

CT&SS

Our Maintenance Plan

Like your car, your computer requires routine maintenance to stay healthy! We have put together a proactive plan to keep your computer running efficiently. With this plan that we schedule with you every 8-9 months, we will perform the following:

- ☑ **Gather and collect general information about your computer/laptop.**
If your computer is currently under warranty, we advise you as to what is covered and what is *not*. With our peace of mind plan, we provide you with “post-warranty” support. which includes obtaining the name brand of the computer/laptop you are currently using and its model and serial numbers. We also gather information from your computer which includes its current Operating System, Build info, memory and CPU

- ☑ **Internet Connectivity Testing**
A number of factors are attributed to the speed of your Internet connection. First is your Internet host (Comcast, AT&T, Cox and a bunch of other services and how old your modem is and the plan you have in place with your Internet Service Provider (ISP). Second is how your computer connects to your Internet either with a cable between it and your modem or through a Router. Internet speeds are significantly decreased when connecting over Wi-Fi. If you are using “Wireless Extenders”, your “firmware” might be out of date which may impact performance. Also, if you have been using the same extenders for an extended period of time that it’s software has not been updated, this will impact on Internet Speed.

- ☑ **Internet Protocol (IP Scan)**
Networking can be quite confusing! We use a utility to check all of your devices assigned with an IP address. We ensure that there are no network collisions that can occur when 2 devices are using the same IP address. We also check network security to ensure that all devices you use are protected on your network (this does not include non-pc’s such as tablets, and Smart Phones) You are responsible for ensuring your other devices have the latest software updates installed!

- ☑ **Analyze the Windows Event Logs**
The Windows Event Viewer shows a log of application and system messages, including errors, information messages, and warnings. It’s a useful tool for troubleshooting all kinds of different Windows problems.

Note that even a properly functioning system will show various warnings and errors in the logs we can comb through with Event Viewer. Scammers even use this fact on occasion to deceive people into believing their system has a problem only the scammer can fix. In one infamous scam, a person claiming to be from Microsoft phones someone up and instructs them to open the Event Viewer. The person is sure to see error messages here, and the scammer will ask for the person’s credit card number to fix them.

CT&SS Routine Maintenance Information

- ☑ **Run the Windows System File Checker Utility**
Often, users encounter problems which Windows won't fix automatically. Included with Microsoft Windows is a utility that allows users to scan for and restore corruptions in Windows system files.

- ☑ **We "Stress Test" your Hard Drive**
Your hard drive stores your Operating System, all your programs, your data you save on it and everything else to physically run your computer. Without it, the computer is defunct. We use special tools which provide you with the "life expectancy" of your drive. This way, you know ahead of time when it's time to replace the drive and or replace your computer. If you're replacing the computer, you want to ensure that whatever you have stored on your current hard drive is readable onto a new computer without the hassle of potentially losing data from a failing drive.

- ☑ **We Look at Memory Allocation and Usage**
Computers run "processes" that load during the "boot process" some of the processes are not necessary and can often result in your computer performing sluggishly. We identify which processes are not required by anything you use your computer for. In other circumstances, viruses, adware, malware and other threats can load processes affecting your computer's performance. We carefully analyze and remove these unwanted and potentially harmful threats!

- ☑ **We remove hidden "junk"**
Using special utility software, we detect where large clumps of data reside on your computer's hard drive. This data is not anything you personally store, it's wasted system and temporary files often left behind which an Operating System ignores after an update or upgrade is performed. Having excessive junk stored on the hard drive can slow down overall system performance.

- ☑ **We check your Antivirus and other security software**
Your computer needs protection, although by accident you might have more than one anti-virus program running on your computer. Understanding each Anti-Virus program can be confusing to an end user like you and cause system interruption and lagging performance and only one good anti-virus program should be used. We identify anti-virus programs we trust and make certain they're working properly. If you are using a "legit" third-party anti-virus or security program, (one of the many we approve of) we check the subscription to ensure it's working properly and updated with the latest protection.

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- ☑ **We check your computer's Internet Browser Extensions**
Have you ever encountered problems where you open your Internet Web Browser and rather than seeing your normal "home page" a bogus home page loads? Ever notice that when you open your Web Browser, you notice icons on the browser toolbar that aren't recognized? Find search bars that shouldn't exist within your Web Browser? Web browsers are hijacked all the time. We dig deep into your browser's settings and remove threats it may have acquired. You never should give bogus websites information you use on the web!

- ☑ **We run Anti-Adware, Malware, Traceware and Trackware utilities**
You surf the web and check your email. Websites you visit "track" you. The tracking information is in your browsing history from within the web browser you use. Critically, this needs to be cleaned up by you on a weekly basis. Other hidden tracking data is also stored on your computer which is also critical to be removed. Using the most up to date and state of the art software, we detect, quarantine and remove these threats keeping your computer healthy.

- ☑ **We cleanup unnecessary application downloads**
When on the Internet you download a program, file, or utility, it is still resident in your downloads file. Having an abundant amount of application downloads is not healthy for computer performance. We identify these programs, files, or utilities and remove them for you.

- ☑ **We check your computer's system drivers for updates**
Components in your computer should be current. Having outdated system drivers can cause your computer problems. We carefully check components in your computer to make sure that they are functioning correctly and carry the latest updates.

- ☑ **We check for critical operating system updates as well as software updates**
You control your operating system. If your operating system is out of date, you may encounter multiple problems resulting from software that you use not functioning properly to a host of other problems. Keeping your operating system up to date along with software that you use ensures that your computer operates in a healthy environment.

CT&SS Routine Maintenance Information

We check your local and cloud backup service

If you store anything on your computer, you should be backed up. By means of backup and depending upon how much space you need for your backup, you can use a flash drive, external hard drive, or, cloud backup service. Most companies use not only a local backup, but a cloud storage backup also known as “Cold Storage” to ensure that their data is safe.

Once we have performed all of the steps above, we contact you with our thorough maintenance we performed. We advise you of what you can do to prevent problems moving forward and consult with you with any other computer needs that you may have. We keep log files on work we did for you and compare this work to prior log files, so we have the latest information to best assist you in your computing needs.