



Technology

Electronic Security  
Systems Inc.  
Case Study



Professional Home & Commercial Security  
Since 1991

## SCENARIO

| Problem   | Solution   |
|---|--|
| Computers running slow and characteristic of virus infected machines. | New Antivirus software, file cleanup, and system updates |

## IN DEPTH PROCEDURES

- The owner was having an error with Outlook where he could not send emails. This turned out to be bad mail account settings. We also reinstated his original IE home page.
- Downloaded and installed Spybot S&D and updated Windows. Installed Norton Corporate on owner's desktop, employee's desktop and their secretary's newly reformatted desktop.
- Created a shared folder at owner's request and made it accessibly only to his office manager via password. This shared folder was mapped as the Z drive and shortcuts were created on both desktops.
- Fixed employee's printer issue by uninstalling the current driver and installing an updated driver from the OKI printers support site.
- The secretary's computer was running especially slow and needed to be cleaned up completely. Her file system could have been destroyed by a virus but it was difficult to tell and even more difficult to remedy, so we decided to do a complete reformat.
- Once the desktop was booted into Windows, all drivers were installed including printer drivers and Windows updates. Norton Corporate was also installed and tested.
- The non administrative staff share of the owner's Z drive was restricted to only IPs within their local network. It was given a shortcut on the secretary's desktop so that she could share files with him.
- Office productivity software and any other requested programs were installed on the clean desktop.