

Daly Computer Services
September 8

Type of Service: Computer Repair

Date of Service: September 5-8

Owner: Client-5

Computer: Compaq Presario 5610
349 Mhz Pentium II
64b Main Memory (70% utilized)
7.46 Hard Drive
1.44 Mb Floppy Drive
Compaq DVD GD-2000
Optorite CD-RW CW4802
Maestro SB Pro Sound Board
Rockwell HCF 56K Data Fax PCI Modem

Services Performed:

Defragmented and Scan disk for OS problems. Loaded up-to-date Microsoft Update fixes. Upgraded OS from Windows 98 to Windows 98 Second Edition. Removed unnecessary start up items to improve performance. Corrected Registry problems and missing short cut entries. Updated Compaq Audio Driver Maestro SB Pro with latest provided by Compaq. Installed hp psc 2210 all in one printer and bench tested. Defragmented hard disk a second time after bench testing.

Problems Not Fixed:

Norton Utilities found a problem showing a missing dll.
C:\Compaq\VidPhone.exe → is looking for mapi32.dll under the same directory and can not be found. I am not sure what this VidPhone does and you might check your Compaq recovery disks to see if this dll is on the disk. If the program is not used, I would un-install it.

Recommendations:

Purchase anti-virus software and firewall software. The system has no anti-virus protection and is open for internet browsers to use as a host. I suggest purchasing the Norton Works and Firewall package. They are now selling them together for about \$80. Also, the system has a lot of stuff on it – packet writers etc., which are likely to not being used. The system should be cleaned up to improve performance. I would also recommend looking at upgrading the memory. I would not run with less then 128 Mb main memory.

Daly Computer Services
September 8

I also recommend to frequently update the computer from the Microsoft Update site.

Start → Microsoft Update (scan for updates, install ONLY critical ones.)

Additionally, you will need to de-fragment the disk.

Start → Run (select msconfig)

- selective start up
- uncheck load start up items
- click Apply
- click OK – you will then be asked to reboot (yes)

Now you can run your de-fragmentation by:

Start → Programs → Accessories → System Tools → Disk Degramenter

When it finishes, you need to put the system back to normal by:

Start → Run (select msconfig)

- Normal start up – load all device drivers and software
- Click Apply
- click OK – you will then be asked to reboot (yes)