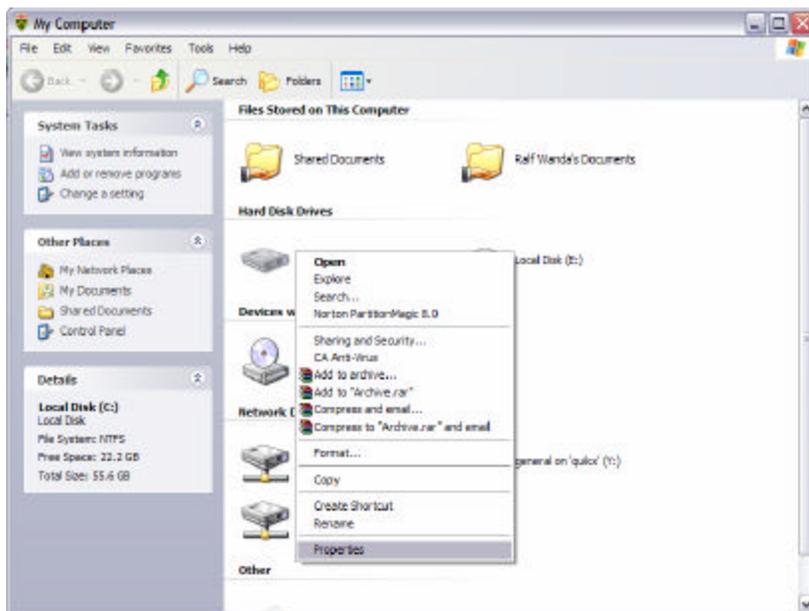


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Step 1

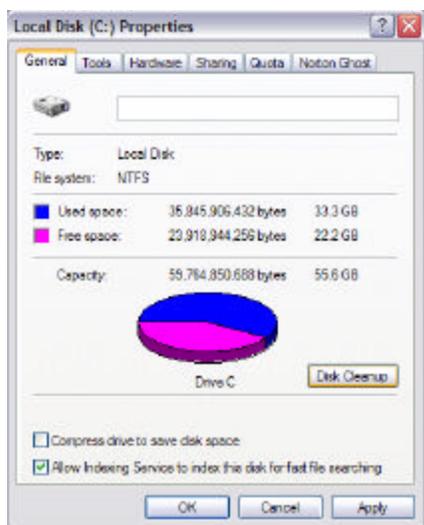
1. Left Click on [Start]
2. Left Click on [My Computer]
3. Right Click on [Local Disk (C:)]
4. From the drop down menu select (left Click) [Properties]



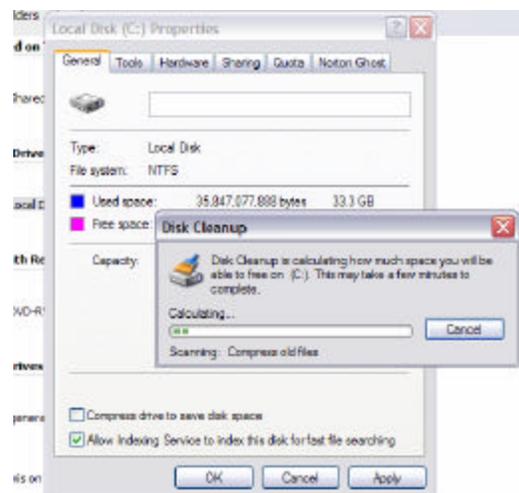
NOTE:

The pop-up window that appears will allow you to perform a number of functions. Hence the preceding steps will need to be redone for each of the functions that follow.

Step 2



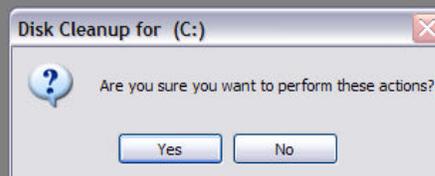
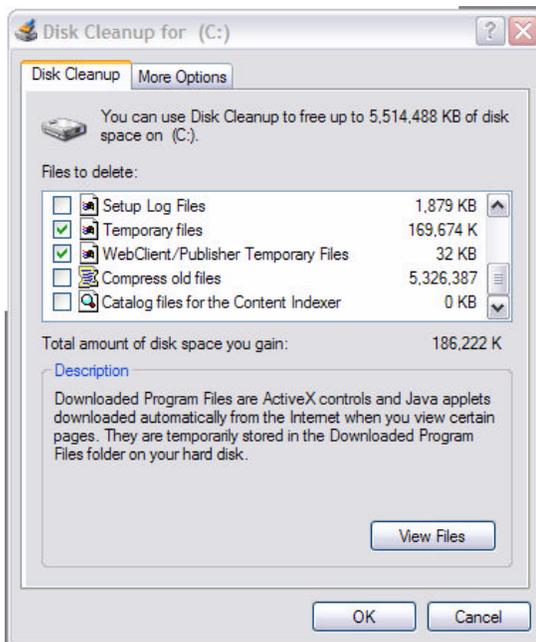
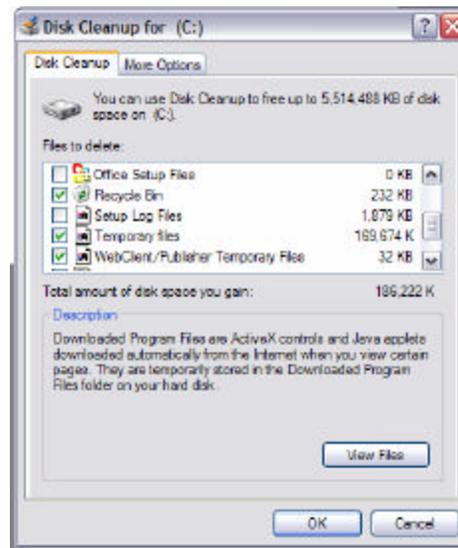
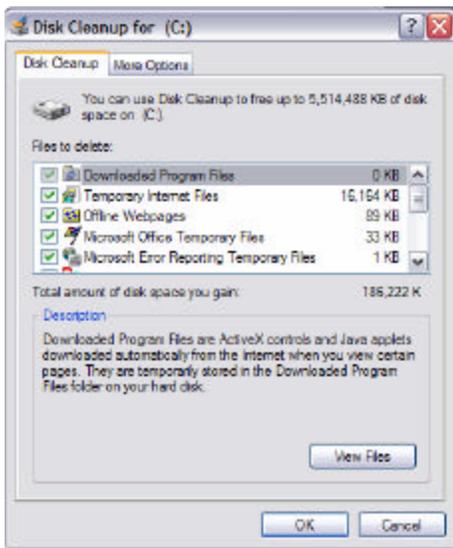
1. Under the "General Tab" in the "Local Disk (C:) Properties" menu Left Click on [Disk Cleanup]
2. A popup window titled "Disk Cleanup" will appear. Depending on how frequently this



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function has been performed in the past, this process may take a while.

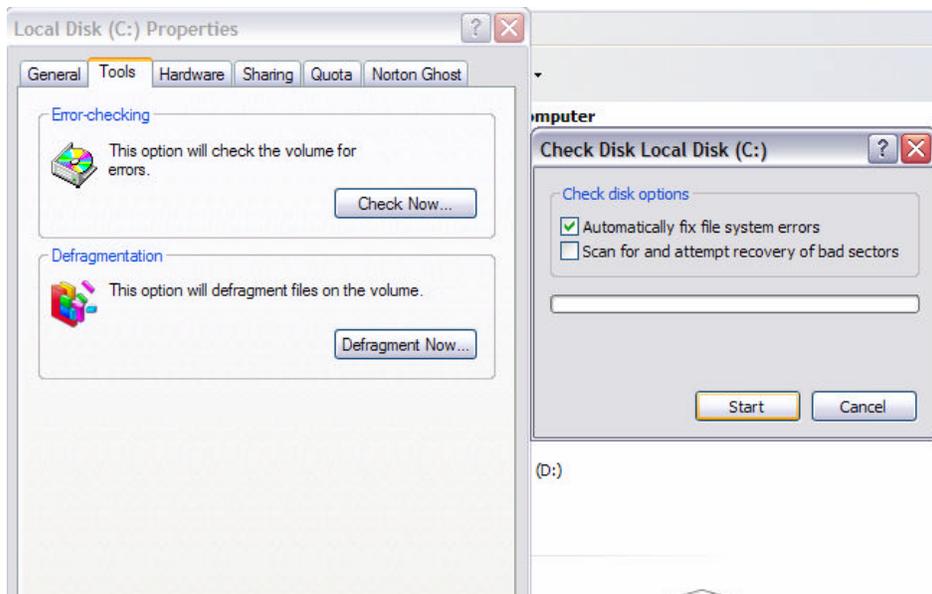
3. When the process finishes you get to determine which files to delete. Make sure that there are no check marks in front of the following items:
 - a. Office Setup files
 - b. Setup Log Files
 - c. Compress Old Files
 - d. Catalog files for content Indexer
4. Left Click [OK]
5. Answer (left click) [Yes] to the popup window.



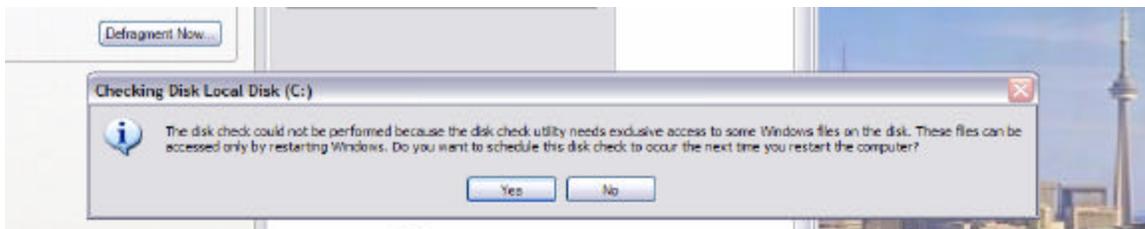
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Step 3

1. Repeat Step 1 above
2. Left Click on the [Tools] Tab in the Local Disk (C:) Properties Window
3. In the "Error-checking" section Left Click on the [Check Now...] radio button
4. Place (left click in the square) a check mark in front "Automatically fix file system errors"
5. Left Click on [Start] --- note that the other option that attempts to recover bad sectors will take a lot longer.



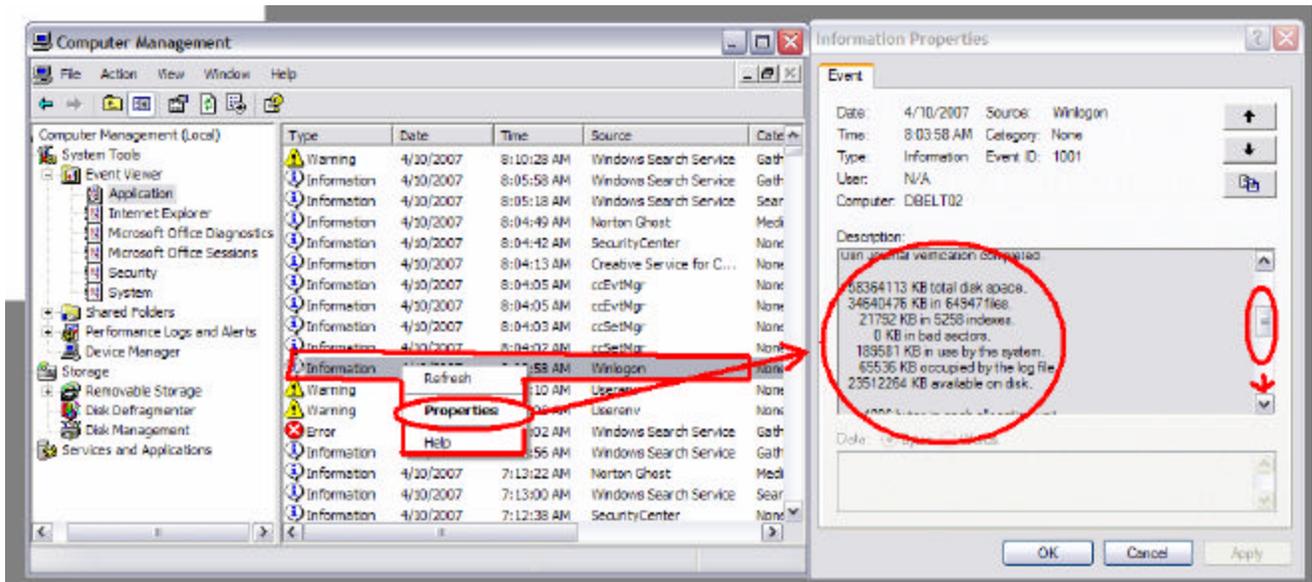
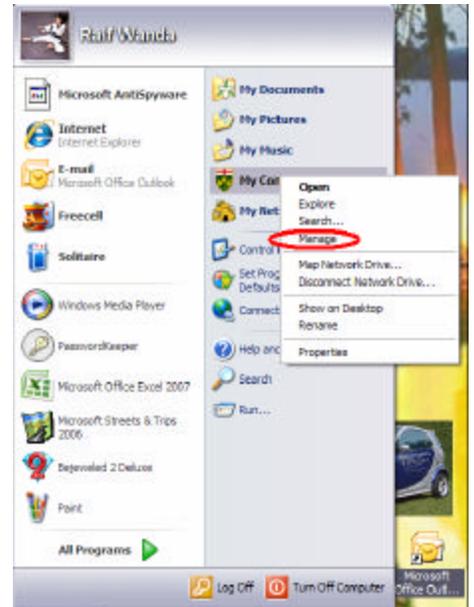
6. Windows cannot check the file system while it is running. Answer [Yes] the next pop-up window.
7. Now reboot the PC [Start] – [Turn Off Computer] – [Restart] – DO NOT TOUCH ANY KEY WHEN NOTIFIED THAT THE DRIVE WILL BE CHECKED



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Step 4

1. Left Click on [Start]
2. Right click on [My Computer]
3. In the drop-down menu select [Manage]
4. Expand the "Event Viewer" by left clicking on the plus sign (+) in front of it.
5. Highlight "Application"
6. In the right part of the window locate an information file with the "Source" named Winlogon.
7. Right click on that file and select [Properties]
8. Scroll down in the description field of the "Information Properties" window until you see the disk statistics. Check if there are any bad sectors. Bad sectors are an indication of hardware failure.
9. Notify MIS (Ralf Braukmann, Kevin Coon, Dave McLachlan, or Irene Spearns) at Head Office if there are any bad sectors.



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Step 5

1. Repeat Step 1 above
2. Left Click on the [Tools] Tab in the Local Disk (C:) Properties Window
3. In the "Defragmentation" section Left Click on the [Check Now...] radio button
4. In the "Disk Defragmenter" Window highlight "(C:)" under Volume (left click)
5. Left Click on "Defragment"
6. Allow the process to finish.

