Client Interview:

Name: _____ Phone/Ext: _____ Billing Department: _____

User Name: _____ Operating Sys: XPh XPp W2k NT 4 ME Win95 Win98

Computer Name: _____ IP: ____.____.____.____ MAC: __ __-__ __-__ __-__ __-__ __

Make/Model: _____ Serial Number: _____ CPU: _____ Mb: _____

C:\ drive part. _____ total _____ free D:\ drive part. _____ total _____ free ☐ CD-ROM (drive letter ___)

Additional storage devices: _____ ☐ ZIP DISK (drive letter ___)

Free space on local drives (☐ is ☐ is not) less than 200Mb after deleting old files. Notify Jim Tracy if user needs more.

Nonstandard drive mappings (letter, \\server\share) - M, N, O, P, & Q are standard: _____

_____

Nonstandard shares (name, path & security): _____

_____

Default printer: _____ Network printers (\\server\printer): _____

_____

Local printers (name, type, port, share info): _____

_____

Peripheral devices & driver info (scanner, zip disk, mouse/trackball, etc.): _____

_____

Driver Information: NIC: _____ Video: _____

Audio: _____ Others: _____

Nonstandard applications: ☐ ACT 4; Others: _____

☐ Summary report of computer resources (from System Properties control panel) saved to network as *computername* .txt

☐ Batch file & shortcut created to back up user data, documents, email, etc. ☐ User was educated on the backup process.

Storage space required for backup _____ Mb ☐ Additional space on :\ was needed: _____ Mb (10Mb over deficit)

☐ NAV configured for weekly Autoscan & monthly Update ☐ User educated when to leave PC on for scheduled NAV event

FOR SYSTEMS NOT REQUIRING REBUILD: ☐ Startup/Shutdown & Virtual Memory set up the same as on build checklist

☐ Admin password & Admin group members settings checked/set ☐ Local accounts removed ☐ Missing NAV installed

★ Be sure all nonstandard applications and drivers are available for use during the rebuild process and/or for support needs.