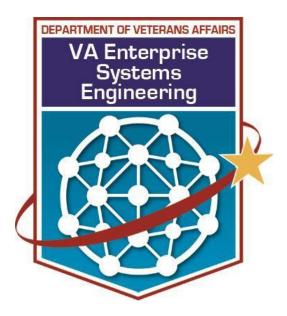


# DEPARTMENT OF VETERANS AFFAIRS



# OFFICEOFINFORMATIONAND TECHNOLOGY ENTERPRISESYSTEMSENGINEERING DESKTOPTECHNOLOGIES

ESE VSS Kiosk Baseline Resource Document

> Version 1.2 January 3, 2017

# **Revision History**

Date	Reason for Changes	Version	Author
09/22/2016	Initial Document	1.0	REDACTED
09/22/2016	Review and edit as needed	1.0	REDACTED
10/20/2016	Added upgrade instruction	1.1	REDACTED
10/21/2016	Reviewed upgrade instructions	1.2	REDACTED
01/03/2017	Reviewed, corrected typographical errors, regenerated TOC and posted	1.2	REDACTED

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# Purpose

This document describes the content that should be used in the configuration of computers for the VSS Kiosk Baseline project. The information is from the viewpoint of ESE Desktop Technologies (DT) who was asked to add the required computer drivers to the build process and packaged the required application for use in SCCM to makeup a VSS Kiosk Baseline. The internal ESE Desktop Technologies Change Order Number (CO#) is CO250016FY15. The VSS kiosk is used for a volunteer to log their volunteering hours and print a meal ticket if they work the required hours needed to receive a meal.

### Hardware

- VSS Kiosk Baseline uses Windows 7 x64 architecture
- All hardware listed in the REDACTED section 8.4 is supported for this document.

### **Applications**

The following REDACTED provides a list of applications that are for this baseline. No additional applications should be installed and only the applications and listed versions are authorized for this baseline.

### **Build Method**

In order to build the VSS Kiosk Baseline computer, use the Baseline collection variable with the Windows 7 OSD task sequence to install the required applications listed for the VSS Kiosk Baseline. This process is detailed in the REDACTED

In order to maintain this baseline please refer to the REDACTED for the 1VA collection to exclude from standard application deployments. This REDACTED is for SCCM 2007 baseline management.

# **Computer Naming**

Follow the VA naming convention REDACTED Device Type=SP and The first three characters of

Device ID= Project name

**Example:** ISA-SPVSSXXXXX

Location Code = ISA-Device Type = SP Device ID = VSSXXXXX (the five XXXXX is up to each site)

# **Active Directory**

Management of the location in Active Directory (AD) will be handled by the Domain Infrastructure Division but it will be up to the person setting up the kiosk to verify everything is in place and correct before proceeding and if not take action to get it completed by contacting the Domain Infrastructure Division. The required OU for the VSS kiosk is listed below

#### root\Specialized Systems\Kiosks\VSS\vourkiosk

# **Group Policy Objects**

Management of the location in Active Directory (AD) will be handled by the Directory Services teams but it will be up to the person setting up the kiosk to verify everything is in place and get corrected by contacting the Domain Infrastructure Division before proceeding if not correct.

Actions performed by the Domain Infrastructure Division

- 1. Create a new blank GPO named VA ESE DT VSS KIOSK Standards vX'' (x = current version) and import the VA ESE DT VSS KIOSK Standards vX GPO located REDACTED into it.
- 2. Link the new GPO to root\Specialized Systems\Kiosks\VSS\

In GPMC select the Delegation tab for the VSS Kiosk GPO and click the Advanced button in the lower right hand corner. Next click Add and search for your domains standard delegation group (usually VHAxxxAllAccountAdmins) and click OK, then in the permissions section of that dialog window check Deny for the "Apply group policy" option (make sure you are highlighting the group you added), then click Apply and then OK.

Authenticated Users SYSTEM Overholt0, Kevin (VHAISAO)	VERHK0@va.gov)	
& VA IT Engineering CS DT A		
VAIT Engineering CS GPO	Admins (VHAMAST	ER\VAITE'
	Add	Remove
ermissions for VA IT Engineering CS DT Admins	Allow	Deny
Write		
Create all child objects		
Delete all child objects		
Apply group policy		
Special permissions		
or special permissions or advance	ced settings,	Advanced
lick Advanced.		

3. All standards GPO's listed <u>here</u> should be inherited or linked to the above mentioned OU.

**Note**: To assure the proper settings are in place for the kiosks, make sure the kiosk OU is set so that the appropriate kiosk policy has the highest precedence. Also note as indicated in the standards list any VA Banner GPO should not be applied to any kiosks systems in a domain, this allows for the proper functioning of the auto-login feature.

### Encryption

Symantec Endpoint Encryption (SEE) Autologon will be used for the VSS kiosk baseline

### Links

Systems Engineering and Design Review (SEDR) # TBD

ESE Desktop Technology REDACTED

SMA baseline REDACTED is located under "Windows Desktops"

# Contacts

If you have any questions or comments, you can reach out to the proper group. The following is a list of what ESE has available:

- OSD Contact your regional Client Tech team and they will help or reach out to ESE national team for assistance as needed.
- Application install issues Use the Build Documents for each application found in this document.
- Kiosk application functional issue Contact the business owner of the kiosk Virginia Hoover.
- Group Policy Issues applying the GPO Follow normal trouble shooting methods and procedures for GPO help.
- Active Directory or Service Account issues- Follow normal trouble shooting methods and procedures for AD help
- Application or solution use and setup issues (not install issues, see above) -

# VSS Kiosk Build Process (New Build)

#### Service Account

Contact the Domain Infrastructure Division for the service account name and password.

#### Imaging

1. Image your system using the information from above Build Method section for the VSS baseline. Make sure it is named according to proper naming standards for your location and this VSS kiosk baseline computer.

Note: Do NOT install any other applications including overlays or overlay applications.

Contact your regional client tech team for guidance.

2. Verify your computer applications match the REDACTED and there are no additional applications installed and listed under the Unapproved Applications table.

You can also use REDACTED to verify locally while you wait for the SCCM report to get its updated data from this newly imaged computer.

#### **Printer Setup**

- 1. Logon to the computer with the service account you created in the service account section above.
- 2. Navigate to C:\Kiosk\VSS\Star\_SP700\_USB\_Printer\_Setup and run setup.exe to install the SP700 printer drivers, you will need to use an admin credentials to install the printer drivers.

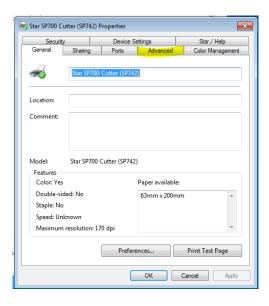
**Note:** <u>Make sure the printer is not attached prior to loading drivers</u>. Use the Typical setup of the driver. Once the drivers are loaded the computer will require a reboot, only upon rebooting is it OK to plug in the USB SP700 printer to the computer.

The Stat SP700 USB printer is the supported printer for VSS Kiosks, it is recommended to only use supported hardware. If alternate printers and drivers other than what is supported are used it is the sole responsibility of the local IT at that location to support them.

If for some reason you are using a nonstandard printer the drivers will still need to be installed in this manner with the exception of downloading your own specific driver files for your printer, not those in the location listed in (B) above, other printers and drivers were not tested at time of build.

- 3. Log onto the computer again using the service account and make sure the Printer shows up in Devices and Printers, at this time set it as the default printer.
- 4. Right click on the printer in Devices and Printers and select Printer Properties
- 5. Follow the highlighted steps in the screen shots below

#### Select Advanced



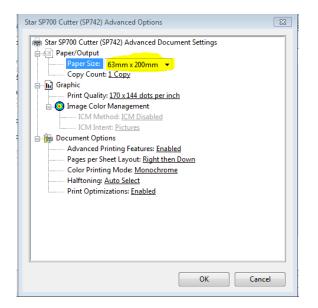
### **Printing Defaults**

Secur	ity	Device	Settings	Star / Help				
General	Sharing	Ports Advanced Color Manager						
Always a	vailable							
🖱 Available	e from 1	2:00 AM	To To	12:00 AM				
Priority:	1	]						
Driver:	Star SP700 C	utter (SP742	Driver: Star SP700 Cutter (SP742)   New Driver					
Start		so program ast page is s	finishes printing	faster				
<ul> <li>Start</li> <li>Start</li> </ul>	int documents printing after l	so program ast page is s diately	finishes printing	faster				
Start Start Print dire	int documents printing after l printing imme	so program ast page is s diately nter	finishes printing	faster				
Start Start Print dire	int documents printing after I printing imme ectly to the prir	so program ast page is s diately nter uments	finishes printing	faster				
Start Start Print dire Hold mi	int documents printing after l printing imme ectly to the print smatched docu	so program ast page is s idiately inter uments its first	finishes printing	faster				
Start Start Print dir	int documents printing after I printing imme ectly to the prin smatched docu	so program ast page is s diately nter uments ats first ts	finishes printing	faster				

#### Advanced

Star SP700 Cutter (SP742) Printing Defa	ults 🛛 🖾
Layout Paper/Quality Star / Help Orientation: Page Order: Front to Back  Page Format Pages per Sheet 1  Draw Borders	
	OK Cancel Apply

#### Make absolutely sure the paper size is set as 63mm x 200mm



6. Open Internet Explorer and click on the Tools cog in the upper right hand corner



7. Select Print > Page setup, make sure all the setting (i.e. Page Size, Margins, Headers and Footers) are equal to what is set in the highlighted areas below.

Page Size: 63mm x 200mm

Margins: Left and Right @ 0.1" and Top and Bottom @ 0.75"

Headers and Footers: Change all regions to Empty

Page Setup	8
Paper Options Page Size: 63mim x 200mm ▼ ● Portrait ○ Landscape □ Print Background Colors and Images □ Enable Shrink-to-Fit	Margins (inches) Left: 0.1 Right: 0.1 Top: 0.75 Bottom: 0.75
Headers and Footers Header: -Empty-	Footer:
-Empty-	Empty-     Fmpty-
	OK Cancel

#### Setup Default VSS Website

- 1. If you are not still logged on from the previous step, logon to the kiosk system with your administrative eToken account.
- 2. When logged in as an administrator, navigate to C:\KIOSK\VSS and you should see the **Run\_KIOSK\_Script.bat** file.

🐌 Source	9/6/2016 5:08 PM	File folder	
퉬 Star_SP700_USB_Printer_Setup	9/6/2016 5:08 PM	File folder	
Run_KIOSK_Script.bat	4/2/2014 2:28 PM	Windows Batch File	1 KB

3. Right click the Run\_KIOSK\_Script.bat file and choose Run as administrator

퉬 Source		9/6/2016	5:08 PM	File folder	
퉬 Star_SP700_USB	🐌 Star_SP700_USB_Printer_Setup		5:08 PM	File folder	
🚳 Run_KIOSK <u>-See</u>	int hat	A/2/201A	2:28 PM	Windows Batch File	1 KB
	Open				
	Edit				
	Print				
۲	Run as administrator				
	Troubleshoot compatibil	lity			

1. You will see the following screen. Choose your site from the dropdown menu, and click the "Submit" button.

REDACTED

2. This is the VSS site for your location, copy the entire site URL from the address bar then close IE. REDACTED

3. Paste the URL into the remaining VSS Homepage Configuration window that is behind the IE window you were just in during your previous step.

VSS Homepage Configuration	×
Please enter the VSS Site URL	OK Cancel

4. Click OK. Your VSS Kiosk IE home page is set to your specific site.

Note: re-open IE to confirm your home page.

#### Setup auto logon

- 1. Logon to the kiosk system with your administrative eToken account.
- 2. Navigate to the C:\Kiosk folder you should see an Autologon.exe file.

Name	Date modified	Туре	Size
🐌 VSS	9/6/2016 5:08 PM	File folder	146 KB
🗊 Autologon.exe	4/23/2014 4:56 PM	Application	

3. Right click the Autologonexe file and select **Run as administrator**.

Name		A	Date mo	dified	Туре	Size
🔋 VSS		ç		5 5:08 PM	File folder	
📑 Autologor	n.exe		4/23/201	14 4:56 PM	Application	146 KB
	_	Open				
	۲	Run as administrator				
		Troubleshoot compatibility				
t i		Scan for threats				
		Pin to Taskbar				

- 4. Fill in information on the following dialog box then click [Enable]
  - *Username* which is the service account created in the document.
  - Domain which should be the FQDN of the domain. Example: REDACTED
  - Password

**NOTE**: Make absolutely sure you put the correct password in this field, if after a reboot later in this document the autolog does not Autologon you can rerun these steps to verify you entered the password correctly)

Autologon -	Sysinternals	
Username:	XXXXXX	<u>E</u> nable
Domain:	XXXXXX	<u>D</u> isable
Password:	•••••	
		About

#### Move machine to final VSS OU in AD

After Autologon, default VSS website and the Printer are setup, contact the Domain Infrastructure Division to have your computer account moved to the VSS kiosk computer object to the specialized OU, root\Specialized Systems\Kiosks\VSS, in Active Directory.

#### Verify GPOs

- 1. After Domain Infrastructure Division moves the machine account to the VSS OU in AD, logon using your eToken and run the command line (cmd.exe) as Administrator.
- 2. Type **gpupdate** /**force**, to update the policy.
- 3. Type **gpresult** /**R** and verify the GPO "VA ESE DT VSS KIOSK Standards vX" (x = current version) is applied as well as other baseline GPOs listed above under Group Policy section Note: Sometimes it takes an hour or so for the computer to receive the updated GPOs and you will need to give it more time

#### Complete

• Once you have done all procedures above, the machine should be running as a kiosk after a restart.

### VSS Kiosk Build Process (Upgrade Existing)

#### **Domain Infrastructure Division**

1. In GPMC select the Delegation tab for the VSS Kiosk GPO and click the Advanced button in the lower right hand corner. Next click Add and search for your domains standard delegation group (usually VHAxxxAllAccountAdmins) and click OK, then in the permissions section of that dialog window check Deny for the "Apply group policy" option (make sure you are highlighting the group you added), then click Apply and then OK.

#### REDACTED

#### SCCM Team

Advertise the **1VA - VSS Kiosk Upgrade** task sequence for manual installation by the local IT Team.

- Operating System Deployment > Task Sequences > VA Central Site Task Sequences > Production
  - o Task ID: 1VA0064D
  - Task ID: R0300463
  - Package ID: CM2001DB

Note: Please use the search functionality to locate the task sequence in SCCM 2012

**Note**: This Task Sequence includes the following items which are necessary for a successful upgrade:

- Kiosk Autologon
- VSS SQA Print Monitor
- VSS Hydration Package
- Java (at current version at time of installation)
- Internet Explorer11

#### Local IT Team

If the current kiosk is setup according to the original resource document instructions there is no reason to remove the computer account from its final OU location to complete the upgrade process however you will need to visit the kiosk to complete the upgrading task.

Once the 1VA - VSS Kiosk Upgrade has been advertised, visit your VSS kiosk and hold the power button for 2 seconds, this should log out the service account and bring you to a logon screen, plug in your eToken at this point and log in with your token credentials.

Proceed to Control Panel > Run Advertised Programs (32 bit)

djust your computer's settings			View by: Small icons *
Action Center	C Administrative Tools	AutoPlay	🐌 Backup and Restore
BitLocker Drive Encryption	Q Color Management	Configuration Manager (32-bit)	Credential Manager
Date and Time	🗑 Default Programs	🚔 Device Manager	Devices and Printers
Display	Sease of Access Center	Folder Options	A Fonts
Getting Started	🜏 HomeGroup	🚑 Indexing Options	Intel(R) Graphics and Media
Internet Options	E Keyboard	Kocation and Other Sensors	J Mouse
Network and Sharing Center	Real Cons	Performance Information and Tools	Personalization
Phone and Modem	Power Options	Program Download Monitor (32-bit)	Programs and Features
Realtek HD Audio Manager	P Recovery	🔗 Region and Language	Remote Control (32-bit)
RemoteApp and Desktop Connections	Run Advertised Programs (32-bit)	Sound Sound	Speech Recognition
Sync Center	I System	Taskbar and Start Menu	Troubleshooting
User Accounts	I Windows CardSpace	Mil Windows Defender	P Windows Firewall
Windows Update			

When in "Run Advertised Programs" choose the *Area* as "Software Distribution" and the *Category* as "What's New" since this will be a newly advertised manual Task Sequence.

		ograms Intment of Veterans Affairs ing applications and software		
	Area:	Software Distribution What's New ns are available for software distribution:	• •	
Select IVA-VSS Kiosk Upgrade	Program Name		Next Run Time	Last Run Time
	Details	III.	Choose Run 🗾	Run Close

Run the 1VA-VSS Kiosk Upgrade

Verify the installs of the following applications in Programs and Features before moving forward: Kiosk Autologon – VSS SQA Print Monitor – VSS Hydration Package – Java (current version at time of installation)

To uninstall a program, select it from th	e list and then click Uninstall, Change, or Repair.			
Organize 🔻				
Name	Publisher	Installed On	Size	Version
🛃 Kiosk AutoLogon	VA	10/18/2016	137 KB	1.0
	Department of Veterans Affairs	10/18/2016	5.86 MB	5.1
🔂 VSS SQA Print Monitor				
	VA	10/18/2016	58.0 MB	2.1
詞VSS SQA Print Monitor 詞VSS Hydration Package 圖Java 8 Update 102 (64-bit)		10/18/2016 10/18/2016	58.0 MB 107 MB	2.1 8.0.1020.1

Verify browser is at IE11 (In browser under Help > About Internet Explorer)



#### Setup Default VSS Website

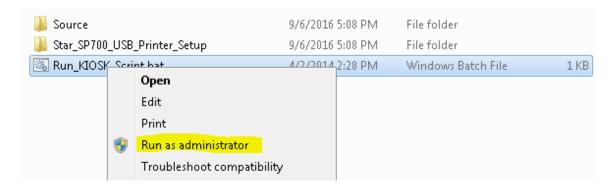
Make sure your Domain Infrastructure team has performed their step in the Group Policy Objects section of this document.

Logon to the kiosk system with your eToken account again.

When logged in as an administrator, navigate to C:\KIOSK\VSS and you should see the **Run\_KIOSK\_Script.bat** file.

퉬 Source	9/6/2016 5:08 PM	File folder	
퉬 Star_SP700_USB_Printer_Setup	9/6/2016 5:08 PM	File folder	
Run_KIOSK_Script.bat	4/2/2014 2:28 PM	Windows Batch File	1 KB

Right click the Run\_KIOSK\_Script.bat file and choose Run as administrator



**NOTE:** If you see a message saying Internet Explorer is open kill the processes iexplore.exe currently open for all users.

plications Proces	ses Services Per	formance	Networking	Users
Image Name	User Name	CPU	Memory (	Description
enstart64.exe	SYSTEM	00	6,864K	EnCase Enterprise Ac
explorer.exe	VHAISAZukowD0	00	19,196 K	Windows Explorer
FireSvc.exe	SYSTEM	00	25,264 K	McAfee HIP Main Sen
FrameworkSe	SYSTEM	00	24,908 K	Framework Service
HipMgmt.exe	SYSTEM	00	12,536 K	HIP lpc interface with
hkcmd.exe	VHAISAZukowD0	00	2,720 K	hkcmd Module
iexplore.exe	VHAISAZukowD0	00	7,564 K	Internet Explorer
iexplore.exe	VHAISAZukowD0	00	54,092 K	Internet Explorer
igfxpers.exe	VHAISAZukowD0	00	3,060 K	persistence Module
igfxtray.exe	VHAISAZukowD0	00	2,968 K	igfxTray Module
java.exe	VHAISAZukowD0	00	25,428 K	Java(TM) Platform SE
lsass.exe	SYSTEM	00	7,024 K	Local Security Author
lsm.exe	SYSTEM	00	2,704 K	Local Session Manage
mcshield.exe	SYSTEM	00	78,356 K	McAfee On-Access Sc
McTray.exe *32	VHAISAZukowD0	00	3,804 K	McTray Application
mfeann.exe *32	SYSTEM	00	3,724 K	VSCore Announcer
mfefire.exe	SYSTEM	00	4,632 K	McAfee Core Firewall
1	III			P.
Show processes	s from all users			End Process

You will see the following screen. Choose your site from the dropdown menu, and click the "Submit" button. REDACTED

This is the VSS site for your location, copy the entire site URL from the address bar then close IE. REDACTED

Paste the URL into the remaining VSS Homepage Configuration window that is behind the IE window you were just in during your previous step.

VSS Homepage Configuration	<b>—</b>
Please enter the VSS Site URL	OK Cancel

Click OK. Your VSS Kiosk IE home page is set to your specific site.

**NOTE:** Re-open IE to confirm your home page.

#### Complete

Once you have completed all procedures and steps above in upgrade section, the machine will be running as an upgraded VSS kiosk with a new default website and printing method.