

Penn State Erie, The Behrend College Computer Maintenance Best Practices

*** Install Symantec AntiVirus**

Frequency: Once (or anytime that a rebuild of a PC has occurred)

Visit <https://downloads.its.psu.edu> and look for the “Virus Detection/Spyware Tools” category. Download and install the version appropriate to your operating system.

Upgrade the version of Symantec Antivirus

Frequency: Yearly

- Contact any Computer Center Help Desk for information about the availability of Symantec A/V version upgrades. Typically, these are available at the start of each fall semester and are found at the downloads.its.psu.edu web site.

*** Keep up with all Windows Updates**

Frequency: Whenever available. Schedule your computer to *automatically* download and install updates.

- From the “Start” button, click on “Control Panel”
- Once in the Control Panel, click on the “Automatic Updates” icon.
- Highlight the “Automatic” radio button and select “Everyday” from the drop down list.
- Click on “OK” to close the scheduler window.

*** Install a strong password on your computer**

Frequency: Once or anytime you suspect that the security of your password has been compromised

- Visit <http://www.alw.nih.gov/Security/Docs/passwd.html> for tips on choosing a strong password
- Contact any Computer Center Help Desk if you need assistance configuring your machine with a password

Perform a Spybot Search and Destroy System Scan

Frequency: Weekly or anytime your computer exhibits unusual behavior

- Visit www.safer-networking.org
- Find and click on the “Download” link to the left of the page.
- Scroll down on the resulting page until you find the “Download” category (this is a free download).
- Find and click on the “Spybot – Search and Destroy” link. This will take you to a list of sites from where the application can be downloaded. For best results, choose the “c|net Download.com” site. Save the file to your desktop.
- Once the download is complete, double click on the file that was saved to your desktop and follow the installation instructions. Make sure you choose to “place an icon on the desktop” so the program can be easily started in the future.
- Each time prior to running the program, perform a “Search for Updates” to ensure that the most recent problem detection files are in place.

***Mandatory!**

Perform a Symantec System Scan

Frequency: At least monthly (or anytime you suspect your computer may have been compromised)

- Set up Symantec to do an automatic system scan at the prescribed monthly interval. Double-click on the Symantec AntiVirus gold shield icon found on your taskbar (next to the clock).
- Click on the “Scan for Threats” category found on the left of the window, then click on the “Create A New Scan” link that displays on the left of the screen under the “Scans” heading.
- Click the button named “Full Scan” and click on “Next” twice.
- Click the “At Specified Times” button and then click “Next.”
- Pick a day of the month that you would like the scan to complete, and choose a time that your PC is typically running and click “Next.”
- Name the scan “Monthly Scan” and click “Finish.”
- Manual scans can still be initiated from the “Scan for Threats” menu of the main Symantec AntiVirus window.

Run Microsoft Disk Clean-up

Frequency: Monthly

- From the “Start” button, navigate the following: Programs-Accessories-System Tools-Disk Cleanup.
- Disk Cleanup will calculate where space can be saved and display the files that could be cleaned up. (One of these files may be the “Recycle Bin”. Check to make sure that there’s nothing in the Recycle Bin that may be important).
- Make sure all check boxes are checked.
- If you agree that the files displayed can be removed, click on OK.
- Please be patient as this process may take several minutes.

Run Microsoft Error Checking

Frequency: Monthly

- Double-click on the “My Computer” desktop icon (or single-click the My Computer option from the Start button).
- Right click on the “Local Disk C” and choose “Properties”. Click on the “Tools” tab at the top of the pane. In the “Error-checking” section, click on “Check Now”.
- A “Check Disk Local Disk (C)” box will open. Place a check mark in the box labeled “Automatically fix file system errors” and in the box labeled “Scan for and attempt recovery of bad sectors”. Click on “Start”. Typically, a new box will open that will ask if you want to run a disk check the next time you restart Windows. Answer “Yes” to this question and restart your computer.
- A disk check will run and will usually be followed by another restart.

Run Microsoft Disk Defragmenter

Frequency: Monthly (or after a large program’s installation or deletion).

- Follow the instructions listed above for Microsoft Error Checking. Instead of choosing “Error Checking” in step two, choose “Defragmentation”.
- Click on the “Defragment now” button.
- Defragmentation can take several hours to complete and the performance of the computer could be slowed by this process.

Getting help:

Contact the Computer Center Help Desks (Hammermill, X6415, Lilley Library, X6083, REDC X6709) for assistance with any of these steps. **On-Campus residents** can contact the Residence Hall Network Help Desk at X6550 or submit an on-line trouble report at <https://restech.bd.psu.edu>