

Daly Computer Services
January 24

Type of Service: Computer Repair

Date of Service: January 23 – January 24

Customer: Client-2

Computer:	Dell Dimension E510	Service Tag: xxxxxxxx
	2.6 Ghz Intel Pentium 4	Purchased: 8-8
	1.0 Gb RAM	
	160 GB Hard Drive	

Problem Reported:

System sluggish.

Cost of Services Rendered:

Labor Cost:	\$	xx.xx
Material Cost:	\$	xx.xx

Total Cost:	\$	xx.xx

Services Performed:

Registry problem of having the windows installer pop up was fixed. This problem was occurring due to a virus on the computer. The ADAPT_Installer.exe was being reported as being a Trojan in the C:\Recycler folder. The virus was hidden from the user. After fixing the registry, I removed the virus and ran several spyware programs to remove the problem. I restored the original desktop picture. I removed the dust from the interior of the machine.

The anti-virus software is out of date, so I did not connect to the internet to update the Microsoft products. An anti-virus/firewall suite needs to be added to this computer as it is vulnerable to spyware and viruses.