



Workstation Hardware Upgrade - Microsoft

It is the responsibility of the technician to make sure that all components are of the right type before they start the actual upgrade, i.e. if doing a mother board upgrade make sure that the RAM for the old MB is of the right type to work in the new MB that the video card will work, etc.

√	Description	Tech
1.	Temps to clean out “\windows\tmp, \windows\temp, \temp, \tmp, \windows\temporary internet files, \windows update setup files, and any others that you can find”	
2.	Run chkdsk /f, scandisk, note any errors on job ticket.	
	2.1. Check the device manager for “?” or X’s, note these on service order, and correct if possible.	
	2.2. make sure that it has the latest hotfixes and service packs, that can be gotten depending on their Internet access	
	2.3. check event viewer for any error you should be aware of, note on service order and correct if possible.	
	2.4. reboot, and make sure that it is a clean boot.	
	If just updating the hard drive then you will be done after step 3 otherwise step 3 is for backup reasons	
3.	Reboot and start ghost at this time.	
	3.1. After the ghosting is complete install the new hard drive into computer, returning the old hard drive to customer.	
	3.2. If not ghosting then continue on.	
	Estimated time to this point is 1 to 1.5 hours	
4.	Collect at least the following Information from the old workstation, after you make sure that all programs have been shutdown, all temp files (from both the web browser and programs) have been deleted, and you have done a scan disk.	
	4.1. \documents and settings\ (windows 98 – my documents)	
	xcopy <directory name> <directory name> /e/c/h/o/r/y/i	
	xcopy \docume~1 \backup\docume~1 /e/c/h/o/r/y/i	
	4.2. for Putty export this key	
	[HKEY_CURRENT_USER\Software\SimonTatham\PuTTY\Sessions]	
	4.3. export any registry keys that you know you will need, do not spend too long on this.	
7.	Make a recovery disk, making sure that you have any extra drivers needed for boot up, i.e. hard drives, MB	
6.	If replacing mother board or video drivers load drivers first or if just video then change setting to Microsoft defaults for video.	
7.	Install new drivers for any new devices that have been installed, check the device manager and make sure that nothing new has an “?” or X thru it,	
8.	After putting everything back together, including covers, do one final cold boot, and look for errors.	
9.	All manuals, driver disks are to be put into either a bag or box that the devices came in.	
10.	Clean up your mess, at the shop this means putting up the mouse, keyboard, foam, and any cables that you got out or used. Boxes are to be left at the customers site, with instructions that they should keep them for a couple of weeks.	
	Estimated time to this point is 2 to 2.5 hours	