

00214 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. Create Work Flow in Nova
2. Perform DBU if requested
3. Start FACE with hardware diagnostics
4. Connect to AJU post-FACE operations
5. Perform manual repairs from step #16 after AJU is finished

Manual Repair

1. Create Work Flow in NOVA
2. Perform DBU if requested
3. FACE via MRI PE if allowed, otherwise FACE using MRI inside of OS
4. Post-FACE: adjust startup items, Group Policies, run Windows Fixes
5. Reboot to Windows & change power settings to stay on [powercfg.cpl]
6. Perform manual removals of programs, MRI UNINSTALLER or [appwiz.cpl or WIN + X → F]
7. Use Revo uninstaller for software that could not be removed manually
8. Run JV16 Power Tools & Registry Mechanic
9. Run and rerun SFC & DISM through admin CMD [sfc /scannow & DISM /online /cleanup-image /restorehealth]
10. Run CUST0, or manually install AV & Windows Updates [\\10.32.214.242\gsiso]
11. Run MRI System Updater (or particular updater tools) for pending drivers and software updates [wuapp]
12. Verify state of drivers & updates, install as needed [hdwwiz.cpl or WIN + X → M]
13. Reset all browsers and cache [inetcpl.cpl]
14. Remove Temporary Files and adjust Windows settings [cleanmgr] [msconfig]
15. Perform HDD defragmentation (if necessary) [dfrgui]
16. Perform manual repairs to resolve issue. If issue is not resolved yet, call for restore.
17. Verify connectivity through WiFi and LAN [fast.com]
18. Webroot analyzer [gslink.us/analyzer]
19. Verify client's issue is resolved
20. Uninstall, clear items added by GS, remove physical tools, clear desktop icons
22. Create a restore point [sysdm.cpl or WIN + X → Y (System Protection)]
23. Complete Work Flows, verify accessories
24. Call client (log first contact, place in GREEN)
25. MISSION COMPLETE