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Agent Jonny Utah

Q – What is Agent Jonny Utah?

Black Ops Specialists at Mission Control will work in tandem with local Geek Squad Precincts to service computers remotely at the Precinct.

Q – What services are black Ops Specialists able to perform remotely?

There is a growing list of SKU's that Black Ops Specialists are able to perform. Below is a list of SKU's currently performed:

Service SKU's	Installation SKU's
Diagnostic OS Service System Tune-Up	Anti-Spyware Software Install Anti-Virus Software Install Software Install

Q – What hours are Black Ops Specialists available?

Black Ops Specialists are currently available during these hours:

Monday – Friday: 06:00 – 22:00 CST (6am – 10pm)

Saturday – Sunday: 09:00 – 19:00 CST (9am – 7pm)

Q – Why isn't my store involved?

Be patient, the Agent Jonny Utah project will be at your Precinct before you know it. The first series of Precincts were selected based on many criteria, but mostly based on connectivity.

Q – What kind of Turn-Time can I expect from Agent Jonny Utah?

Our goal is to maintain a minimal Turn-Time and have the remote machine repaired within 24-48 hours. Please note that for us to maintain such a quick turn around we are going to need your help.

- Monitor your Groove account closely. We ask that you check for messages every 30 minutes and respond promptly to any requests from the Black Ops Specialist that is performing the services on the machine remotely. If Groove is not monitored the Turn-Time of a machine will greatly increase.

Service Log

Q – What is a Service Log?

The Service Log is a simple text document that **must be placed on every remote desktop and completed properly with an indication of service required**. It is used to keep track of the services performed on the remote machine. This log will allow everyone to view what services have been performed and check on anything that might still need to be completed.

Q – I don't have a Service Log, where can I get one?

The Service_Log.txt can be obtained by clicking the [SERVICE LOG](#) link on the Geek Squad Jonny Utah Portal.

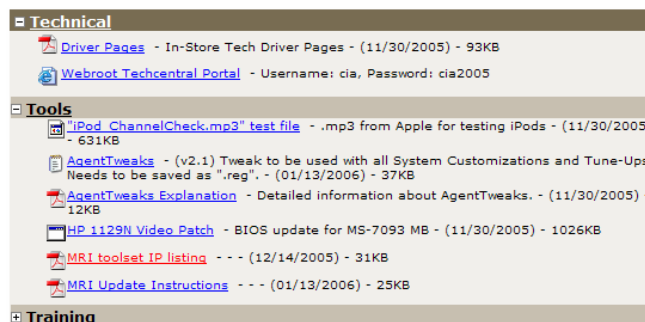
- The Portal is located at: <http://www.geeksquad.com/jonnyutah>
- The Service Log is located at: http://www.geeksquad.com/jonnyutah/service_log.txt

MRI

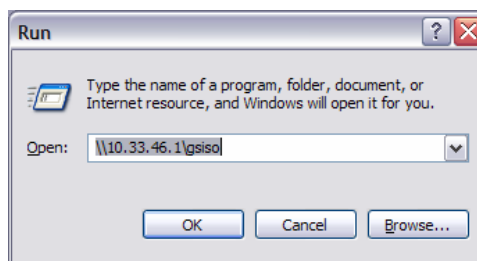
Q – How do I create an updated MRI Core CD?

Each Precinct has their own MRI core image located behind an IP address that can be accessed from a computer located on the Best Buy network. To find your MRI image, perform the following steps:

- Log into the **Employee Toolkit**.
- On the top-left of the page you'll find the **Switch Department** drop-down box. Change the department to **Geek Squad**.
- From the top-left column of links, choose the **Job Aids, Guides & Manuals** link.
- From the **Employee Toolkit > Job Aids, Guides & Manuals**, Expand the **Technical** section.
- Expand the **Tools** subcategory.



- Click the **MRI toolset IP listing** PDF.
- Find your **Precinct #** and make note of the corresponding network path.
- Using a PC with CD burning capabilities, open **Start → Run**, enter in the network path from the previous step and click **OK**.
 - Make sure that you enter the network path for **your** Precinct as this will allow the MRI image file to transfer much faster.



- Copy and paste the **MRI image file** (named MRIversion.ISO) to somewhere on the local machine.
- Use the local PC's CD burning software to burn copies of the MRI from the image that you transferred. This is the standard MRI Core.

Groove

Q – What is Groove?

Groove is the collaboration tool being leveraged for the real-time communication and messaging between the Black Ops Specialists and the Geek Squad Agents at the Store. Groove is also being leveraged for document sharing, issue log tracking, and discussion capabilities.

Q – Where should I install Groove?

The Groove installer should be run and installed on the Precinct Computer. It should **not** be installed on the Client Computer.

Q – How do I install Groove?

The following steps demonstrate how to install Groove:

- Close Microsoft Outlook and MSN Messenger.
- Open a web browser and go to http://solutions.groove.net/kit/bibPHOC7/GVO-Best_Buy.exe
- Select the **Start Download** icon.
- Select a location to save the **GrooveInstaller.exe**.
- To begin installation, double click on the Groove icon.
 - i. Setup will automatically download the installation file and begin the installation wizard. The process takes a few minutes depending on the speed of the internet connection.
 - ii. The application will silently install in the background. The process does take a few minutes depending on your computer. At the end of the installation process the Groove icon will be displayed on the desktop, which is the **one and only** indication that the installation was successfully completed.
 - iii. Proceed to Creating Groove User Accounts to finalize the install process and activate the product.

Q – I lost my Groove Username, Password, or Product Key, where do I find it?

Contact the Remote Diagnostic project team immediately through jonny.utah@geeksquad.com or call the Best Buy Help Desk and reference the Remote Diagnostic Project Agent Jonny Utah. The password reset utility will take one business day to resolve.

Q – How often should I check Groove for messages?

Groove messages need to be checked every 30 minutes to ensure all Black Ops questions or needs are fulfilled with the remote machines so they can be completed quickly and returned to the customer.

Q – How do I reinstall Groove?

Navigate to http://solutions.groove.net/kit/bibPHOC7/GVO-Best_Buy.exe to download the software. Follow the installation instructions contained within this document. If you no longer have your username, password or product key contact the Remote Diagnostic project team immediately through jonny.utah@geeksquad.com or call the Best Buy Help Desk and reference the Remote Diagnostic Project Agent Jonny Utah. It will take one business day to resolve any password, activation key, or username questions.

Q – How do I get additional help or support?

Groove is a communication and collaboration tool. As such, you should always feel free to contact your peers via Groove to ask for additional help or support. If this option fails, feel free to contact the administrators via email jonny.utah@geeksquad.com. In the email include your name, preferred form(s) of contact, and your question or concern about Groove. Someone will contact you and work with you to resolve your question.

Help is also always available via the Best Buy Help Desk. Be sure to reference the Remote Diagnostic Project Agent Jonny Utah in any calls to the Best Buy Help Desk.

Rescue – Remote Client

Q – How should a remote machine be prepared before connecting to Agent Jonny Utah?

Below is a list of items that need to be performed before connecting to Agent Jonny Utah:

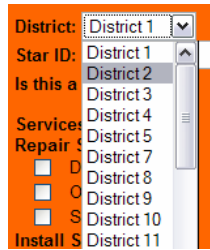
- Check for **internet connectivity**.
- Insert an **MRI CD** into an available ROM drive.
- If there are two available ROM drives place the **MRI Customizer** into the second drive.
- From the **Client PC** open an Internet browser and navigate to <http://www.geeksquad.com/jonnyutah>
 - Click the **Service Log** link and save the **service_log.txt** to the remote desktop
- Fill out the **service_log.txt** with the machine's **Star ID #**, the name of the **Precinct Agent** that is connecting the machine, complete the **Notes**: section with any specific information about the needed repair as well as any customer complaints, place an **X** next to the **SKUs** approved by the customer.

Q – How do I connect a machine?

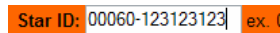
To connect a computer to the Rescue network perform the following steps:

- From the **Client PC** open an Internet browser and navigate to <http://www.geeksquad.com/jonnyutah>
- This will connect you to the **Agent Jonny Utah Portal**

- Select the appropriate **District** your Precinct belongs to from the District drop-down box.



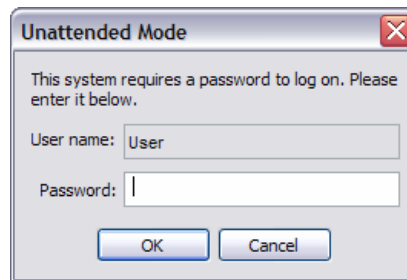
- In the "**Star ID:**" field you should enter the **STAR Service Order Number** for the machine you are connecting. Please enter the entire 5-9 Star Number with the leading zeros and the dash as this helps us sort through our queue and queue logs more quickly.



- In the "**Services Required**" field you should place a check mark next to the SKU's that have been approved by the customer. The machine will not be repaired if Black Ops Specialists find no indication of which SKUs to perform.
 - Additional notes should be entered into the **service_log.txt** file.



- Click **Connect Computer** and the machine will prompt you to download the Rescue applet.
- When the applet is run it will prompt for a password – **DO NOT CANCEL!!**



- **This is the prompt to enter in any password that may be required for entry after a reboot. If the User account is not password protected then leave this field blank and click OK (Do NOT hit Cancel or the machine will not reconnect after reboot).**

Q – How do I reconnect a machine?

The 3amLabs Rescue client installs itself into a temp directory inside the %systemroot% folder. The temp folder is named "LMI*.TMP". To reconnect a remote machine perform the following steps:

- Navigate to this folder - %systemroot%\LMI*.TMP
 - Example: c:\windows\lmi89.tmp
- Find and run the **Rescue.exe** file.
- If this returns errors then return to the **Geek Squad - Agent Jonny Utah Portal**.

Q – What can I do to help reduce the number of times a machine requires Precinct attention?

It's always great to get as much feedback about connection issues as possible. If a machine gets disconnected and requires you to reconnect or interact in some way please inform the Black Ops Specialist about the actions taken to get that machine reconnected.

Q – What do I do if I'm having trouble connecting a machine?

There has been one common problem with connecting machines to Agent Jonny Utah and that has to deal with the web browser not being able to connect to secure websites (https:). There is a great fix for this located on the latest MRI CD. The **CRYPTO.IE.ACTIVEX.WUFIX.CMD** can be found in this location:

- MRI 3.0.2\WINDOWS TOOLS\WINDOWS FIXES\CRYPTO.IE.ACTIVEX.WUFIX.CMD

Any further questions should be directed to jonny.utah@geeksquad.com.

Connection Issues

Q – What do I do if the Agent Jonny Utah connection starts to have problems?

Call the help desk at **866-HELP-BBY** for any connectivity issues. Report to the problem to them and have a ticket number generated. Forward that Help Desk Ticket # to jonny.utah@geeksquad.com if the connection issues still have not been resolved after 24 hours.

Help! – Please Read...

Q – What can I do to make Agent Jonny Utah more successful for my Precinct?

Connect all new customer units in Normal Mode rather than Safe Mode.


Some of you may already know, but many of you probably don't, that the Black Ops team is now requesting that all new customer units be connected in normal mode rather than safe mode. This is due to the fact that Agent Jonny Utah is now performing hardware diagnostics on many units and the software being used does not support safe mode. Also, an initial normal mode connection gives the remote tech the opportunity to ensure that no Agent Jonny Utah connections are being blocked by customer-installed software firewalls. If a Black Ops Specialist sends you a Groove message asking for a unit to be RE-connected, then he should also specify which mode he would like it to be in. If he doesn't specify, then you should assume normal mode.

Keep your MRI CDs updated.

Please remember to keep your MRI CDs updated so that we are always using the most current version. A couple Precincts are still using MRIs from last September (ver. 9/29/05). Many Precincts are using the MRI from last Halloween (ver. 10/31/05). This is unacceptable. The current version is MRI BDE 4.0.0.105 and is now available. It is significantly different than previous versions and is what all the Precincts should be using. If you are unsure of how to update your MRI CDs than please send an email to Agent Jonny Utah at jonny.utah@geeksquad.com and we will send you a HOW-TO document that explains the process in detail.

Check your Groove messages regularly.

The good news is that a vast majority of the Precincts involved with Agent Jonny Utah have now activated their Groove accounts. The bad news is that many of the same Precincts are not consistently logged in or, if they are, they



are not checking their messages regularly enough. Checking your Groove messages on a regular basis (at least every 30 minutes, especially when you have units being worked on remotely) is crucial to the success of Agent Jonny Utah. In many cases, remote work cannot proceed on a given unit until an in-store Agent gives the remote tech just a moment of his time to get past an issue that cannot be resolve remotely. Remember that a primary goal of the Agent Jonny Utah project is to significantly lower Precinct turn-time. The greatest chance of success comes when Black Ops and the in-store Agents are communicating efficiently and assisting each other in any way possible. In short, please help us help you.

Q – My Question is not Frequently asked – What can I do?

As always, if you have any questions, issues or suggestions about anything regarding the Agent Jonny Utah project, please email us at jonny.utah@geeksquad.com.