Blum Computer Solutions

Expert Technology with Personal Service

(303) 679-1440   bob@rsblum.com
7658 Peace Chance Trail, Evergreen, CO 80439
www.blumcomputersolutions.com

Basic Computer Maintenance

Back-up Your Data

> **To DVD, USB drive, another hard drive (external for off-site storage), or the internet (e.g. Carbonite). If you have critical data – use RAID (Redundant Array of Independent Disks) as well as off-site storage. Test your backups!**

Use an Uninterruptible Power supply (UPS) aka, Battery Backup (**should have AVR** (Automatic Voltage Regulation). Use for Computers, Monitors, Routers, Switches, Phone Systems – **NEVER for laser printers**

Wireless Network: Make sure you have encryption enabled (it is off by default on some routers)
> Use WPA or WPA-2 (Wi-Fi Protected Access) PSK

Security/Privacy

Antivirus Software

> Make sure your subscription is up-to-date and the "auto-protection function is enabled.
> AVG Free is a good free antivirus for home use. For Windows 7 - 10 Windows, Windows Defender will be fine (it is included in OS) Symantec EndPoint Protection is an example good commercial antivirus. Do not use more than one antivirus product. Occasionally check to make sure your virus definitions are up-to-date. Schedule a full system scan once a week.

Firewall

> Make sure you have a firewall installed (e.g. ZoneAlarm freeware version or WinXP/Vista/Win7,Win 8, or Win 10 firewall). To protect business data use a hardware firewall. Make sure one is enabled but use only one firewall.

Antispyware/malware

> Download and install Malwarebytes (malwarebytes.org).
> Update and run (Perform Quick Scan) approximately once a month.

Internet Browsers

> Consider using an alternate browser such as Mozilla Firefox, Opera, Safari, or Google Chrome instead of Internet Explorer/Microsoft Edge (I prefer Mozilla Firefox).

Hard Drive(s)

> Use "Disk Cleanup" once a month (Start, All Programs, Accessories, System Tools). For Windows XP and older defragment your hard drive once a month (Start, All Programs, Accessories, System Tools).
> NEVER defragment a SSD (Solid State Drive)

If you do not feel you are capable or comfortable carrying out these procedures please seek professional help.
Please note that these suggestions will not fit everyone's needs. The needed maintenance on a computer is dependent on the computer hardware, software, and how the computer is used. Please use this as a general guide and not as a definitive set of rules. In addition, there are several other maintenance items that should be done on a less frequent basis by a qualified technician.

First Aid

I. The first thing to try when having problems with **any electronic device** is as follows:
   a. Remove all power from the device (unplug, remove batteries).
   b. Press the power button several times to discharge the power supply.
   c. Apply power
   d. Restart the device.

II. If everyone on your network is having trouble connecting to the Internet use the above method on both your modem and router. N.B. This should be done in a specific order:
   a. Remove power from both devices and wait 30 seconds
   b. Power up the modem device first. Wait until the lights "settle down"
   c. Power up the router and wait until "lights settle down"
   d. Open a browser window to test
   e. If the above method fails, look at your modem and make sure that the Internet light is lit and shows green (on some modems, the light will be amber). If the Internet light is off call your ISP for support

III. If everyone on your network can connect to the Internet but cannot connect to data on the file server, reboot the file server as outlined in item I.

IV. If you have trouble printing to a network printer, follow the instructions in item I for the printer.
   a. If the printer is physically connected to a computer, follow the procedure in item I on the computer first and then the printer
   b. If the printer is a network printer Not Connected to a computer (stand alone), follow the procedure in item I
   c. If the printer is a network printer <u>not connected</u> to a computer but controlled by a print server, follow the procedure in item I on the server first and then the printer