

# Server Inspection

## A Crisplant Hotline service



Control systems constitute a vital part of our customers' sorter systems. During site visits we often experience errors like hard disk worn too early, unsatisfactory functionality due to dirty conditions, computers infected with malicious software etc. To make up for this, Crisplant offers you Server Inspection where weak points in the control system are tested and controlled, in order to achieve a higher system availability, avoid possible breakdown situations, and extend the hardware equipment lifetime.

The Crisplant Server Inspection is carried out based on certified Crisplant checklists and procedures, which assures a high level of control.

Each inspected equipment is marked with an Crisplant inspection seal. On completion of inspection, a conclusion report is sent to the customer. The report includes information about the equipment that has been verified and pro-active instructions to be followed in order to avoid specific, identified problems in the future.

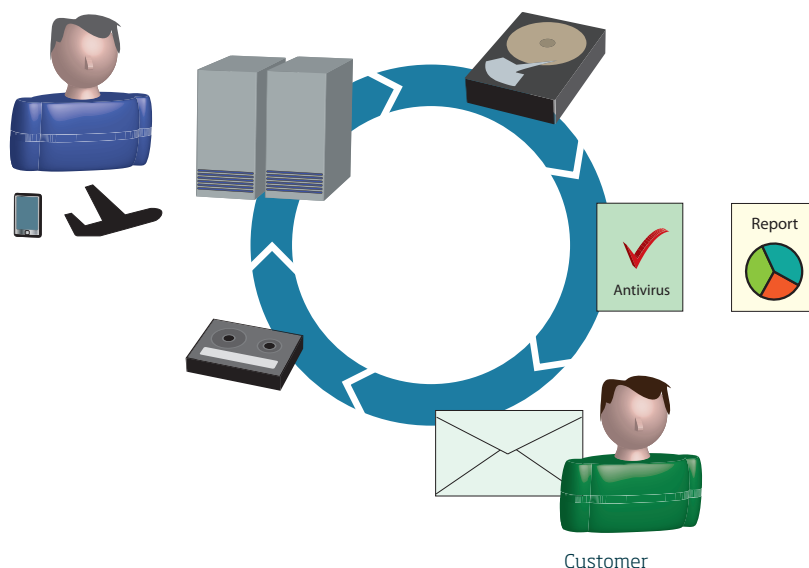
### FEATURES >>

- Inspection, check, and cleaning carried out by skilled Crisplant Engineer
- Replacement of defective parts
- Backup/restore test
- Inspection for virus and malicious software
- Control system spare parts check
- Fallback facilities test

### BENEFITS >>

- Higher system availability
- Lifetime extension of HW equipment
- Breakdown prevention
- Safe tape backup storage
- Concluding report and recommendations

Crisplant Hotline engineer



The Crisplant Server Inspection is a proactive intervention that ensures higher system availability. The customer can be sure that the inspected equipment has been tested and is well functioning.

The Crisplant Server Inspection is a detailed on-site inspection which includes:

- Check and cleaning of all servers
- Check of work stations
- Replacement of defective parts (i.e. parts not included)
- Hard disk consumption check:
  - Hard disk defragmentation, if needed
  - Logs and alarms check and hard disk clean-up
  - Virus and malicious software check and clean-up
- Backup servers test
- Control system spare parts check
- Server room and cabling check
- Check of fallback facilities
- Tape backup on all machines
  - One set of backup tapes left on site
  - Storage of one set of backup tapes in Crisplant Hotline fire-proof safe, from where the customer can require the backup sent to site anytime.

### HPP Hotline Product Package

- Hotline Support
- Server Inspection
- Connection Monitoring
- Performance Monitoring
- Remote Optimizing
- Customer Training
- Advisory Service
- Virus Protection
- OS Patching
- VPN Remote Access

Ask your local Crisplant office for more information. Check [www.crisplant.com](http://www.crisplant.com) for your nearest Crisplant Support office.

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