

# 00167 General D+R Guide For Windows PCs

## Automated Repair

This is for computers that have no suspected hardware issues, and are checked in for viruses.

1. Perform DBU if requested
2. Connect to AJU with Hardware Diag (will run FACE)
3. Create Work Flow in Nova
4. Perform manual repairs from step #18 after AJU is finished

## Manual Repair

1. Perform DBU if requested
2. FACE via MRI PE if allowed, otherwise FACE using MRI inside of OS
3. Update Work Flow for Diagnostics
4. Run RDS and TDSS Killer in PE
5. Reboot to Windows & change power settings to stay on [**powercfg.cpl**]
6. Perform manual removals of programs [**appwiz.cpl** or **WIN + X → F**]
7. Use Revo uninstaller for software that could not be removed manually
8. Run MWB with Rootkit continuously until 0 traces found
9. Update Work Flow for OS Service
10. Run SFC through administrative CMD (rerun if fixes performed) [**sfc /scannow**]
11. Run CUSTO, or manually install AV & Windows Updates [\\**10.32.167.242**\\**gsiso**]
12. Update Work Flow for Software Installation
13. Run MRI System Updater for pending drivers and software updates
14. Verify state of drivers & updates [**hdwwiz.cpl** or **WIN + X → M**]
15. Reset all browsers and cache [**inetcpl.cpl**]
16. Run Registry Mechanic and remove Temporary Files [**cleanmgr**]
17. Perform HDD defragmentation (if necessary) [**dfrgui**]
18. Perform manual repairs to resolve issue. If issue is not resolved yet, call for restore.
19. Verify connectivity through WiFi and LAN [**fast.com**]
20. Verify client's issue is resolved
21. Clear items downloaded by GS and remove our tools
22. Create a restore point [**sysdm.cpl → System Protection** or **WIN + X → Y → System Protection**]
23. Complete Work Flows
24. Call client (log first contact, place in GREEN)
25. MISSION COMPLETE