केरेबो के सभी प्रत्यायोजित एकक

विषय :- कंप्यूटर रखरखाव के लिए मार्गदर्शन - के संबंध में।

महोदय,

उपर्युक्त विषय के संदर्भ में, केंद्रीय कार्यालय, केंद्रीय रेशम बोर्ड के आंतरिक लेखा परीक्षा पर देखा गया है कि केरेबो के कई एककों ने कंप्यूटर के लिए वार्षिक रखरखाव कराया नहीं किया है तथा तीन महीने से अधिक समय से ठीक ढंग से कार्य नहीं कर रहा है। इस संबंध में कंप्यूटर रखरखाव के लिए प्रस्तुत मार्गदर्शन (मार्गदर्शन में अनुशासित सॉफ्टवेयर के सी.डी. के साथ) आमंत्रित आवश्यक कार्रवाई तथा उप एककों के बीच परिचालनाधीन इसके साथ संलग्न किया जाता है।

यह सक्षम प्राधिकारी के अनुमोदन से जारी किया जाता है।

महोदय,

[वी.गणेशन]
उप निदेशक [कंप्यूटर]

संलग्न : यशोपरी

प्रतिलिपि : संयुक्त निदेशक (विभा), आंतरिक लेखा परीक्षा अनुमान, केंद्रीय रेशम बोर्ड, बेंगलुरु को सूचित किया।

[वी.गणेशन]
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दूर भाषा Tel 080 - 26282531 फैक्स Fax 080 - 26681511 ई-मेल E-Mail : csb@silkboard.org
All delegated units of CSB. (as per list enclosed)

Sir,


With reference to the subject cited above, it is observed by the Internal Audit of Central Office, Central Silk Board that many of CSB units have not entered in to an AMC for Computers and are not functioning properly for more than three months. In this regard, detailed Guidelines for computer maintenance are enclosed herewith (CD containing Software recommended in the Guidelines) for further necessary action and circulation among sub-units.

This issues with the approval of Competent Authority.

Yours faithfully

Sd/-
(V. GANESAN)
DEPUTY DIRECTOR (COMP)

Encl: As above.

Copy to: The Jt. Director (Fin), Internal Audit, CO-CSB, Bangalore for information.

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GUIDELINES FOR COMPUTER MAINTENANCE
(COMPUTER SECTION : CO : CSB) · June 1, 2010

ANNUAL MAINTENANCE CONTRACT:

(i) To keep the computers & printers in good working condition, all the computers/ printers to be covered under AMC immediately after the warranty period.

(ii) The AMC should be on-site. Whenever any hardware problem arises, the same will be communicated by any means to the office of the maintenance agency and the agency should arrange to depute suitably qualified personnel to CSB office, not merely for inspection of the problem, but for its proper rectification, strictly within next working day from the receipt of the communication. In very rare and severe cases another two working days may be allowed after his first visit at the discretion of the Institute/ Unit head. A delay beyond the first three working days will extend the period of AMC accordingly. If the delay in proper rectification is more than ten working days from the date of receipt of the first communication, the Institute/ Unit head of CSB will have the right to discontinue the contract by just informing the agency.

(iii) AMC charges will not be paid in advance. The Annual Maintenance charges shall be paid on half yearly basis after its successful completion only.

LIFE EXPECTANCY:

(i) The average desktop PC has a functional lifespan of roughly three to five years. The length of the lifespan greatly depends upon the type of system purchased, advances in hardware components and changes in the software that we run.

(ii) Accordingly, the computers which are more than 5 years old are considered as obsolete and fit for complete replacement (excluding printers) with a new one. The old computers may be utilized as long as its works and then condemned.

(iii) Such replacement should be undertaken after the AMC period of the old system. If not, the remaining AMC period of the old system should be waived off immediately by intimating to the maintenance agency.

USAGE GUIDELINES:

(i) All the CSB units should ensure only licensed software (or) freeware software are used in CSB computers.

(ii) To reduce the software cost, it is advised to use freeware software which are free to download and install at any no. of systems without any license issue. More over, the freeware runs without any problem in lower end systems which are having less memory.
The following are the recommended alternate freeware software

<table>
<thead>
<tr>
<th>Instead of</th>
<th>Alternate freeware</th>
<th>Advantage</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>MS Office</td>
<td>Open Office.org</td>
<td>More user friendly, any word/excel/power point documents can be opened through single entry point, functions without any problem in 256 MB RAM onwards, etc.</td>
<td><a href="http://download.openoffice.org/">http://download.openoffice.org/</a></td>
</tr>
</tbody>
</table>

The above two software are widely used across CSB units for which equivalent free software (of windows version) is available for free of cost and the same is available in the enclosed CD.

(iv) **Daily:** Each computer should be shut down daily. This cleans up the buffers and makes things run more smoothly. This will also extend the life of the unit. If the system is going to be idle for more than 30 minutes better to switch off to save electricity.

(v) **Weekly:** (a) Every computer should have a working and up to date Virus Scanner. A good free Antivirus program is available at: http://www.microsoft.com/security_essentials. Perform a weekly full scan either manually or setup an automatic scan at a preset time. (Antivirus downloads as on 1/6/10 for XP and Vista/Win7 are available in the enclosed CD. Network connection required to update after install. Manual update also possible from http://go.microsoft.com/fwlink/?LinkId=87342). (b) Empty the recycle bin and clear out any print jobs that are stuck in the print buffers. (c) Backup any data deemed to be critical if something should go wrong.

(vi) **Monthly:** (a) Manually check for Windows Updates. Make sure to install any critical updates immediately. Go to Start Menu—Windows update and run from there. (b) Run Disk Cleanup. Go to Start Menu—Programs—Accessories—System Tools—Disk Cleanup and run from there. This cleanup: temporary internet files, downloaded program files, recycle bin and other temporary files. For more through cleaning download and run http://www.ccleaner.com/download. [Cleaner download as on 1/6/10 is available in the enclosed CD].

(vii) **Quarterly:** Make sure all of the above (iv to vi) are done and then run Disk Defragmenter. Make sure all other programs and windows are closed. Don’t run anything else on the machine until this program completes. It’s in the Start Menu—Programs—Accessories—System Tools—Disk Defragmenter.

(viii) **Semi Annually:** Run all of the above. Vacuum and clean around the machine to make sure it can move air properly for cooling and not get loaded up with dirt inside the machine.

(ix) Detailed usage guidelines for peripheral wise is enclosed as Annex-A.
Peripheral wise Maintenance Guidelines

1. CPU

☑ Always use UPS for powering up the CPU.
☑ Clean the CPU and its surroundings daily before use.
☑ Keep liquids away from the CPU.
☑ Shutdown the computer properly.
☑ Always cover the CPU with dust cover or cloth.
☑ Check all connections to the Motherboard before turning the CPU on.
☑ Never place the CPU near open windows, to avoid sun light, rain and
dust accumulation.
☑ Never place other thing very close to the CPU due to which the
ventilation of the CPU case is blocked.
☑ Never remove cables plugged to the CPU forcefully.
☑ All cables should be plugged tightly to the CPU with the help of
screws provided on the connectors.
☑ Never connect or disconnect a printer to the CPU when both the
printer and the CPU are powered on.
☑ Always use proper driver files of each device, as far as possible, so
that all features of the device can be used.
☑ Never open or try to repair parts inside the CPU without proper
guidance.

2. MONITOR

☑ Always cover the monitor when not in use.
☑ Remove the cover completely when the monitor is in use.
☑ Never connect or disconnect a monitor to the CPU when the CPU is
powered on.
☑ Always use correct refresh rates and display setting to increase the
life of picture tubes in CRT Monitors.
☑ Place the monitors only on the stand provided for it.
☑ Never place a device like speakers, UPS etc having magnetic field
near the monitor.
☑ Always connect the VGA cable tightly to the mother board.
3. KEYBOARD

☑ Always cover the Keyboard with its cover or cloth.
☑ Clean the keyboard daily before and after use.
☑ Keep liquid or sticky substances away from keyboard.
☑ Never use liquids to clean the keyboard.
☑ Never connect or disconnect a keyboard to CPU when the CPU is powered.
☑ Never pull the keyboard to straighten the cable.

4. MOUSE

☑ Always use mouse pad to use the mouse.
☑ Never connect or disconnect a mouse to CPU when the CPU is powered.
☑ Clean once in a month inside the ball-mouse.
☑ Use optical mouse on the black surface for best result.

5. OPTICAL DRIVES

☑ Always place a CD inside the optical drives like CD Drive, DVD Drive etc when it is not in use.
☑ Never close the drive door by pressing the disc tray.
☑ Always use the Close/Open button to close or open the drive tray.
☑ Never use a damaged (broken or scratched extensively) disc in the drive.
☑ Always close the tray after placing the disc properly in the tray.

6. LASER PRINTERS / INK JET PRINTERS

☑ Always use original toners / cartridges from manufacturers.
☑ Always cover the printer when not in use.
☑ Use quality paper to take print out.
☑ Always make sure that the paper path is clear.
☑ Never pull out the jammed paper on the reverse direction (direction from which the paper gone in)
☑ Never use sharp things to remove jammed paper.
☑ Get it serviced once in a quarter.
7. DOT MATRIX PRINTER

☑ Always cover the printer when not in use.
☑ Never connect the printer data cable to the CPU when the printer is on.
☑ Never use sheet more than the maximum sheet allowed by the OEM.
☑ Always place the sheet selector to desired number of sheers before printing.
☑ Never use a torn ribbon.
☑ Clear out the folded ribbon before use.
☑ Never rotate the knob when the printer is powered on.
☑ Never feed the paper manually when the printer is on.
☑ Always place the continues-stationery on the paper holder.
☑ Always use the ribbon mask.
☑ Get it serviced once in a month.

8. UPS

☑ Always provide power to the UPS unit, even if it is not in use.
☑ Never leave the UPS unit on when it is not in use.
☑ Never connect printers to the UPS.
☑ Never over load the UPS by adding extension boxes to use more device on the UPS.

9. DVD / Compact Disc (CD)

☑ Never leave a disc exposed to sun light or dust.
☑ Always keep the disc in the case provided for it.
☑ Clean the disc surface with soft wet cloth.
☑ Never use chemicals to clean the disc surface.
☑ Always use soft tipped pens like permanent marker etc. to write on the label side of the disc.
☑ Never touch/ scratch/ write on the data side surface.