

Checklist of items to perform when servicing XP systems

****All steps need not to be run on every computer****

Section A - Delete Temporary / Unneeded Files ***** See optional steps at bottom of sheet.**

1. ____ Physically clean (blow out dust, if needed)
2. ____ Clean up HD (right-click on HD icon, properties, Disk Cleanup. Select **all** boxes except compress.....)
3. ____ Clear older System Restore points in XP - right-click on "C-drive", Disk Cleanup, More Options, System Restore Cleanup.
 - 3a. ____ Open 'My Computer'
Under 'Tools' drop-menu, go to 'Folder Options'. Select 'View' tab. Select 'Show hidden files and folders' AND uncheck 'Hide protected operating system files'. Select 'OK'.
 - 3b. In Documents and Settings: open following accounts: Customer, Local Service, Network Service
In each account open 'Local Settings'.....
 - ____ Delete files in 'Temp' folder [see tips on reverse side]
 - ____ Delete files in 'Temporary Internet Files' Folder [see tips on reverse side]
4. ____ Remove files in c:\windows\temp folder
5. ____ CC Cleaner (select all boxes). Also run registry option
6. ____ In I.E.; Tools; Internet Options: Delete Files and Delete Cookies.
7. ____ Delete the C:\Quarantine folder. (Do not open folder; just delete it). [see tips on reverse side]
8. ____ IF HD is slaved, or if booted off UBCD, delete c:\pagefile.sys. [see tips on reverse side]

Section B – Find / remove virus ad ware, and spyware

Located on Service CD in "drag to desktop" folder ***** update these before running**

Ask for license codes when using these registered(R) utilities

- 1: ____ Run Malwarebytes' Anti-Malware
- 2: ____ Run Stinger
- 3: ____ Run SuperAntivirus - <http://www.superantivirus.com/>
- 4: ____ Update unit's antivirus and run it.

If stubborn problems exist..... run steps 5,6,7,8,9,11

- 5: ____ Spyware Doctor (R) Registry Mechanic(R)
- 6: ____ Registry Mechanic(R)
- 7: ____ ASO Registry Cleaner(R)
- 8: ____ Spy Sweeper(R)
- 9: ____ SpyBot ____ Run Adware
- 10: ____ Root Kit tools*For now, Tom only*
- 11: ____ Run antivirus on slaved hard drive (If deemed necessary)
____ Connect to workhorse, run antivirus on drive.
- 12: ____ Optional Utilities: ____ Trend micro online virus scanner [see tips on reverse side]
- 13: ____ Run Scandisk (might require a reboot) [see tips on reverse side]
- 14: ____ Run Defrag – (Run step 14 only if system is SLOW!!! [see tips on reverse side]

Section C – Update software

- 1 ____ Update Windows: Service pack, critical and other updates.
**** Updating Windows now may fix present issues or prevent future issues**
2. ____ Look in Device Manager... **Are there any conflicts??**
3. ____ Perform Warm reboot ____ Perform Cold Boot
4. ____ Reverse step 3a in Section A to make system files hidden again.
5. ____ **If laptop, ensure wireless works in shop (Does it see networks??)**
- 6 ____ Verify Audio (use an Audio CD) or Windows Media Player
- 7 ____ Update BIOS – **Only on Dell systems**
- 8 ____ Check for all screws, hardware, cables, laptop bag, adapters, CDs that belong to customer
- 9 ____ If used, remove our registered(R) utilities as these are licensed programs registered to the Repair Center.
- 10 ____ Ensure a shop CD or DVD is NOT left in customer optical drive.

Notes:

- Use Status Sheet or work order sheet for notes. Remember, the next person who works on the laptop needs to know where you left off.

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*** Optional Steps:

- _____ Run Winsock Fix if network connection is no working smoothly
- _____ Spyware Blaster version 4.1 - install it and immunize
- _____ Delete c:\pagefile.sys (swap file) incase it is corrupted. It will rebuild upon restart.
- _____ Run PC Decrapifier (run this only if PC is SLOW and/or it is loaded with junk programs)
- _____ If HD is slow,
 - _____ Run HD tune from the Ultimate Boot CD to test for bad sectors
 - _____ Run Dell and/or hard drive manufacturer diagnostics
 - _____ Run chkdsk from the recovery console (you must boot off the Windows CD)

Tips on procedures:

Section A

Step 3b and step 7– if the files in the temp or temporary internet file folders, or the Quarantine folder do not delete, you can boot off the Ultimate Boot CD and go to the directories through My Computer. They should all delete this way. And while you are here, you might as well delete the C:\ Quarantine folder as well as the C:\Windows\Temp folder. To get to the Temp and Temporary Internet Files folder, the path is c:\Documents and Settings\username\Local Settings.... To get to the Quarantine folder, it is in the root directory of C:.

Step 8. – If you boot off the UBCD, you can navigate via Windows explorer and delete all the temp files for steps 3,4,5 and 7. When booted off the UBCD, also delete C:\pagefile.sys in case it is corrupt. It will rebuild itself upon restart.

Section B

Step 12 – This optional utility is an online virus scanner that will run and check the hard drive for virii. The best way to find the link is to search on www.google.com for “ Trend micro online virus scanner “. To get the scanning actually started takes several ‘clicks’ and the scan can take awhile, the time depending on the size of the hard drive and how much data is on it.

Step 13

Scandisk – This utility checks the hard drive for bad sectors - This almost always requires a reboot, unless you have the hard drive slaved into an of the shop workhorse computers.

To start scandisk,

1. Open “My Computer”
2. Right-click on C:
3. Go to Properties
4. Tools tab
5. Select Check Now in the error-checking section.

Step 14

Defrag- Defragging a hard drive rearranges the files stored on the hard drive so that large files are stored in the same area, thus speeding up the process of opening files, closing files.

In Windows XP, we use one of two utilities to defrag hard drives.

Utility one. Windows Defrag:

1. Open “My Computer”
2. Right-click on C:
3. Go to Properties
4. Tools tab
5. Select Defragment Now in the Defragmentation section.

Utility two – Jkdefrag –_this utility is on the Service CD or you can download it from www.kessels.com/Jkdefrag/ or www.download.com *This utility seems to run faster than other defrag utilities.*

Ask questions if needed!!!!!!!