



TECH NOTES

FROM THE BLACK CREEK SERVICE TEAM

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Subject: Basic Computer Maintenance

“An ounce of prevention is worth a pound of cure.” No truer words have ever been spoken when discussing the maintenance of mission critical equipment, such as that installed as part of your Black Creek Touchscreen Control System. Although the majority of the Control System requires little or no preventive maintenance, this is not the case for the heart of the Black Creek Control System, the system computers.

Whether it is the Detention Server, Network Video Recorders, or Touchscreen Computers, a little preventative maintenance will go a long way in reducing the aggravation, system downtime, and more importantly staff overtime and unplanned repair expenditures.

A regular cycle of periodic maintenance will greatly prolong the lifespan of the computers in your control system. How often the maintenance needs to be scheduled will depend on the operational environment where they are installed. For some installations, a 6-month cleaning cycle will be

sufficient to keep the system running smoothly, while other installations may require this maintenance on a more frequent basis.

For our Level Two and above Service Plan Customers, this maintenance is performed at scheduled intervals during our regular maintenance visits to your facility.

For our customers who have chosen to perform the system maintenance with their own staff resources, Black Creek’s Service Department can provide you with all the information you need to establish a comprehensive preventative maintenance program for your Black Creek System.

Maintenance for the Black Creek Control System Computers is relatively simple, and will require little downtime. The time it takes on the ‘front end’ will more than pay for itself in the long run. What the maintenance program will consist of will depend on the configuration and age of your particular installation. Regardless of your system configuration or age, it’s not too late to begin a campaign to address issues before they become problems.

The Takeaway

Failures in your Black Creek System can, to a large degree, be avoided if the proper preventive measures are taken. You should establish and maintain a schedule of preventive maintenance and care now to avoid possible problems in the future. Contact Black Creek’s Service Department for more information.
