Cornerstone Software

Computer maintenance routines

IDEXX recommends the following maintenance routines for your Cornerstone* Software computers. These recommendations are based on observations by our customer service technicians.

IMPORTANT: Computer maintenance is always the responsibility of the owner or user. Failure to regularly maintain computer equipment can result in less than desirable performance.

General recommendations

- Verify that all computer areas are clean and dry.
- Verify that all computers have proper ventilation. **Note:** Improper ventilation can cause overheating.
- Do not install personal software and applications on Cornerstone computers.
- Create a disaster recovery plan. Contact Cornerstone support for assistance.

Weekly maintenance

- Restart the server and workstations.
- Perform antivirus updates and full scans.
- Install Microsoft Windows* operating system updates, if any.

Monthly maintenance

1. Run **Disk Cleanup**. **Note:** Ensure that **Compress old files** is unchecked before running Disk Cleanup.
2. Shut down and unplug all equipment for at least 2 minutes, and then clean computers and peripherals using compressed air. **Note:** Do not use anything other than compressed air.
3. Clean the label printer's printhead using a manufacturer-specified cleaner.

Quarterly maintenance

- Shut down and unplug the entire system, including switches, routers, print servers, and modems. Wait 5 minutes and then plug in and restart the equipment.
- Verify that the backup process is functioning: Confirm that the last backup completed successfully, check that the correct backup options are selected, and run a system restore to a nonproduction or empty location to verify that everything is in working order.

Yearly maintenance

- Test the backup battery: Shut down and unplug all equipment from the battery and then unplug the battery. Plug a workstation and monitor into the battery and then power on the equipment to confirm the battery is working.

3–4 year maintenance

- Replace backup batteries and surge protectors.
- Extend Dell* warranties or purchase replacements.

Contact Cornerstone support for if you need assistance.

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