Computer Troubleshooting and Maintenance

Presented by

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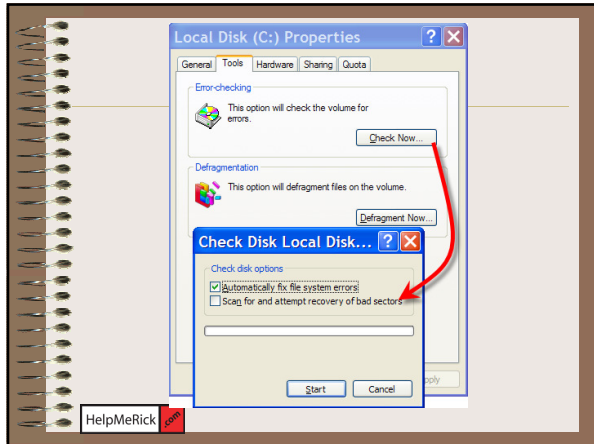
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PC Essentials

- Maintenance
- File Backup
- Internet Security
- Troubleshooting

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Hard Drive Maintenance

- Run Scan Disk (*error checking*) every 2-4 months
- Run Disk Defragmenter every 6-9 months
- Run Ccleaner at least monthly

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Local Disk (C:) Properties

General | Tools | Hardware | Sharing | Quota

Error-checking

This option will check the volume for errors.

Check Now...

Defragmentation

This option will defragment files on the volume.

Defragment Now...

Check Disk Local Disk...

Check disk options

☑ Automatically fix file system errors
☐ Scan for and attempt recovery of bad sectors

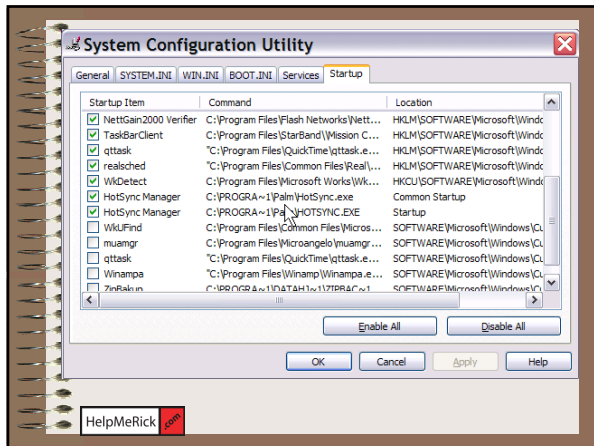Start | Cancel

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Hard Drive Maintenance II

- **Only use** Add/Remove programs to remove unwanted programs
- Don't use an excessive amount of utilities like Norton System Tools
- Reduce the accumulation of temporary Internet files by setting the limit low

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Hard Drive Maintenance III

- Keep only necessary items running at startup
- Learn to use the Microsoft Configuration Utility (msconfig) to control startup programs
  - Click Start→ Run → type: msconfig
  - Click the Startup tab

System Configuration Utility

General | SYSTEM.INI | WIN.INI | BOOT.INI | Services | Startup

Startup Item	Command	Location
☑ NettGain2000 Verifier	C:\Program Files\Flash Networks\Nett...	HKLM\SOFTWARE\Microsoft\Windo
☑ TaskBarClient	C:\Program Files\StarBand\\Mission C...	HKLM\SOFTWARE\Microsoft\Windo
☑ qttask	"C:\Program Files\QuickTime\qttask.e...	HKLM\SOFTWARE\Microsoft\Windo
☑ realsched	"C:\Program Files\Common Files\Real\...	HKLM\SOFTWARE\Microsoft\Windo
☑ WkDetect	C:\Program Files\Microsoft Works\Wk...	HKCU\SOFTWARE\Microsoft\Windo
☑ HotSync Manager	C:\PROGRA~1\Palm\HotSync.exe	Common Startup
☑ HotSync Manager	C:\PROGRA~1\Pa...\HOTSYNC.EXE	Startup
☐ WkUFind	C:\Program Files\Common Files\Micros...	SOFTWARE\Microsoft\Windows\Cu
☐ muamgr	C:\Program Files\Microangelo\muamgr...	SOFTWARE\Microsoft\Windows\Cu
☐ qttask	"C:\Program Files\QuickTime\qttask.e...	SOFTWARE\Microsoft\Windows\Cu
☐ Winampa	"C:\Program Files\Winamp\Winampa.e...	SOFTWARE\Microsoft\Windows\Cu
☐ ZipBackup	C:\PROGRA~1\DATAH1~1\ZIPBAC~1	SOFTWARE\Microsoft\Windows\Cu

Enable All   Disable All

OK   Cancel   Apply   Help

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General PC Safety Hints

- Keep PC ventilated
- Make sure fan is not obstructed
- Clean flat screens with soft cloth rag slightly moistened with water only
- Use a $20+ surge protector

- Buy an optical mouse if you don't already have one
- During periods of heavy storms, unplug the computer completely
- Always install Microsoft updates or visit the update center manually

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File Backup

- Keep all original program disks and registration numbers
- Regular backup of important files *YOU* have created
- Backup up large amounts of data like pictures, music, video to CDs or DVDs
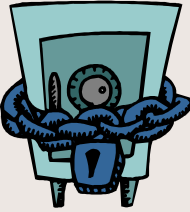- Backup documents, address books, etc to USB flash drives

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Steps to Effective Backup

- Store all important files in a common folder
- ID other data files (ie bookmarks, Quicken files, etc)
- Backup at least once per month

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Steps to Effective Backup cont'd

- Use flash memory drives (thumb drives) for quick and easy backup
- Keep at least two copies of backups
- Consider a second hard drive or online backup
- CD/DVDs are great for archiving data

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Some Good Backup Software…

- NTI Backup Now
  www.ntibackupnow.com

- Backup Plus
  www.backupplus.net

- Second Copy
  www.secondcopy.com

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Internet Security I

- Currently, I like AVG AntiVirus or Microsoft Security Essentials the best
- Be wary of email attachments… especially from friends and family
- Strongly consider using an alternative browser like Firefox or Google Chrome

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Internet Security II

- Use the Windows XP firewall
- High speed Internet users can use router as firewall
- Always use Antispyware software
  - Windows Defender
  - AVG Anti-spyware
  - SpyBot Search & Destroy
  - Malware Bytes

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Troubleshooting

- Don't Panic!
- Re-trace your steps
- Don't automatically start punching buttons and clicking your mouse

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Illegal Operation

- Occurs when your system's memory either loses track of itself OR memory gets too low
- Don't bother looking at details
- Usually you can just click on close and re-open your program
- If it occurs frequently in same program, uninstall and reinstall

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System Restore

- Starting with Windows Me and above, System Restore will take your computer back to a happier time
- Use this tool when you can isolate the problem to a specific day or event
- Found under Start → Programs → Accessories → System Tools

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Mouse/Keyboard Freeze

- Push Ctrl+Alt+Del… if "Close Program" list pops up, Click on End Task
- Don't be afraid to pull the plug or hit the reset button

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Computer or Monitor won't start

- Check power cords at BOTH ends… computer and power strip
- Make sure power strip is on
- Push the power button on the monitor and computer
- Try starting without power strip

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High Speed Modem (Cable/DSL)

- Shut modem off and turn back on
- Push reset button on modem
- Restart computer
- If using a router, reset the modem **and** the router

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In need of answers? Check out:

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Or… If you are really in a bind, call Rick at 257-0825 to schedule an appointment

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