

## IDEXX Computer Maintenance Routines

<b>Document Purpose</b>	This document provides computer maintenance suggestions. These suggestions are merely the result of service observations done by technicians on the phone. Computer Maintenance is always the responsibility of the owner/user. Failure to regularly maintain computer equipment can result in less than desirable performance.
<b>General Suggestions</b>	<ul style="list-style-type: none"> <li>• Verify all computers areas are clean and dry.</li> <li>• Verify all computers have proper ventilation. <b>Note:</b> Improper ventilation may cause the equipment to overheat.</li> <li>• Personal software and applications are not recommended.</li> <li>• Create a disaster recovery plan. Contact support for assistance.</li> </ul>
<b>Weekly Suggestions</b>	<ul style="list-style-type: none"> <li>• Restart the server and workstations.</li> <li>• Perform antivirus updates and full scans.</li> <li>• Install Windows Updates.</li> </ul>
<b>Monthly Suggestions</b>	<ul style="list-style-type: none"> <li>• Run disk defragmenter and disk cleanup.</li> <li>• Clean computers and peripherals using compressed air. <b>Note:</b> Do not use anything other than compressed air, and ensure all equipment is shut down and unplugged from power for two minutes before attempting.</li> <li>• Clean tape drives.</li> <li>• Clean label printer head using manufacturers specified cleaner.</li> </ul>
<b>Quarterly Suggestions</b>	<ul style="list-style-type: none"> <li>• Shut down and unplug from power the entire system including: switches, routers, print servers and modems.</li> <li>• Verify backup. Contact support for assistance.</li> <li>• Create a Disaster Recovery disc/tape of your Server.</li> </ul>
<b>Yearly Suggestions</b>	<ul style="list-style-type: none"> <li>• Test Battery Backup.</li> <li>• Purchase and cycle tapes.</li> </ul>
<b>3 - 4 Years Suggestions</b>	<ul style="list-style-type: none"> <li>• Replace battery backups and surge protectors.</li> <li>• Extend Dell warranties or purchase replacements.</li> </ul>

For further assistance, please call IDEXX Hardware Support at 1-800-695-2877 and reference KB2998.