

Guidelines to be followed by Service Engineers in the event of Formatting HARD DISK

1. Ensure proper backup of data before formatting hard disk.
2. Note down System Name, IP address, DNS, gateway address etc before formatting.
3. List down applications running on the system.
4. OS & Other software should be loaded on C drive. Data files & folders should be kept on D, E and F drives. Users may be advised not to give sharing for C drive. Use NTFS file system for Windows XP Systems and FAT32 for Windows 98 Systems.
5. Install drivers for Chipset, LAN, Video, Audio etc. Ensure loading of printers drivers. Do not load OS and drivers from a copy in D, E, F drives. Install LAN drivers from a CD and download other drivers from local web server.
6. Install Antivirus software. If antivirus software is not installed, do not proceed further and disconnect the machine from network. The same should be intimated to FMW team.
7. All Application Software should be reloaded. If Software is not available ensure to inform SIC group to arrange for loading application Software.
8. Copy data back.
9. For windows 98 install IE6 and for windows XP SP2 + Automatic update software from local web server should be loaded.
10. Ensure intranet and internet connectivity is working fine and access to **sclmines.com** is operative.
11. Run 'MSConfig' and delete unnecessary applications from startup.
12. Any type of patches / drivers not available in local web servers is to be intimated to FMW team immediately.
13. Screen savers / webshots / Search assistants (except google, msn, yahoo) / and other potentially malicious software are to be uninstalled immediately.