



Dear Parents and Students

Ref: Windows Recovery Notice from the IT Department

Some of you may be aware that some student laptops have recently developed an issue with them stopping and displaying a blue Windows recovery page.

The IT Team were made aware of this issue and sought to rectify the problem by applying a re-image to the laptop. Unfortunately, it wasn't known until after a significant number of laptops had been through the reimage process, that we suspected the image we were using still had the potential to display the Windows recovery page.

Also, at this time, we noticed that the laptops we had already re-imaged started coming back to us with the same problem of a windows recovery page. At this point we immediately started to create new images for the re-image process.

We then had a decision to make. Do we give out laptops that had been re-imaged and were usable until it does the Windows recovery, or hold onto them and not have the student with a laptop until the new image was created?

We chose to give out the laptops after the re-image as they were usable for classes that day and students could still save their work. It was also recommended that students keep a USB backup copy if they did experience the Recovery Page again. The downside of this was the inconvenience of having to bring the laptop back to IT if it did the Windows Recovery again.

As of 1/3/2017 a new image has been created and we believe the Windows Recovery Bluescreen should be once again a rare occurrence after this new image is applied to the problematic laptops.

If your child's laptop is having issues, please direct them to the IT Office during lunch breaks to have the issue addressed.

Regards,

Troy Dunn

IT Manager

