pute.us

INCLEMENT WEATHER
PREPARATION PROCEDURES

Tip: Prior to changing or moving any equipment, it is helpful to take photos of all equipment and the connections including network, power, monitor and USB devices

COMPUTERS

Shutdown the operating system.
- ❑ **Windows 10**
  - ● Click the **Start square** in the lower left corner
  - ● Click the **power icon**
  - ● Click **Shutdown**
- ❑ **Windows 7**
  - ● Click the **Start circle** in the lower left corner or the Start button in the lower left corner
  - ● Click **Shutdown** (if Shutdown is not available, click the arrow to the right of Log Off or Restart to select Shutdown)

Note: If connected to a surge protector or battery backup/UPS

unplug from the wall outlet (or unplug power cables from the surge protector or UPS if wall outlet is not accessible).

If plugged into a battery backup/UPS, be sure to power it off as it will start to beep notifying you that it is on battery power (if unable to power the battery backup/UPS off, it will continue to beep until the battery then dies)
- ❑ Unplug Ethernet cable from the back of computer or docking station.

PRINTERS

- ❑ Power off the printer.
- ❑ If connected to a surge protector - unplug as described above.
- ❑ Unplug the Ethernet cable from the back of the printer.
- ❑ Unplug the phone cable from the back of the printer (if a fax line is connected).

SERVERS AND NETWORK EQUIPMENT

- ❑ Please contact pute.us to have us make a final offsite backup and power the server off for you. This step applies to other critical workstations such as radiology and dental.
- ❑ Label connections or take photos to document how things were prior to the event and unplug all connections from the server.
- ❑ Networking equipment: Modem, Router, Switches, Access Points - unplug battery backups, or unplug power cable if plugged into the wall directly. Label network cables on router to correspond to the port they are plugged into (WAN, port 1, etc.) then disconnect the network cables.
- ❑ Battery backups - power these off and then unplug them.

PHONES AND PHONE SERVER

- ❑ Unplug the ethernet cable from the back of the phone to disconnect it from power.
- ❑ Contact pute.us to have us power down the phone server.
- ❑ Label connections or take photos to document how things were prior to the event and unplug all connections from the phone server.

PROTECT FROM WATER/WIND

When a major storm is predicted, elevate your CPUs, printers, servers, and other network devices, as well as other electrical appliances, off of the floor. For high winds, move computers away from windows. If there is a possibility of water leakage, cover computer equipment with plastic.

CONTINUING OPERATIONS AFTER THE STORM

If you are in the path, power and internet connectivity may be hard to come by for a few days. Ensure you have current printed references such as price lists, inventory lists, etc. on hand to continue business during loss of power or internet.

Reconnection Procedure

- ❑ **Ensure that power to the building is stable** and unaffected by water/wind damage. **Tip:** Plug in a fan or other non-critical device into power and power it on to confirm that there will be no safety issues with reconnecting the rest of the devices in the building.
    - ❑ If pictures were taken prior to disassembly, please refer to those images for proper reconnecting of equipment

Order of reconnection:
- ❑ **Connect networking equipment** (or their respective battery backups) to power first, modem/router/network switches. Battery backups must be powered on before items connected to the battery side will receive power.
- ❑ **Connect Server battery backup** to power, power on the battery backup and power on the server. Confirm with pute.us that the server is visible and unaffected by the storm
- ❑ **Connect Phone server** to power and network and power it on. Confirm with pute.us that the phone server is visible and unaffected by the storm
- ❑ **Reconnect ethernet cable to the phones** and once the phone has booted, confirm that you are able to dial out.
- ❑ **Connect workstation/lab/radiology computers, battery backups and printers** back to power and network and power them on.
    - ● if plugging equipment back into a battery backup/UPS, double check that any printers are NOT plugged into the battery section of the outlets, ONLY the surge portion

If the building does have power but internet is unavailable, we can keep computer and phone networks connected using the failover 4G connection. This failover is not automatic, please contact **pute.us** to enable the failover connection. Internet speeds will be slower than normal, but it should be stable enough to keep credit card processing functional. Phone service will also run through the 4G connection in the event the building has power but no internet.

If the building does not have power, please contact **pute.us** to ensure that a failover cell number is active and functional for your facility.