

# Onsite Services/Installation/Repairs

Please tick each box (Cross if not applicable)

Customer: \_\_\_\_\_

Ph/Mob: \_\_\_\_\_

1. Drivers Loaded:	Video <input type="checkbox"/>	Sound <input type="checkbox"/>	Modem/NIC <input type="checkbox"/>	Printer <input type="checkbox"/>	Other [ _____ ]
2. Operating System :	Win98 <input type="checkbox"/>	WinNT <input type="checkbox"/>	Win2k <input type="checkbox"/>	WinXP Home <input type="checkbox"/>	WinXP Pro <input type="checkbox"/>
3. CD devices tested:	CD-ROM <input type="checkbox"/>	DVD-ROM <input type="checkbox"/>	CD/DVD-RW <input type="checkbox"/>		
4. Check HDD space:	My computer/Explorer <input type="checkbox"/>	System Tab <input type="checkbox"/>			
5. Test NIC connection connect to internet:	Check computer with latest windows security updates: <input type="checkbox"/>	Number of hours connected to Internet [ _____ ]			
6. Check Video card:	Adjust settings where needed <input type="checkbox"/>	Install/update video driver <input type="checkbox"/>	Check NVIDIA application update <input type="checkbox"/>		
7. Download/update:	Anti-Virus updates <input type="checkbox"/>	Spyware/Ad-ware updates <input type="checkbox"/>			
8. Test utilities:	Scandisk <input type="checkbox"/>	Defrag <input type="checkbox"/>	Clean registry <input type="checkbox"/>	Clean system logs <input type="checkbox"/>	
9. Check modem /ADSL router settings:	Examine logs <input type="checkbox"/>	Config login detail <input type="checkbox"/>	Check modem driver update <input type="checkbox"/>		
10. Check printer:	Toner/cartridge level <input type="checkbox"/>	Printer driver <input type="checkbox"/>	Print test page <input type="checkbox"/>	Cables <input type="checkbox"/>	
11. Software installed:	_____ _____ _____ _____ _____ _____ _____ _____				
12. Fault description:	_____ _____ _____ _____ _____ _____ _____ _____				
13. Check items:	Floppy/CD/DVD disk no left inside system unit <input type="checkbox"/>	Network setting put back to normal <input type="checkbox"/>			
14. Format agreement:	I _____ agree to format my hard drive, I'm aware all data on hardisk drive will be lost.				
15. Firmware:	Check if any device needs firmware update <input type="checkbox"/>	Device updated [ _____ ]			
16. Check Server:	Check backup tape <input type="checkbox"/>	Check backup logs <input type="checkbox"/>	Check back settings <input type="checkbox"/>		
17. Check Router:	Check IP settings <input type="checkbox"/>	Check switch / hub ports connectivity <input type="checkbox"/>	Check router/switch logs config settings if required <input type="checkbox"/>		

Serviced By: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Hours spent: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_