

Work Completed

Person contacted via (Circle one): phone/VM email

Date	Time
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Notified by: _____

Check	Troubleshooting Performed	Add. Notes	Initials	Date	Time
	Combofix				
	Malwarebytes Scan				
	Clear Startup.ini (msconfig)				
	Review Installed programs				
	Remove Known Problems				
	Check Status of Antivirus (If none, install Microsoft Security Essentials)				
	Run CCleaner				
	Check Windows Updates				
	Any other actions taken?				