

Computer Project Work Request

www.endorfan.com Naperville, IL 815-377-2380

Name: _____ Phones _____ Computer Mfr: _____ Model _____

Computer Repair: Fill out what you know and is relevant. Leave the rest blank.

System login(s) _____ and password(s) _____
My internet connection is provided by: _____ Login: _____ Password: _____
I connect to the internet: __always, __often, __never. Through: __Wireless LAN __LAN __Dialup
My computer runs: __Not at all / __Slowly, __Fast
My problem is:
I see the problem(s) when I:
I get error messages that say:
Programs and/or documents that I am noticing the problems in:
Pop-ups occur __always/ __sometimes/ __never/
My data is __useless/ __optional/ __backed up already/ __most important.
My software: __must be saved/ __needs your help to reload/ __I will reload myself.
My Operating system and programs __need updates/ __I am comfortable doing all the updates myself.
My hardware drivers are: __lost / __all turned over with the computer/ __some of each
My Anti-virus is __installed, __registered, __activated, __configured, __updating.
My antivirus scanned last on _____ My antivirus reg. code is: _____
Installed Spyware / Adware removers are:

Protect your systems. Make them more: stable, secure, fast useful and fun.

Computer Maintenance (back up, Secure and Stabilize) Small Offices/Home Offices:

- Move data to data partition.
- Change Data partition from NTFS to Fat32 for ghosting
- Make ghost image of c and put it on E. Burn copy to DVD
- Install large data programs like Delorme 05 and Mappoint 2004 and games onto the data partition
- Move any relevant data from one computer to back up location on network
- Cleanup and organize fun files and photos etc and Back up data on CD's.
- Back up all work data on a separate CD. Test each CD's data.
- Temporarily remove large game software and large Mapping software before ghosting
- Run Scan Disk and Defrag
- Install Spyware removers and update and run.
- Install MS Office updates from Microsoft and other MS and dell updates.
- Partition Hard drive. Move data to new data partition.
- Make ghost image of C: partition onto Data partition. Burn to CD's or DVD's
- Replace large game software and large Mapping software.
- Open case, Blow out fans, and dust with Compressed air. Vacuum

New Computer/Re-build

- Install or Reinstall OS from your disks
- Install or reinstall Drivers from your Discs
- Identify Find and install mystery drivers
- Find and install lost software disks
- Windows Updates XP SP1 SP2
- MS Office Updates
- Install and update Anti-virus
- Install configure Ad-ware Protection
- Partition drive separate data from Programs
- Back up system Image on data Partition
- Enable XP System Restore Protection
- Verify Sound, video and LAN Drivers
- Integration to small Network.
- Set Up Printers
- Find Mystery Printer Drivers
- Task Scheduler- Defrag, Antivirus, Spyware /Adware Protection
- Partition drive and Back up software onto data partition
- Set new data to automatically save to data partition
- Move data between Computers

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Parts

- Motherboard
- CPU
- Fan
- Video Card
- Case
- Hard Drive
- RAM upgrade to _____
- CDRW-DVD combo
- 3.5" Floppy
- Keyboard /Multimedia PS2/USB
- Mouse USB Laser
- Other _____

Configure Essential Software Plug-ins etc.

- XVID DivX codecs
- LimeWire file sharing
- Adobe Acrobat Reader Shockwave flash player
- Power DVD and DVD decoder
- Nero DVD OEM suite
- MS Office XP /2003 with Front Page
- MS Publisher 2000 /2003
- Drivers Specs and Links doc on Hard drive for OS Reload.
- Burn Recovery CD's of Image, Drivers, Data etc

Network:

- Install a **Firewall/Router with wireless Ver. 802.11g**. With permission you may even **test** using your neighbor's wireless. (Watch sales at FRY \$20-40 for the router, cards cost the same). Ask them about a remote antenna to boost the signal.
- Install Network interface card if necessary. Wired or wireless
- Decide** if you will Install DSL or cable. Call the local providers and see what deals they are offering. SBC Yahoo DSL advertises around \$19 a month which could replace your AOL costs.
- Rename workgroups _____ and WLAN _____ for low level security and invisibility
- Configure software firewalls:
- Decide about WEP (wireless security encryption). Implement if deemed necessary. WEP code: _____
- Once you have network access you can do faster software updates and share files etc.
- Create one directory for Network Sharing. Maybe your fun files software and driver installers etc.

Training: Once my computer is working I would also like coaching on:

- OS back up and recovery
- Data protection/back-up
- Web Development
- Photo editing/
- photo albums slideshows, videos
- Internet tips and tricks
- Specific Software use
- Other: _____

Need System Analyst to Create Strategies for or Solve:

Date: ___/___/200___ Time: _____ Circle: Pick up Drop off Shop Work
at client site hours: _____ How urgent is this? Quote:

For answers to your computer and network hardware and software questions call Jim Ensign at
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