

# Back up and Re-image checklist

## Why reimage?

- The operating system is not stable and is not easily repairable
- Malware / virus infection is severe and not easily repairable

## Checklist of items to perform.

- Ask customer for media and license code for word processing. If not available see if Jelly Bean key-finder utility can retrieve the license code(s) for Windows, Office and possibly other applications as well.
  1. The Microsoft windows license code is usually on computer case unless 1) the bottom case of laptop has been replaced, 2) the client upgraded the OS from the original version.
- Ensure customer knows that reinstalling windows does not include word processing. (Microsoft Office or Microsoft Works are examples).
- PSU students can obtain Office 365 free from [www.my.plymouth.edu](http://www.my.plymouth.edu) in the services tab.

- 
1. \_\_\_ Remove all viruses from client's profile which will be backed up in following steps
  2. \_\_\_ Backup any data from users' profile. Also look at c:\ for any personal data
    - i. If client uses a tax program it usually stores data outside of user's profile
  3. \_\_\_ Image computer using image on server or from a Windows DVD  
Note: If simply reimaging same hard drive, see if the computer has hidden factory restore partition, If it does, use it!!! Look in computer's users guild online to see how this is done or ask how if necessary.
  4. \_\_\_ Activate Windows if not automatically done. Enter Windows license code if needed
  5. \_\_\_ Load any device drivers needed. Look at **DEVICE MANAGER!!** See reverse side for tips.
  6. \_\_\_ If a Dell use the Drivers system analysis tool at support.dell.com
  7. \_\_\_ If a Dell computer, install the newest BIOS version.
  8. \_\_\_ If a Dell laptop with a webcam, install webcam application. It is (Approximately 145MB) and on a red DVD
  9. \_\_\_ Install antivirus program (supplied by customer or use the free Microsoft Security Essentials for Vista and Win 7. Win 8 and 10 have their own antivirus program)  
*If a personal system that will be used on PSU wireless network, install Bradford utility.*
  10. \_\_\_ Install Adobe Flash and Adobe Reader from [www.adobe.com/downloads](http://www.adobe.com/downloads) \_\_\_
  11. \_\_\_ Install Word Processing application, if applicable. Update it!! See reverse side for tips.  
Open any Microsoft Office program and activate office online
  12. \_\_\_ Ensure audio works using audio CD or Windows Media Player.
  13. \_\_\_ **Ensure Wireless network access works** ( disconnect cable for RJ-45 connector)
  14. \_\_\_ Warm boot \_\_\_ cold boot See reverse side for tips.
  15. \_\_\_ Restore Data!
  16. \_\_\_ Optional – If there is a lot of iTunes music, you could install iTunes program and let it locate all the music. This takes several minutes to do so be aware!!!
  17. \_\_\_ Check for all screws, hardware, cables, laptop bag, adapters, software, CDs.
  18. \_\_\_ Remove all Shop CDs / diskettes from the customer's computer.

## Notes

---

---