

What is a software rebuild?

A software rebuild is quite simply a re-installation of the operating system and additional software. The reasons for a rebuild may be due to a virus or spyware infection which is rendering the system unusable, a corrupt registry or missing system files which won't allow the system to boot into Windows, or maybe you are planning on giving your system to someone else and want to make sure that your data and personal information is no longer on the system.

While the reasons for a rebuild may vary, it is important to remember that this is not as easy a task as it sounds. A typical (and proper) rebuild usually takes at least 6 to 8 hours to complete and could even take longer depending on the state of the hardware or amount of data. While a software rebuild may take Black Bag Support 6 or 8 hours to complete, the customer charge is a flat rate fee of 3.5 hours including the on-site final setup, but not including any parts that may have been replaced. The reason for this flat rate is because if you were actually charged for the full amount of our labor, you might have been better off purchasing a new system.

You may be asking what Black Bag Support considers a "proper" rebuild to be. A proper rebuild consists of a data backup image and verification, virus scan, data extraction, complete hardware testing, recording of user environment settings, software re-installation with all updates, restoration of the data and finally, on-site installation and testing of printers, internet access and email.

Prior to performing a rebuild, you will be asked for the CD's of any software that you have installed on the system. You will also be asked if there are any important programs which are needed. This is requested so that we can be sure to recover the program data. Upon completion of the rebuild, you will be asked to review the system to ensure that you are not missing any data. Data backup images are held for two weeks so that we can retrieve any additional data that you may not have thought of.