

## Post-repair/update/upgrade PC Check List for a Win95/98 PC

<b>Company</b>	
<b>End User</b>	
<b>Location</b>	
<b>Date</b>	

- BIOS Summary screen**  
If you replaced the motherboard and/or CPU, check that the BIOS summary screen displays exactly what you expect to be in the PC, just in case you might have configured the motherboard jumpers incorrectly (with the result that you could be overclocking or underclocking the CPU). Also check that the memory and hard disk size are reported correctly.
- Network card and protocols in Control Panel**  
If this PC has a network card, and you had to replace the motherboard or network card, check the **Network** icon in the Control Panel to make sure it is not in there twice with protocols also defined twice. Correct as appropriate.
- File & Printer sharing over Dial-Up adapter**  
If this PC has a connection to the Internet and is also on a peer to peer network, make sure **File & Printer sharing** is not bound to the network interface that connects to the Internet (typically Dial-Up adapter for modem connections, or a second network card for connection to ADSL or cable modem) in order to prevent easy access by Internet hackers.
- Scandisk** (standard)
- Delete Temporary files from all drives**  
\*.tmp, \*.chk, mscreate.dir, ~\*.\*

- Delete files from TEMP folders**  
C:\Temp, C:\Windows\Temp, C:\Windows\Temp\GwPrint, C:\Windows\Temp\GwViewer  
If you notice that the end-user may have been using either the root directory or one of the TEMP folders to store important documents, move those documents to a recognisable folder (e.g. "Mary's documents") and tell the end-user that he/should never use TEMP folders or the root directory to store vital documents.
- Empty the "Netscape caches"**
- Empty the "Temporary Internet Files" folder**
- Empty the Recycle Bin**
- Compact E-Mail folders**  
If the management of the e-mail folders is not server based.
- Tidy up Program Groups**  
If the end-user installed software which does not keep program icons tidily into named program groups (worst culprit : Microsoft), tidy up the program icons into program groups (create program groups if necessary).
- Versionize Program Icons and Program Groups**  
If the end-user installed software which does not include the version number in the name of the programs, modify program icon names accordingly (e.g. "Internet Explorer 5.5" instead of just "Internet Explorer"). This will facilitate future telephone or e-mail support if you need the end-user to tell you what version of a particular program he/she is using.
- StartUp program group icons**  
If you moved the user's normal StartUp icons to "StartUp Backups" so that you could start the PC without having to wait every time for programs to open, copy them back to the StartUp program group to ensure that the user is faced with his normal environment when he next switches his PC on.
- Update Anti-Virus software with the latest virus definition files**  
If the end-user has fallen behind with his Anti-Virus updates, and is licensed for regular updates, update his software and then make a point of reminding him of the dangers of not regularly updating it as recommended.
- Connect to network**  
Make sure you can connect to the network if this is a networked PC.

**Test all software used by user**

- Wordprocessor.
- Spreadsheet program.
- E-Mail (send a test e-mail, open a test e-mail, open an old e-mail, delete all test e-mails).
- The Internet.
- Scanning, if a scanner is attached.
- Any other programs which the user uses on a regular basis (check his Start Menu or desktop for his/her most used programs).

**Test Printing**

Aside from the actual use of software, printing what is on the screen is the most important function of a PC. Test that PC's ability to print to all the printers that the user normally prints to (remember, if you opened the PC you may have dislodged the printer port cable – also, if it is a networked PC and you made changes to the PC's networking configuration, network printing could be affected).

**Make it gleam !**

If you had to open the case, and/or “fiddle” around with dusty cables, the likelihood is that the PC and monitor casings may have some of your finger marks on them. Give the casings a clean (lighter fluid is excellent if you do not have computer equipment cleaning foam to hand).

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