide the task pane and any other items on the taskbar.

11. Right click on the desktop and choose Personalization. Set the background to a solid color of your choosing. Under Colors on the left panel, turn off transparency. Under Lock Screen, check the screen saver to assure that no screensaver is selected.

12. Right click the desktop and choose Display Settings. On the resulting dialog, go through each option to disable/remove all notifications, system icons, etc, and be sure to set power options to 'never sleep'.

13. Install your SteepleMate Billboard, Marquee or Kiosk. To do this, log in to SteepleMate and choose Media from the Menu and then select the program you wish to install, and then click Download Now for the software you want to install.

14. Finish installing, and when prompted to run the program, uncheck the box that says "always ask when opening this file".

15. A registration and configuration screen will appear. Enter your SteepleMate username and password, a machine description and location, then click Register. Upon successful registration, you will see the additional configuration options. Set them as appropriate.

    a. If you are configuring a billboard, keep in mind that no images/videos will show until you have created them in the SteepleMate administration application and assigned them to this machine. Log in to SteepleMate and choose Media > Manage Announcements.

    b. If you are configuring a Kiosk, the same holds true; there will be no announcements until you have configured them in your SteepleMate administration application.

16. Once you are finished customizing, choose "Exit" to save your settings so that you may go to your SteepleMate administration application to assign images/videos. Or choose "Start" to have the program begin. You may also choose to simply let the mouse sit idle. Once the machine detects no mouse activity, it will begin a countdown and start automatically -- to stop the countdown, simply move the mouse.

    a. If installing a Billboard or Marquee, be sure to set the machine function as needed before starting. The Billboard and Marquee both operate out of the Billboard program.

    b. To stop the Billboard or Scroller, hold down the Alt key and hit F4. The Configuration screen will return, and you can click Exit, or hit Alt+F4 again to end the program.

17. To prepare your machine for remote desktop support from the technical support staff at SteepleMate, install the support tool:
    a. Download the tool from https://www.steeplemate.com/tools/support.exe
    b. When prompted, choose "Save File".
    c. When download is complete, copy the file from your download folder into a dedicated folder on your hard drive, such as C:\Aero.
    d. Double-click on the relocated file and permit it to run.
    e. When the installation is complete, you will notice the Pentesoft icon in your system tray. Right click on the icon and choose "Show AeroAdmin".
    f. Make a note of the computer's ID number (NOT IP). Email the identification number to support@pentesoft.com with a subject of "Support Identification Number". Be sure to indicate your organization name and city.
    g. Go to Connection dropdown > select Service (if not checked already)
    h. Go to Connection dropdown > Access Rights > add additional users if necessary
18. To set your machine to start automatically after a power failure, you must edit the BIOS. If your machine has a switch that stays in the on position, you will not need to do this step.
    a. Restart the machine and as soon as it starts to power back on, begin hitting the BIOS entry key. For many machines, it is the DELETE key, for others it is F1, and still others will specify a key on the startup screen.
        i. Or manually open BIOS by going to your computer Settings > Update & Security > Recovery (left menu) > Restart Now under Advanced Startup
        ii. Then click Troubleshoot > Advanced Options > Select UEFI Firmware Settings > click Restart
    b. On the screen that appears, attempt to find a setting that indicates Automatic Power On. It is named different things on different machines.
    c. When finished, save the settings and allow the machine to reboot.
    d. To test, unplug the machine and then plug it back in. If it powers back up, then you are finished; if it does not, then try a different setting in your BIOS
    e. *IMPORTANT* Some vendors do not include this setting in their BIOS (ACEPC is one brand that we have stopped using for these machines because it does not allow this feature). If you have this sort of BIOS, unfortunately you will have to manually power on your machine after a power outage. If this is the case, be sure to place the machine in an easily-accessible location.