

NetCad Service Program Includes:
Windows NT 4.0, 2000,2003, SBS, .NET Servers Maintenance.

- 1. Raid 1-5 hardware Mirror, Strip Set with Parity, Clustering: Check SCSI hard drives mirrored and Adaptec Controller to insure the data are replicated to second hard drive or strip chain of drives.**
- 2. Advanced monitoring:**
 - Check for application to insure the software is operational.
 - Check for system to insure the hardware is operational.
 - Check for security monitor password and hacking issues.
 - Processor, Memory and Network speed
- 3. Server Updates:**
 - Check and update service packs.
 - Check and update hot fixes from Microsoft.
 - Check and update Internet explorer security patches
 - Check and update Internet information server.
- 4. Server cleanup: To gain more space on hard drives and improve performance.**
 - Remove bad and unwanted files such as Internet temporary files.
 - Remove Tmp, Chk, Cln, Bak, Err..... Files
 - Insure Eagle Data is saved on specified folders.
 - Scan disk for any potential error such as Bad sectors.
- 5. Disaster recovery plan:**
 - Automatic backup, scheduling, and monitoring.
 - Check Server redundancy and fault tolerance such as (Raid 1) hardware
 - Check tape rotation.
 - Media retention and cleanup after 10 time usage.
 - Update Backup exact software foe new patches.
 - Update virus scans inside backup.
 - Server data recovery plan including Automatic Scripting. Insure data copied from server to Pc.
 - Provide a plan to restore data in case of disaster server crash.
- 6. Virus protection:**
 - Check the virus definitions retrieval to insure is up to date.
 - Remove quarantined not clean files and replace them with original copy
 - Run virus sweep to search for any infected viruses.
 - Daily schedule for definition and scanning.

Workstation PC Maintenance.

1. Advanced monitoring:

- Check for application to insure the software is operational.
- Check for system to insure the hardware is operational.
- Check for security monitor password and hacking issues.
- Processor, Memory and Network speed,, Video cards.

2. Operating system (Windows 2000, 98 Updates):

- Check and update service packs.
- Check and update hot fixes from Microsoft.
- Check and update Internet explorer security patches

3. Pc cleanup: To gain more space on hard drives and improve performance.

- Remove bad and unwanted files such as Internet temporary files.
- Remove Tmp, Chk, Cln, Bak, Err..... Files
- Insure all Data are saved on server not on local hard drives.
- Scan disk for any potential error such as Bad sectors.
- Defrag hard drive using NetCad software to gain speed.

4. Backup plan:

- Automatic backup, scheduling, and monitoring for Dan.
- E-mail backup, includes messages, Address books.
- Backup AutoCAD, Mechanical configuration.
- Backup Mastercam 9.0 sp1 software and patches.
- Backup CNC communication files.

5. Virus protection:

- Check the virus definitions retrieval to insure is up to date.
- Remove quarantined not clean files and replace them with original copy
- Run virus sweep to search for any infected viruses.
- Daily schedule for definition and scanning.

6. Antispam protection and Security:

- Run NetCad software to prevent Spam by e-mail and Internet.
- Create rules to direct e-mail as specified.
- Install Microsoft security Antispam for pc.

7. Application updates:

- Download and install patches for Microsoft office.
- Download and install patches for Autodesk software.
- Install AutoCAD cam patches.
- Install Procad software updates