

Guidelines

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1.0 Preventive Maintenance Guideline for Computer, Laptop & Thin-Client.

- 1.1 Verify serial numbers, CPU speed, hard drive, memory, etc.
- 1.2 Check hard drives for errors and capacity with Check Disk Utility.
- 1.3 Check the mouse and keyboard
 - a) Mouse
 - i. Check the mouse for mechanical failure. I.e. if the mouse is not running smoothly. For mouse with balls, take out the mouse ball and clean it. If the problem still exists, it is recommended that you change the mouse.
 - ii. If the user is using an optical mouse, check the cable connection and the driver. If problem persist, change the mouse.
 - iii. If this problem occurs on a laptop, change the laptop's touchpad. If parts are not available, laptop has to be sent to vendor for replacement.
 - b) Keyboard
 - i. Check the keyboard for broken keys (if any). This applies to computer, Thin-client and laptop. If keys are broken or keyboard is faulty, change the keyboard. For laptop's keyboard, please send it to the vendor for replacement.
- 1.4 Verify all connections to printers, networks, usb, monitor and other peripheral devices.
- 1.5 Make sure the hardware works. Many computers haven't seen a floppy disk or CD inserted in years as most upgrades and new installations are done from the server or from the partition of the particular computer. If necessary, clean or replace floppy disk and CD drives as needed.
- 1.6 Before you leave, check the printers. If the Computer is connected to a printer, print a test page on your users' printers.
- 1.7 Go to control panel: → System Setting → Device Manager. Look for any device which shows an exclamation mark because this would mean that the device has a problem. Update the driver online in order to get the latest driver. After updating, observe whether the problem still appears. A recurrence of the problem would mean that the device could be faulty. If the device is faulty, change the device or if parts are not available, send it to the vendor for further diagnosis/change of parts.

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2.0 Maintenance of Operating System

- 2.1 Start the computer/Laptop/Thin Client. During the booting process do observe and ensure that there are no error displayed.
- 2.2 Log on to the computer/laptop/Thin Client. Please ensure that an administrator account is used.
- 2.3 Rearrange fragmented files with Disk Defragmenter Utility.
- 2.4 Run Windows Updates to download patches and updates.
- 2.5 Change passwords. Use the preventive maintenance visit to remind your users to change their system passwords.
- 2.6 Run malware, anti-spyware, and antivirus programs at startup.
- 2.7 Empty the Recycle Bin on the Desktop.
- 2.8 Clean out browser files, or set the browsing history to zero.
- 2.9 If a disk Clean-Up utility is available, use it to get rid of temporary files, cookies and other file debris.
- 2.10 Update malware/anti-virus software if available. Download new virus definitions if it is not automatically updated (This applies only if the updates are available as definitions updates availability varies from one anti virus to another. While you're there, update it for them.
- 2.11 Uninstall unnecessary programs.
- 2.12 During a visit, advice users to backup Important Files to avoid unnecessary complications.

3.0 Preventive Maintenance Guideline for Printer/Photocopier/Scanner

- 3.1 Clean printers – remove dust and bits of paper with compressed air/vacuum, and run automated monthly cleaning kits.
- 3.2 Photocopier machines, please check the meter reading.
- 3.3 Check Printer/Photocopier/Scanner indicator; see whether there are any indication of failure. If there are failures, please issue a service worksheet.

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- 3.4 Clean printers' paper and ribbon paths with a soft cloth.
- 3.5 If toner is low during maintenance is low during servicing, replace printer ink or other printer components as recommended by the manufacturer. If the printer is attached to the counter, advise the counter staff to change the toner before it becomes empty.
- 3.6 If a toner was changed during maintenance, do a test print and make sure the printers are producing clean copies.

4.0 Maintenance of Switches

- 4.1 Preventive and maintenance for switches are done by observation.
- 4.2 For a cascaded-link network switches, observe whether cables connected to the switches are "lighted" green/yellow in color. If connections are available, you should be able to see a green/yellow light appear. Non-appearance of light indicator means that there could be no computer connected to the switches or the cable is faulty. For faulty cable, just change the cable and re-test the connection. Otherwise, check the computer connected to it and diagnose whether the computer hardware is functioning properly. Change it if necessary and do a re-test. Sometimes, the lights just do not appear if there is no computer connected at all.

5.0 Maintenance of Projectors

- 5.1 For Projection equipment preventive maintenance, check whether cables connections are not loose. If you find any loose connection, tighten it if possible. Clean the projection lens but be very careful not to force the lens as it could break easily and cost of repair is very expensive.
- 5.2 Also do a check on the Lamp. If a projector lamp needs to be changed, do estimation of the lamp hours available for use and inform the relevant sector head for procurement/replacement of new lamp.
- 5.3 Check the zoom-in/zoom-out Lens/button and the focusing lens/button to ensure that the focusing is working smoothly.

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