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Standard level maintenance package

1. Physical cleaning of computer, keyboard, and mouse with canned air or pc vacuum. No liquids to be used on any components.
2. Anti-virus update and then perform quick scan. Not all anti-virus applications allow for a “quick” scan. If no quick scan available then a full scan will be performed if time allows or left running for customer to report any suspicious findings.
3. Microsoft Windows updates, including all “priority” updates EXCEPT Service Pack installations.
4. Clean out temporary Internet files, recycle bin, and browser cookies. If customer requires that any of these items remain then please inform technician and they will remain.
5. Check data backup, if in place, and report last history logs. 180Networks may place a “test” file in an area that is backed up by the current software and inspect the backup for the presence of this file during the next scheduled maintenance visit.
6. Perform spyware/malware quick scan. Software installed by 180Networks will remain for self-maintenance scans unless customer requests removal after 180Networks maintenance scan.
7. Check presence and state of Windows firewall. Third party firewall software will be inspected as well, but no adjustments to firewall (turn on/off) will be performed during maintenance appointment.
8. Check primary hard drive space and health.
9. Provide written “health report” of all maintenance tasks performed, including any additional recommendations.

Plus+ level (in addition to all Standard level items)

- Longer visit time potential.
- Microsoft Windows Service Pack updates and installations.
- Inspect hard drive free space, INCLUDING external drives and partitions.
- Perform hard drive defragmentation, if necessary.
- Inspect and remove unnecessary start-up programs.
- Remove desktop icons no longer needed or necessary as customer requests.
- Clean keyboard and mouse with approved anti-bacterial formula.
- Install remote support software and icon, if desired and agreed.
- Inspect all data ports, CD/DVD drive actions, cables, and video settings.
- Remove unnecessary/unwanted toolbars from primary browser.
- Update primary web browser to latest stable version available.