Laptop - Do's and Don'ts & Trouble shooting

To ensure proper functioning of Laptop's Operating System it is recommended to Periodically SHUTDOWN the system instead of just closing the LID and making the OS go in Hibernate/Sleep Mode. As SHUTTING DOWN will ensure that the Temporary Folder/Files are flushed, all open temporary documents are closed and thus ensuring better operation of Operating System (Mac OS / Microsoft Windows)

With the help of IT Support ensure to get you Temporary files/ folders cleaned and system scanned for unwanted or obsolete programs/ apps. This will ensure that the system is always updated and is minimize the risks due to Virus/Malware/Ransomware/Trojans etc. affecting the system.

Key to the safety of your data is BACKUP, please ensure to have your Crucial Data's Backup on a USB HDD / Pen Drive depending upon the size of the data to prevent the loss due to accidental damage/failure of Hard Disks.

Please ensure to always keep ready Remote Support Software such as AMMY ADMIN/ANY DESK for support by the Lucknow IT Engineer in case such a need arises.

CAUTION: As you all must be aware of the CRYPTOLOCKER/ RANSOMWARE malware affecting the systems- To avoid getting affected by this malware please do not open any Mail attachment or Link whose source is not known.

In case of a Computer/Laptops failure

Please follow the below steps to report the failure to the IT Support in Lucknow/OEM's Call Centre.

Please note that all the Laptops in are purchased under 3 Years Manufacturer's Warranty and that is also taken by us as a Life Cycle of a Laptop and hence in all circumstances Laptop being used by you will be under Manufacturer's Hardware Warranty and all software related support is being provided by the IT Helpdesk stationed at Lucknow Office. To all users outside we provide Remote Support as well as periodic On-Site visit by the engineer from Lucknow Office.

To ensure speedy recovery of your Laptop/Desktop we need to know at the very first hand that - Is your device in running condition? i.e. It can boot up and come to the Home Screen of the Operating System. This information is specially required in case of Remote Users.

In case certain software/program is giving an Error Screen, please do take a snapshot at the very first instance and send to us by Mail/ Whatsapp, as the Error message shown will help us determine the cause of Error.

Please report the Error with Error Screen/Description of the problem to the

Local IT Engineer in Lucknow Office and he shall attend and close your issue within reasonable time limit.

On diagnosis if the Engineer finds it is a Software Issue, then it will be handled by the engineer himself or his support team. If the Error seems to be due to a hardware malfunction then a Service Call will be logged with the concerned OEM/Manufacturer and their technician will attend the call as per their TAT, although our internal IT Engineer will co-ordinate with the OEM to ensure quick address and resolution of the issue.

The Laptops are covered under 3 years on-site warranty and user is first advised to log the complain directly.

Note: In case a user is not in the Lucknow office and a Hardware Malfunction occurs in his/her laptop, he/she might be required to call up the TOLL Free no. OEM's Service Centre as most of the hardware calls are logged by the OEM's, only after some live - online troubleshooting by their support staff, and for that the Laptop must be physically present with the person making a call.

Although the Official IT Support Engineer will make all efforts to Log the call for hardware failures also from Lucknow but in some cases the physical access to the Laptop might be required and hence the user himself/herself will have to log the call. Once the call is logged kindly e-Mail the Call Log no to the ithelpdesk@microsave.net and the Internal Team at Lucknow will follow-up with the OEM for final resolution.