

Date : 17/05/2012
From : The Software Clinic
P.O. Box 3186
North Riding
2162

Tel: (011) 462 8509
Cel:0832620886
eMail:nestor@softwareclinic.co.za

Monthly Computer Maintenance Routine:

There are a few computer maintenance routines that must be performed monthly to ensure the health and integrity of the computer hardware as well as the RAPS system. By doing these management will prevent many down type situations and save money on support calls. These routines are performed when all operators of the RAPS system are logged out. Note all workstations must be subjected to these monthly maintenance routines. It would be wise to schedule a monthly date and time for these routines to be performed and to have a signoff schedule document for both the backups and maintenance routines so that management is satisfied that they are being done.

Following is a description of how the computer can become logically damaged and a brief description on how to repair this damage. Also this synopsis will be followed by a couple of pages that will describe in graphical detail how to execute the preventative measures within the Microsoft operating systems for Windows XP or higher versions. Note that these preventative/repair measures should only be carried out early in the morning before business traffic makes it impossible to do so. We recommend about 1 to 2 hours before heavy business commences.

Power Failures

There is a lot of hardware disk activity when updating databases, and a power failure can damage the hard disk pointer making data files appear to be lost or damaged. Note there is a utility that comes with Microsoft windows that is called SCANDISK. This utility should be run on a regular basis to repair any unknown logical damage to a hard disk. This practice will resolve many unneeded support calls.

Disk Fragmentation

With a lot of database activity on the hard disk, the disk drive develops fragmentation. As files grow they will need to expand on the hard disk. As this happens the file becomes splintered into fragments, which are scattered across the disk drive. The more fragmented the files become the slower your computer operates. To remedy this Microsoft Windows have included a hard disk de-fragmentation utility (DEFRAG) with its operating systems. This utility when run brings all the fragments of files together to make contiguous files that are faster to read and update; this includes programs as well as data.

Please make a monthly schedule and signoff document to execute the routines once monthly in the order in which they have been documented on the following pages.

1. **Performing a Scan Disk:** 1) Make sure all RAPS workstations are signed off. 2) Within Windows Explorer highlight the *Local Disk (C:)* and right click on it, now a dropdown menu will be displayed. 3) From the drop down menu select *properties* and left click on it.



2. After clicking on the *properties* menu option the following window will be displayed: 1) Left click onto the Tools tab. 2) Left click onto the *Check Now* button that will display the sub-window: Check Disk Local. 3) Ensure that the two check boxes are ticked. 4) Left click the *Start* button.



3. The following message Window will be displayed. Note that the scan disk operation can only be started on the next startup of the computer, so: 1) Left click onto the following *Yes* button. 2) Shutdown and restart this workstation. 3) On restarting the computer will do an automatic scan and repair of any faults found on the Hard disk. 4) Remember to do a complete defrag of the computer hard disk; instructions found on next page.

Checking Disk Local Disk (C:)

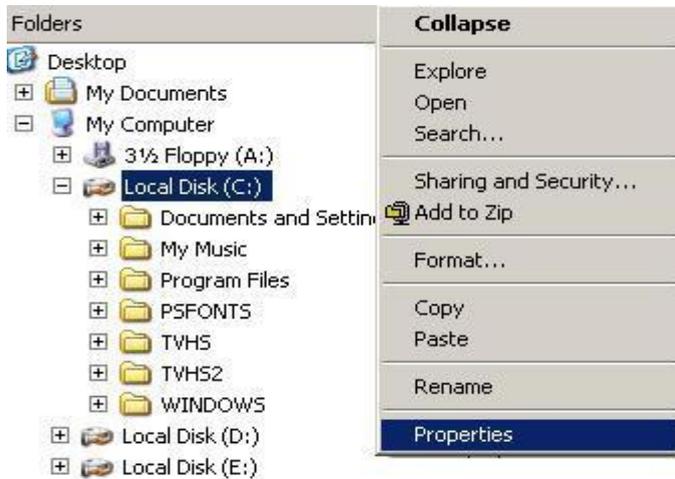


The disk check could not be performed because the disk check utility needs exclusive access to some Windows files on the disk. These files can be accessed only by restarting Windows. Do you want to schedule this disk check to occur the next time you restart the computer?

Yes

No

4. **Performing a Defrag operation:** 1) Make sure all RAPS workstations are signed off. 2) Within Windows Explorer highlight the *Local Disk (C:)* and right click on it, now a dropdown menu will be displayed. 3) From the drop down menu select *properties* and left click on it.



5. After clicking on the *properties* menu option the following window will be displayed: 1) Left click onto the Tools tab. 2) Left click onto the *Defragment Now* button that will display the sub-window: Disk Defragmenter. 3) Left click the *Defragment* button.



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