

Your PC is being rebuilt – what to expect and what you need to do

Your computer is about to be rebuilt – by which we mean that the hard disk drive will be reformatted and the operating system will be re-installed. This is being done either because it was compromised (“hacked”), damaged with a virus or is simply experiencing so many problems that this is the most efficient way to restore it to good health.

One result of this is that all of your files and applications will be permanently erased! Therefore you need to make a backup of all of your documents and data files onto other media so that they can be restored after the rebuild is complete. If you need or would like help with backing up your files please let us know.

Please Note: *If the computer in question runs laboratory equipment it is critical that you make us aware of that fact!*

You should also pause and think about what applications you have installed on your computer and will need again after it has been rebuilt. Below is a list of software that we will install unless you instruct us otherwise:

Norton anti-virus	Adobe Acrobat Reader
HyperSnap	Eudora
SSH (secure telnet/FTP application)	Hummingbird TN3270 client
Netscape	

In addition, at your request, we will install:

- CalAgenda (corporate time calendar software) BFS client
- Web plugins for other administrative applications (in conjunction w/user)
- Hummingbird
- Microsoft Office. If you desire Microsoft Office you must either have the original media or must purchase a license (which you can do through us). Please make sure to specify the “Professional” version if you require the relational database program Access.

Other software that you must provide the media and license for might include:

- ChemDraw Adobe Photoshop Corel/WordPerfect
- ChemCad Adobe Illustrator Fluent/Gambit
- Matlab MathCad
- Aspen Adobe Acrobat (full version rather than just the reader)

This list is to help remind you of possible software. It is *not* meant to be all inclusive. Please pause and think about whether you use any other programs not mentioned here.

- Other (list) _____

I have read and understand all of the above, _____ Date _____