

# Pre Service Preparation

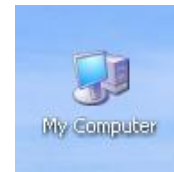
Exenvoid Computer Services – Customer support document

- **Full system Disk scan for errors**

This will test your primary hard disk drive for physical damage and filing system corruptions. It will attempt to repair any problems found. This process can take a long time depending on hard disk size, amount of files and folders on your system and amount of problems detected.

Carrying out this process yourself will save you time & labour charges during your on-site service call out. This test will also provide valuable information on the condition of your system.

1. Double left click the 'My Computer' Icon on your desktop



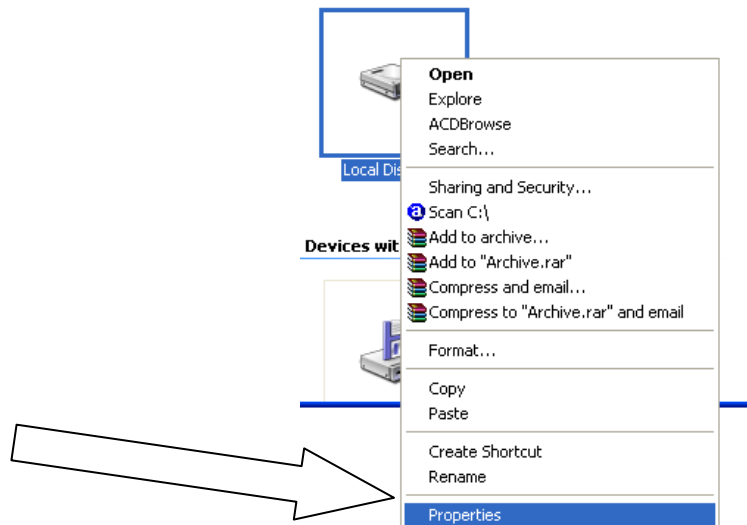
2. Locate your C: Drive usually labeled 'Local Disk'

Hard Disk Drives

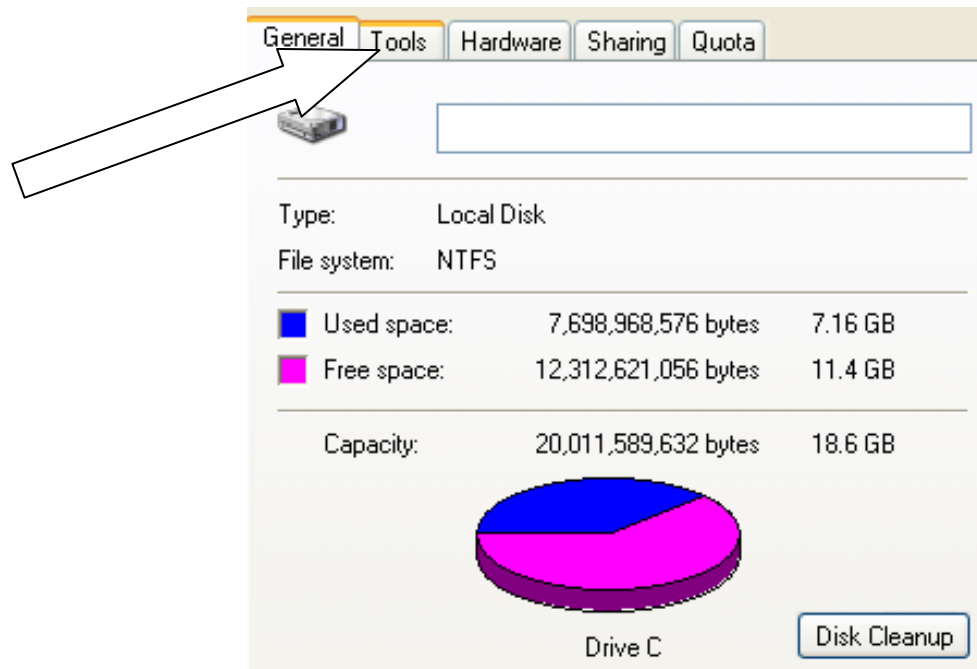


Local Disk (C:)

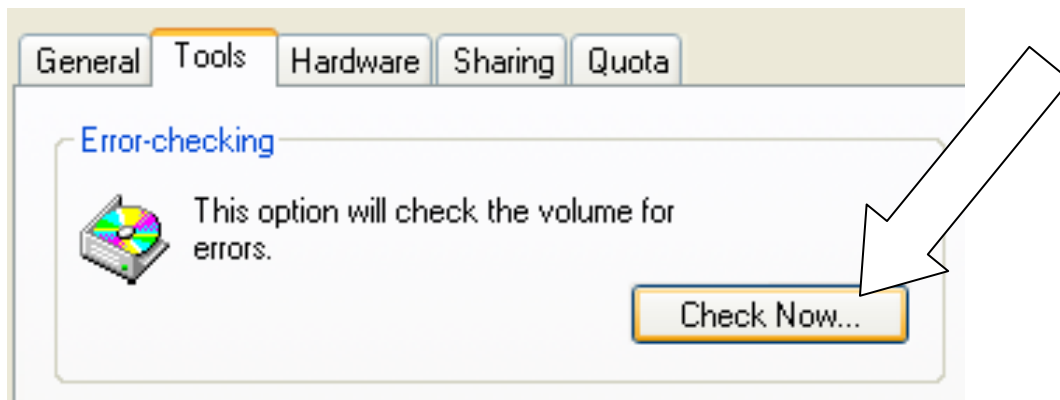
3. Single right click on the C: drive icon and then select 'Properties' from the pull down menu with a single left click



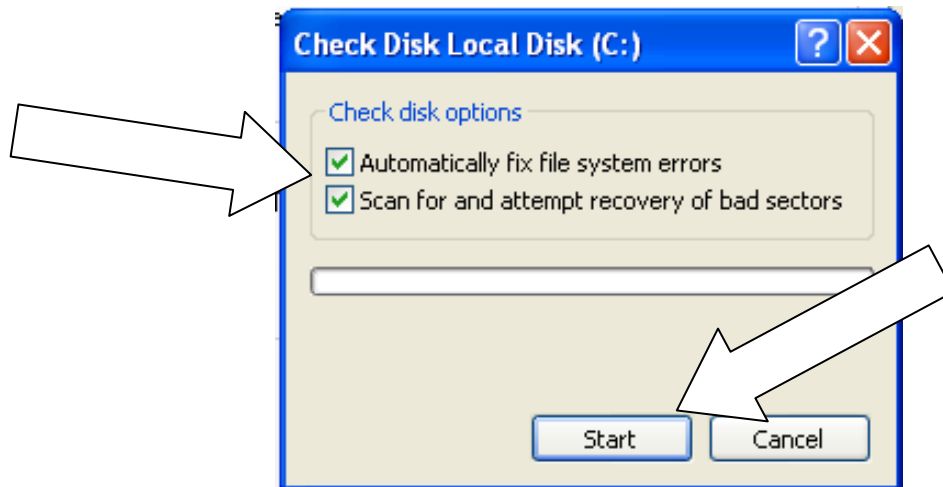
4. On the following screen, select the 'TOOLS' tab on the top of the menu with a single left mouse click.



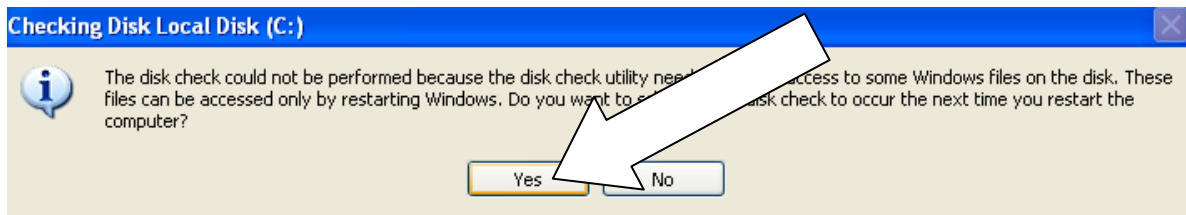
5. On the following screen, select the 'CHECK NOW' button with a single left mouse click.



6. On the following screen, place a tick in both white boxes with left mouse clicks. Then press the 'START' button.

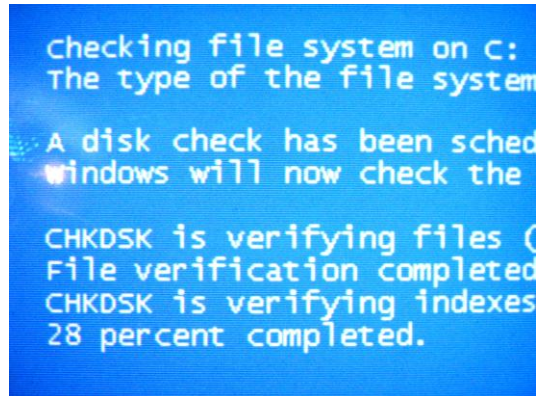


7. The following screen simply informs you that the system needs to be restarted to carry out this type of test. Press the 'YES' button with a single left click.



8. Finally, close all your open windows and any programs you were running and RESTART the computer via [Start] – [Turn Off Computer] – [Restart]

9. When your computer restarts, it will halt at the usual start screen and inform you that a Disk Check has been scheduled .... **DO NOT TOUCH ANY KEYS** at this stage or you will abort the disk check.



10. The checking procedure will then activate. You can leave the computer to complete the test as it may takes hours to complete. When it has finished, Windows will restart the normal way.

- 11. Please document the date and time that you carried out the test as I will need this information to read the correct logged results file later.**

*Note: For the technically minded, you can read your own results via these following steps ...*

**Control Panel**

**Administrative tools**

**Event viewer**

**Application section**

**Source column = winlogon** ( at the day and time you did the check )

**Warning!**

**Do not use the Administrative tools if you do not understand them. These tools are for advanced users only!**

# Pre Service Preparation

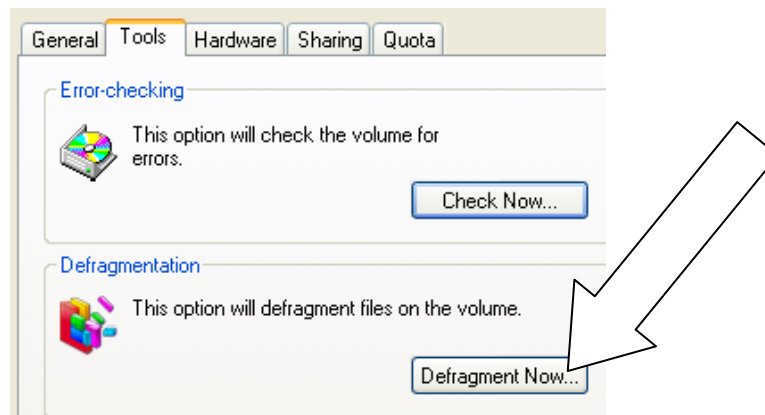
- ***Full system Disk Defragmentation***

This will help lift the performance of your main system drive and also reduce the on-site service time. This process can take a long time depending on hard disk size, amount of files and folders on your system and amount of system RAM you have installed.

Carrying out this process yourself will save you time & labour charges during your on-site service call out.

1. Carry out the first **4** steps of the previous stage ( hard disk check )

2. After getting to the 'TOOLS' tab, select the 'Defragment Now' button with a single left click.



3. On the following screen press the 'Defragment' button with a single left click. This may take some time depending on the size of your hard drive and the amount of files and folders to process.

*This document was created courtesy of Exenvold Computer Services*

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