



Troubleshooting Your Computer

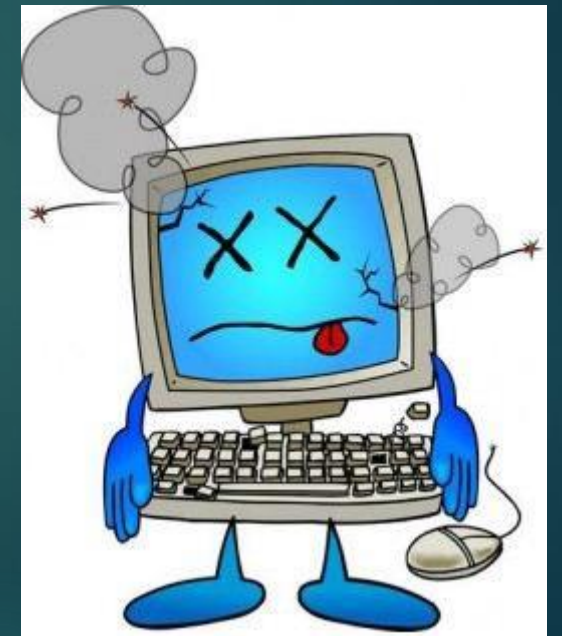
PCBUG – The Naples Technology User Group
November 19, 2020

- ▶ This presentation is brought to you by APCUG's Speakers Bureau
- ▶ It is a benefit of PCBUG's membership in APCUG



Troubleshooting Your Computer

- ▶ It may look like your computer has crashed and all your data is lost forever
- ▶ There are a lot of problems that keep you from reaching your data that can be fixed, sometimes in a matter of minutes



Troubleshooting Your Computer

- ▶ Many computer problems appear more serious than they really are
- ▶ ...hard drives do fail – but not very often

Troubleshooting Your Computer

Don't panic!

- ▶ Don't get frustrated & buy a new computer
- ▶ Relax
- ▶ Take a breath
- ▶ Pour yourself a glass or cup of your favorite beverage.....

Troubleshooting Your Computer

- ▶ Once you start troubleshooting, you will want to remember what you have done, so you don't repeat yourself
- ▶ Remember the steps you've taken --write them down
- ▶ If you end up asking someone for help, it will be much easier if they know exactly which steps you've taken

First Step!!

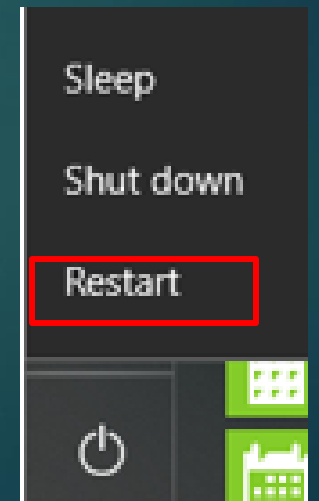


Restart

- ▶ Sometimes this is the first thing tech support asks you
- ▶ It's best to be able to say, yes

Restart

- ▶ You and your operating system leave behind a kind of footprint, usually in the form of background processes you don't really need running anymore, or programs that didn't quite close all the way.
- ▶ When you restart your computer, every program and process ends..



Put Your Thinking Cap On

- ▶ Did you install a new program?
- ▶ Download something from the Internet?
- ▶ New hardware?
- ▶ Power Outage?
 - ▶ Yes to any of the above gives you a head start

Make Sure There Really is a Problem

Can't start your computer? Check the basics

- ▶ Check all the cables, connectors, and power cords to make sure they're plugged in securely

Make Sure There Really is a Problem

Wireless Keyboard / Mouse

- ▶ Are the switches in the On position?
- ▶ Try another USB port
- ▶ Replace the batteries



Make Sure There Really is a Problem

Surge Protector

- ▶ If you're using a surge protector, make sure it's on and that it works
- ▶ A surge protector may not be working because it is designed to self-destruct
- ▶ When an electric jolt is too much, your surge protector takes the hit, saving your more expensive hardware from the surge

Make Sure There Really is a Problem

- ▶ Plug something else into the surge protector to make sure there isn't a power problem.



Make Sure There Really is a Problem

- ▶ Circuit Breaker?

No Internet Access

Check with ISP re outage

- ▶ Plug computer directly into your router
 - ▶ Ethernet cable
- ▶ Unplug router
 - ▶ Wait for 30 seconds
 - ▶ Turn back on

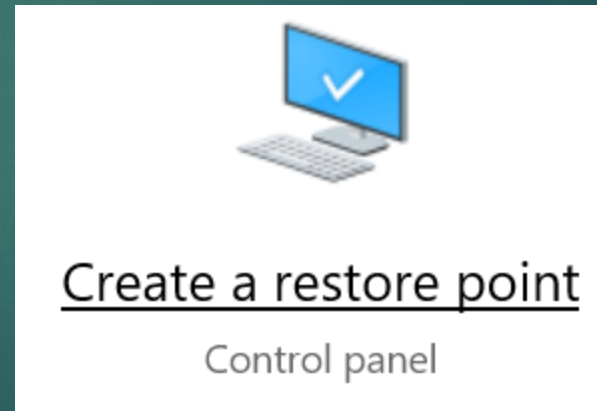
No Internet Access



- ▶ Still no Internet access
 - ▶ How old is your router?
 - ▶ Don't forget to change log-in / password

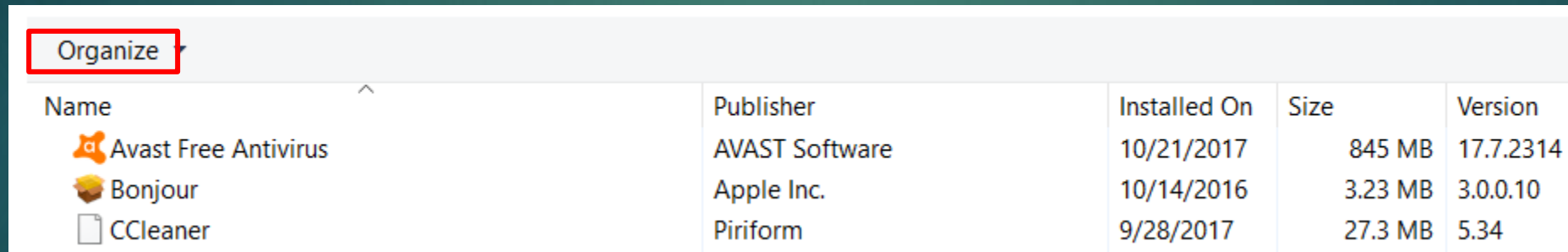
Important Step!!

- ▶ Before you start your troubleshooting, create a Restore Point – just in case
- ▶ In Search Box, type Create a Restore Point or Ask Cortana
- ▶ Create a Restore Point






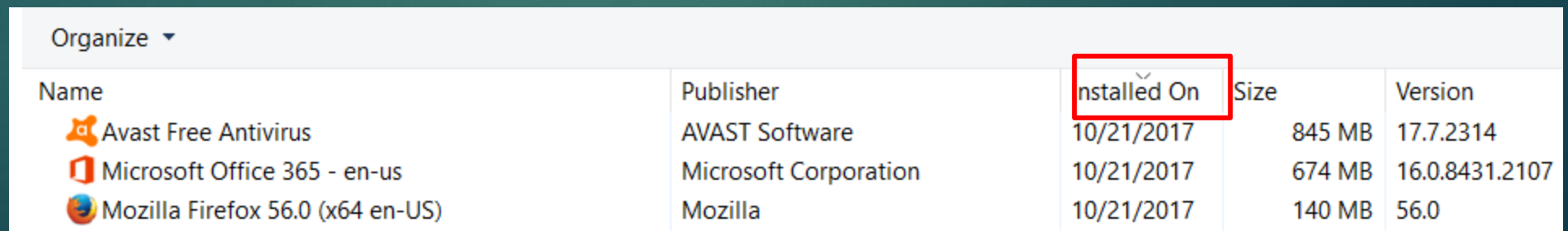
No More Bloat

- ▶ Uninstall programs you no longer use
- ▶ Sort by date to see if you have downloaded unwanted programs






The screenshot shows the 'Organize' menu in Windows Settings. The 'Organize' button is highlighted with a red box. Below it is a table of installed programs.

Name	Publisher	Installed On	Size	Version
 Avast Free Antivirus	AVAST Software	10/21/2017	845 MB	17.7.2314
 Bonjour	Apple Inc.	10/14/2016	3.23 MB	3.0.0.10
 CCleaner	Piriform	9/28/2017	27.3 MB	5.34

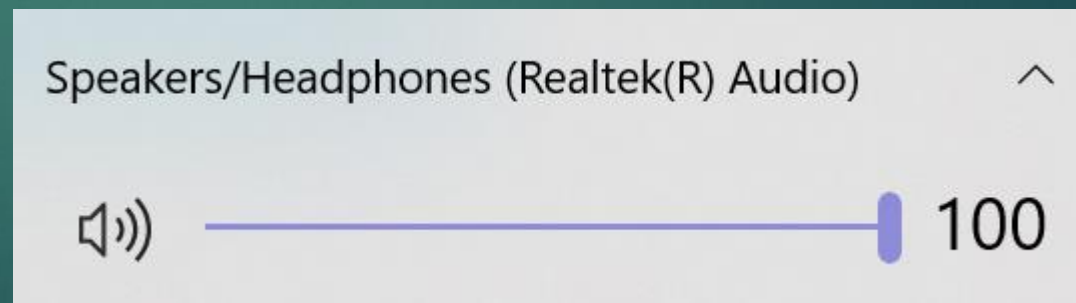


The screenshot shows the 'Organize' menu in Windows Settings. The 'Installed On' column header is highlighted with a red box. Below it is a table of installed programs.

Name	Publisher	Installed On	Size	Version
 Avast Free Antivirus	AVAST Software	10/21/2017	845 MB	17.7.2314
 Microsoft Office 365 - en-us	Microsoft Corporation	10/21/2017	674 MB	16.0.8431.2107
 Mozilla Firefox 56.0 (x64 en-US)	Mozilla	10/21/2017	140 MB	56.0

No Sound

- ▶ Is there a speaker icon left of the clock on the taskbar?
- ▶ Click the speaker icon
- ▶ Is the bar at 100%?



No Sound

- ▶ Settings > System > Sound
- ▶ Is the correct speaker selected?
- ▶ Troubleshoot your speakers

 Troubleshoot

Output

E65-E1 (Intel(R) Display Audio)

Speakers/Headphones (Realtek(R) Audio)

Certain apps may be set up to use different sound devices than the one selected here. Customize app volumes and devices in advanced sound options.

 Playing Audio

Which of these devices do you want to troubleshoot?

E65-E1 - Intel(R) Display Audio

The connector for this device is located in the HDMI connector.

Speakers/Headphones - Realtek(R) Audio (Current Default Device)

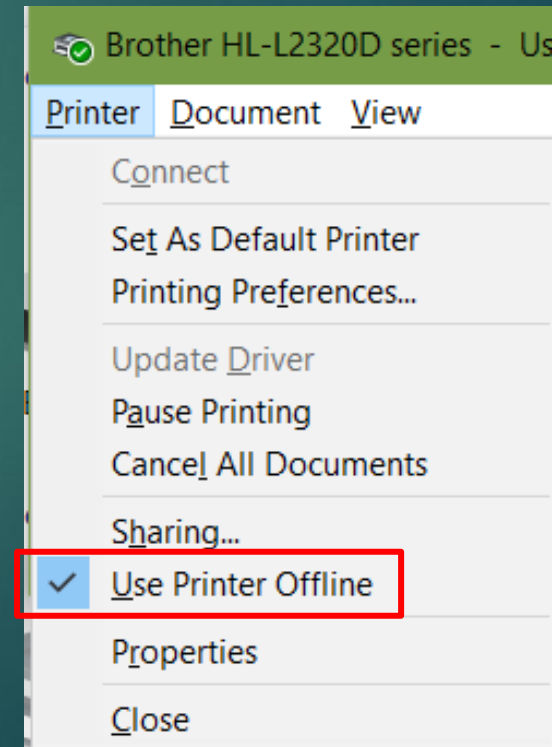
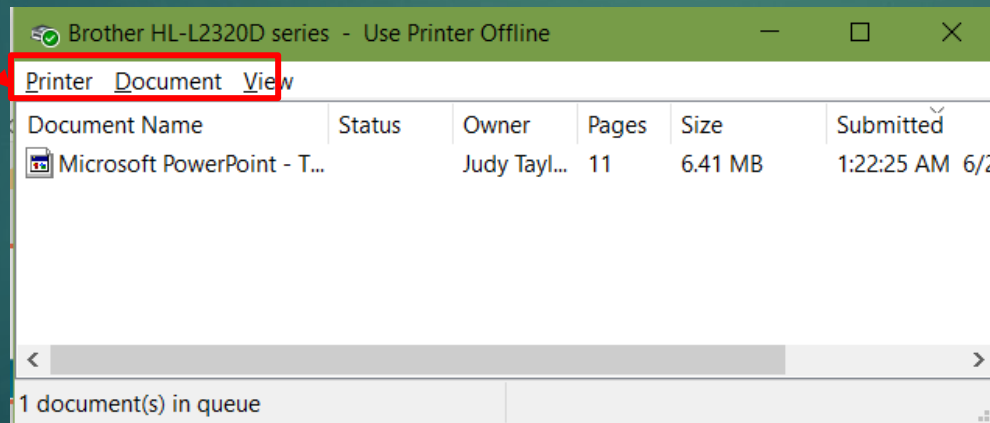
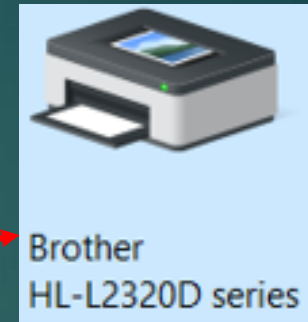
Printer Doesn't Work

- ▶ Turn it off and on
- ▶ Control Panel / Devices and Printers
- ▶ Click on the Default printer



Printer Doesn't Work

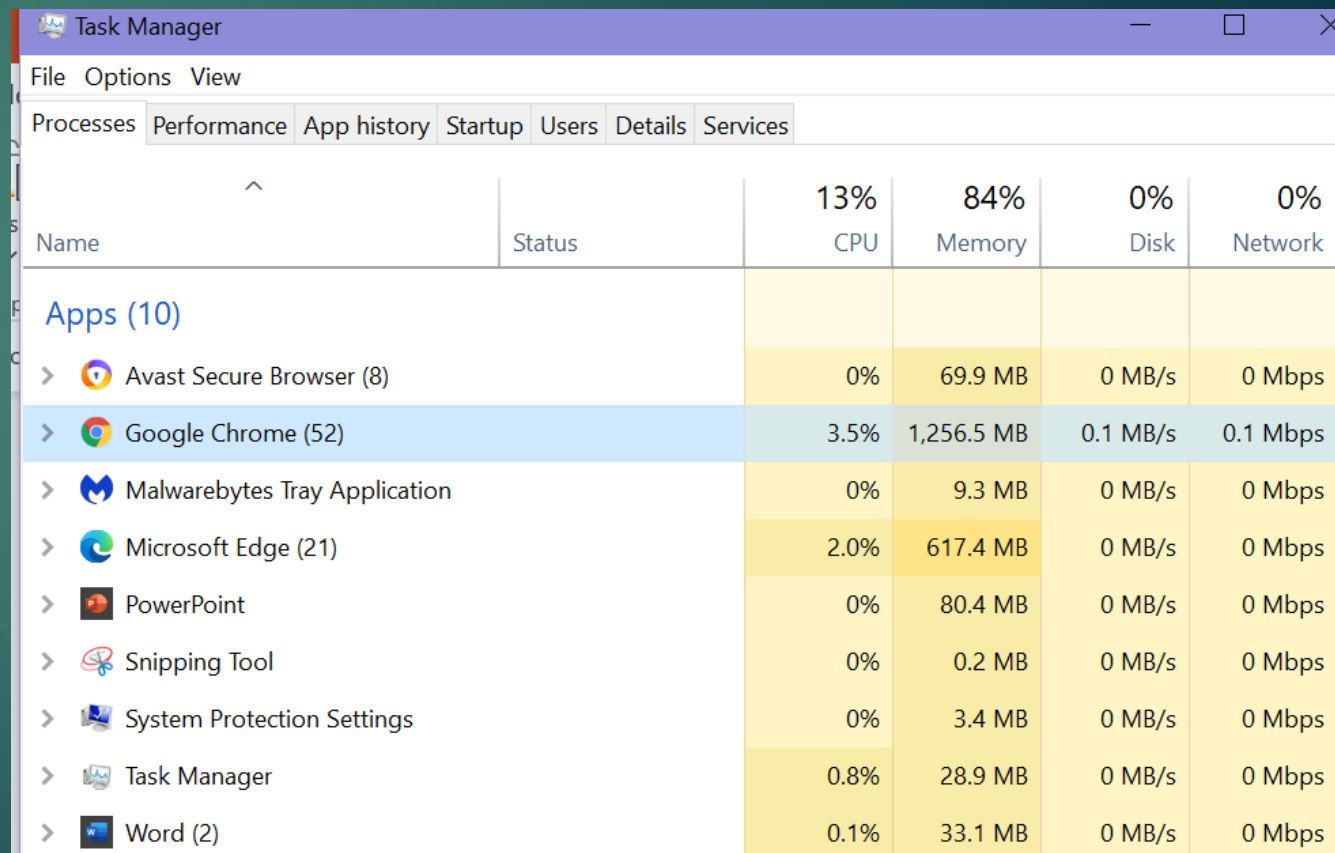
- ▶ Check if the printer is Offline
- ▶ Sometimes it just happens
- ▶ Click on the printer
- ▶ Click on Printer



Task Manager

Unresponsive Programs

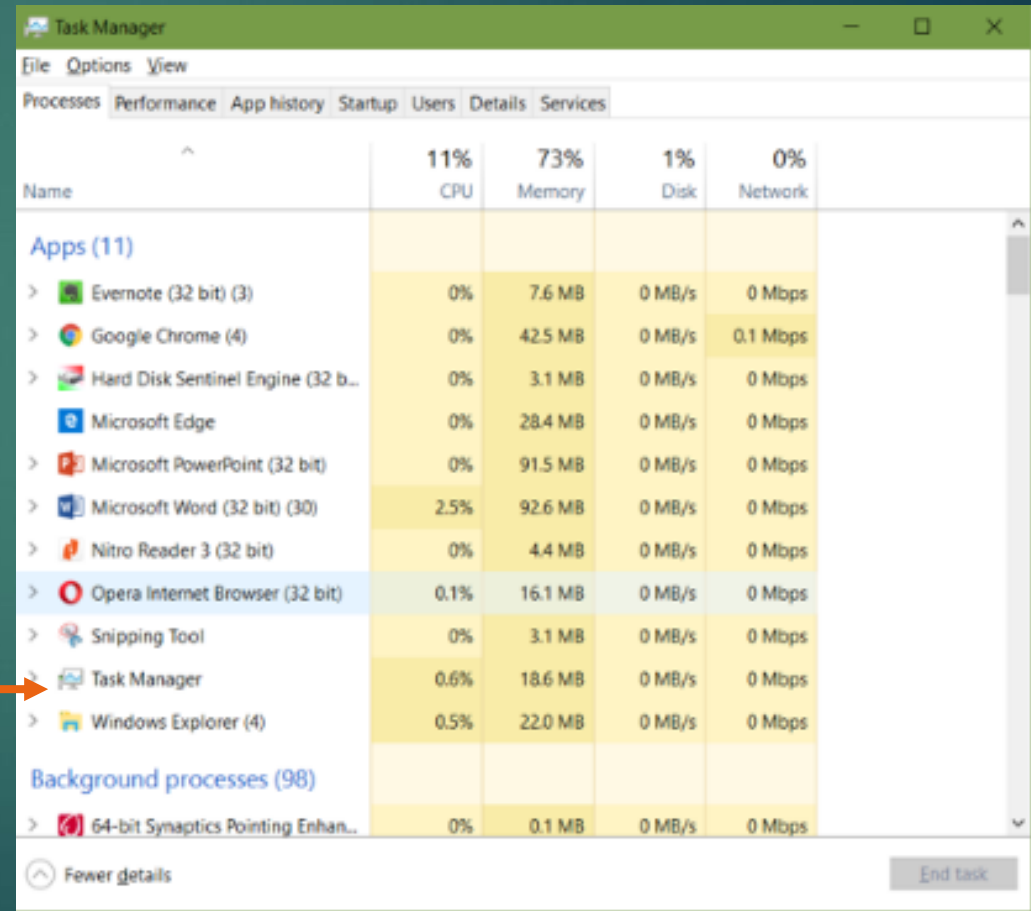
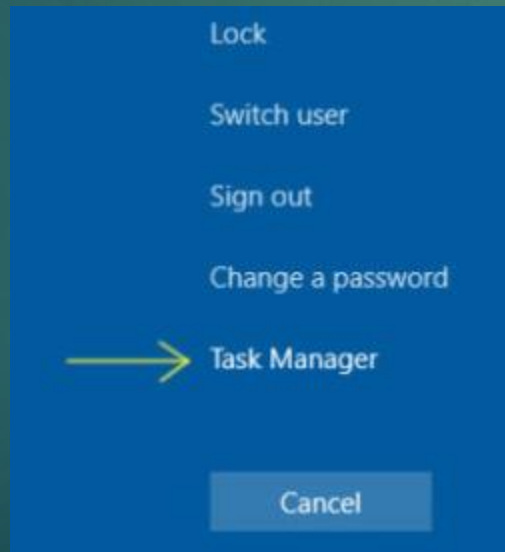
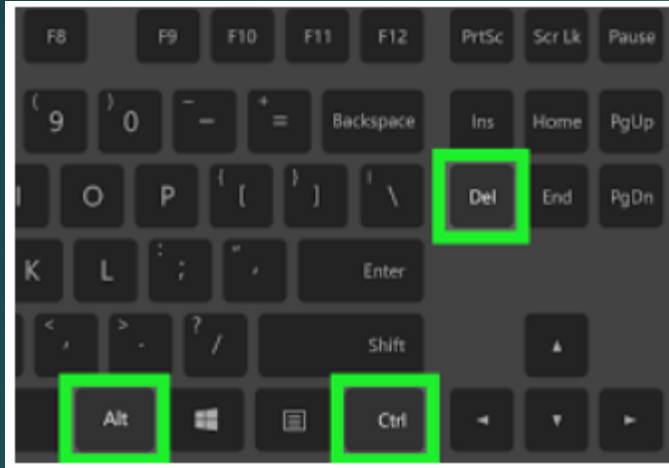
- ▶ Open Task Manager
- ▶ Select one at a time
- ▶ Press Delete key or
- ▶ End Task
- ▶ Open program
- ▶ Working OK?
- ▶ No, reboot



The screenshot shows the Windows Task Manager window with the 'Processes' tab selected. The window title is 'Task Manager' and it has a menu bar with 'File', 'Options', and 'View'. Below the menu bar are tabs for 'Processes', 'Performance', 'App history', 'Startup', 'Users', 'Details', and 'Services'. The main area displays a table of running processes. The table has columns for 'Name', 'Status', 'CPU', 'Memory', 'Disk', and 'Network'. The 'CPU' column shows 13% usage, 'Memory' shows 84%, 'Disk' shows 0%, and 'Network' shows 0%. The 'Name' column lists 10 applications under the heading 'Apps (10)'. The 'Google Chrome (52)' process is highlighted in blue.

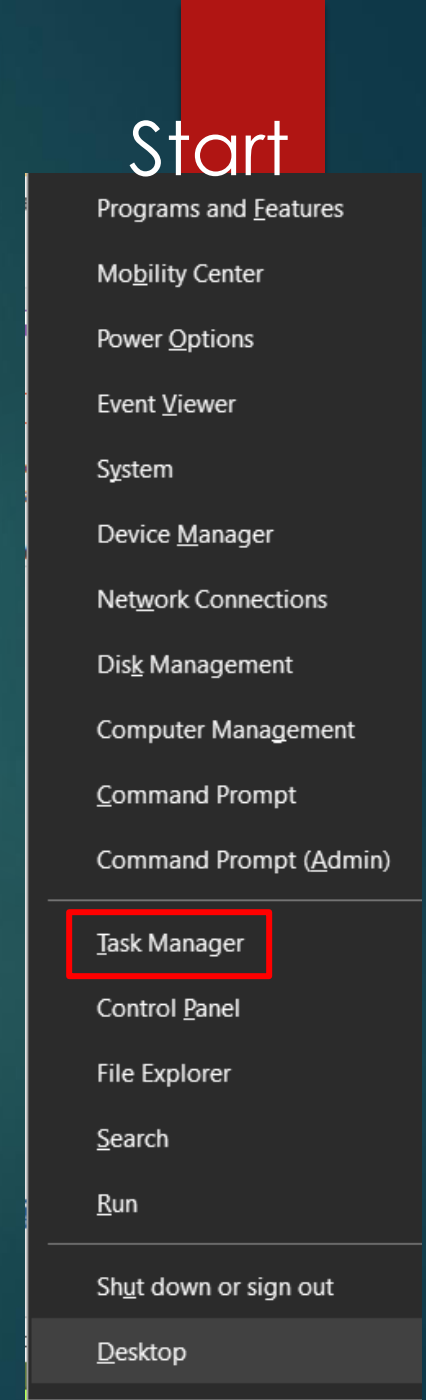
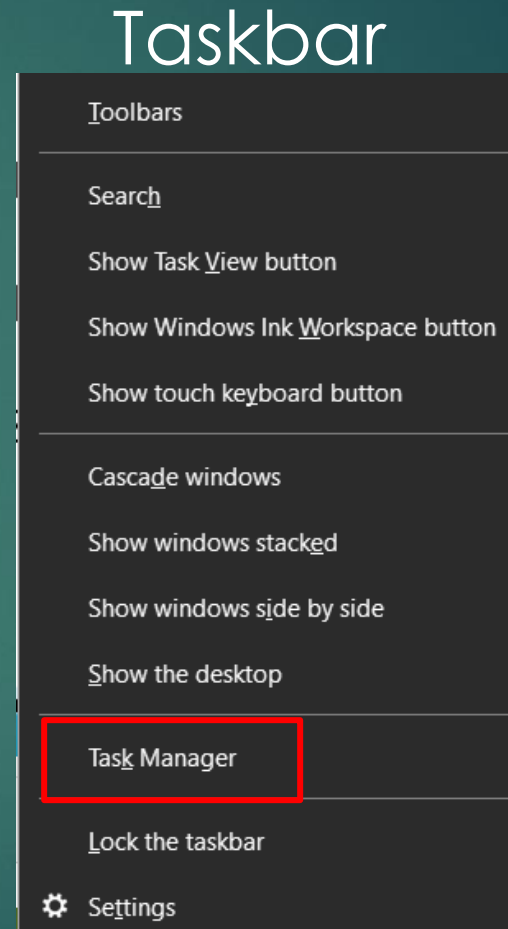
Name	Status	13% CPU	84% Memory	0% Disk	0% Network
Apps (10)					
> Avast Secure Browser (8)		0%	69.9 MB	0 MB/s	0 Mbps
> Google Chrome (52)		3.5%	1,256.5 MB	0.1 MB/s	0.1 Mbps
> Malwarebytes Tray Application		0%	9.3 MB	0 MB/s	0 Mbps
> Microsoft Edge (21)		2.0%	617.4 MB	0 MB/s	0 Mbps
> PowerPoint		0%	80.4 MB	0 MB/s	0 Mbps
> Snipping Tool		0%	0.2 MB	0 MB/s	0 Mbps
> System Protection Settings		0%	3.4 MB	0 MB/s	0 Mbps
> Task Manager		0.8%	28.9 MB	0 MB/s	0 Mbps
> Word (2)		0.1%	33.1 MB	0 MB/s	0 Mbps

CTRL ALT DELETE



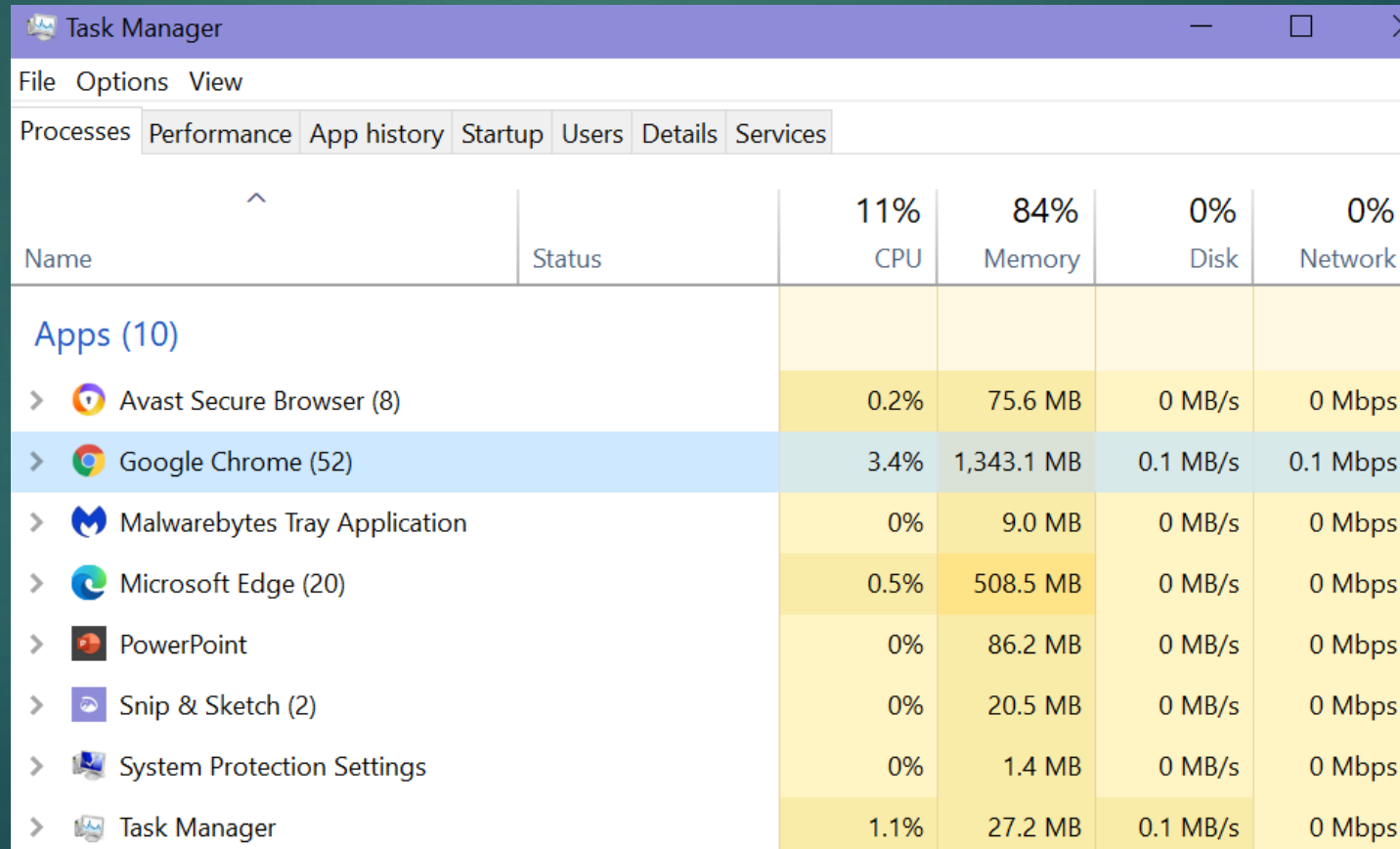
Open Task Manager

- ▶ Right click on Taskbar
 - ▶ Select Task Manager
- ▶ Right click on Start
 - ▶ Select Task Manager



Open Task Manager

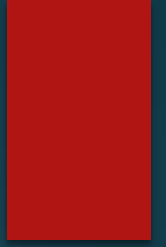
- ▶ Ctrl + Shift + Esc opens Task Manager dialog box



The screenshot shows the Windows Task Manager application window. The title bar reads "Task Manager" and the menu bar includes "File", "Options", and "View". The "Processes" tab is selected, showing a list of running applications with columns for Name, Status, CPU usage, Memory usage, Disk usage, and Network usage. The "Google Chrome (52)" process is highlighted in blue.

Name	Status	11% CPU	84% Memory	0% Disk	0% Network
Apps (10)					
> Avast Secure Browser (8)		0.2%	75.6 MB	0 MB/s	0 Mbps
> Google Chrome (52)		3.4%	1,343.1 MB	0.1 MB/s	0.1 Mbps
> Malwarebytes Tray Application		0%	9.0 MB	0 MB/s	0 Mbps
> Microsoft Edge (20)		0.5%	508.5 MB	0 MB/s	0 Mbps
> PowerPoint		0%	86.2 MB	0 MB/s	0 Mbps
> Snip & Sketch (2)		0%	20.5 MB	0 MB/s	0 Mbps
> System Protection Settings		0%	1.4 MB	0 MB/s	0 Mbps
> Task Manager		1.1%	27.2 MB	0.1 MB/s	0 Mbps

Sometimes You Have to Pull the Plug



- ▶ Pull the plug
- ▶ Wait at least 20-30 seconds for the hard drive to stop spinning and then restart the machine

After Your Computer Boots Up

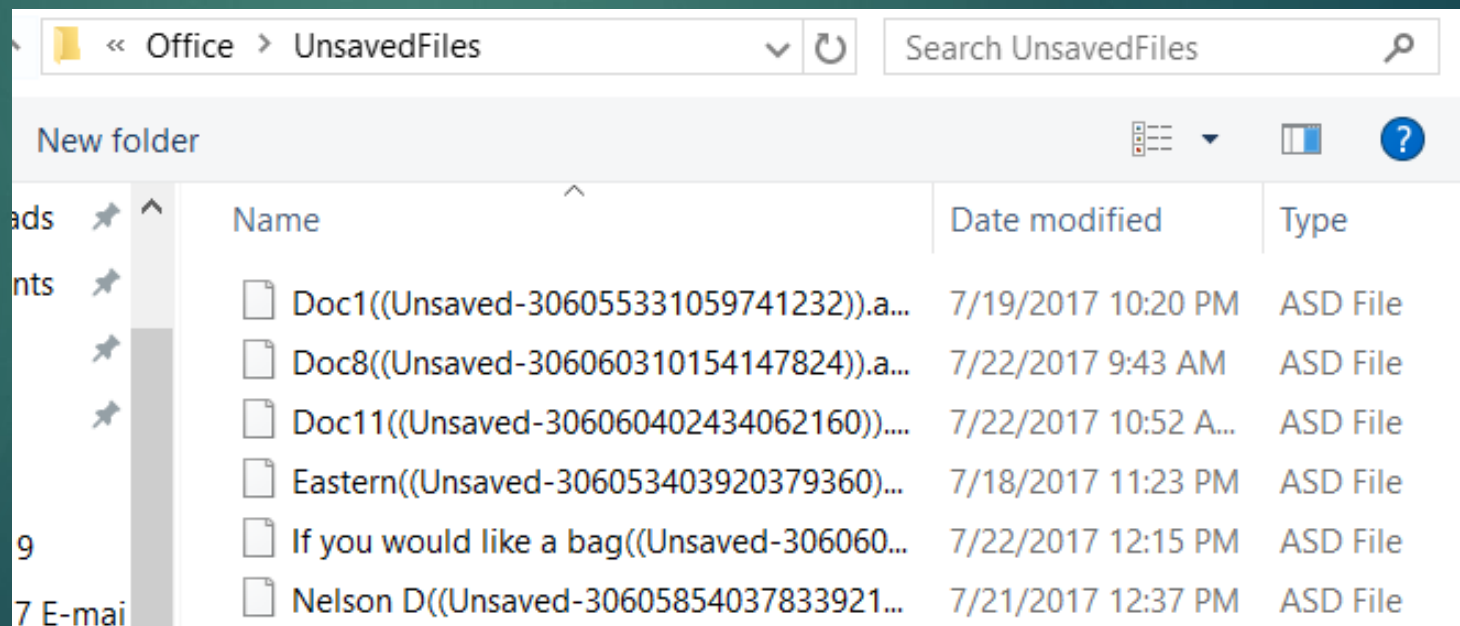
- ▶ If the computer starts up, open the applications you were using
- ▶ Some programs, like the Microsoft Office, make timed backups and may bring up recovered files
- ▶ If you have a “recovered document” save it under a different name and compare it to your previously saved files

After Your Computer Boots Up

- ▶ Recover Unsaved Documents
- ▶ File / Open
- ▶ Click on

A rectangular button with a light gray background and a thin border. On the left is a folder icon, and to its right is the text "Recover Unsaved Documents".

Recover Unsaved Documents

A screenshot of a Windows File Explorer window. The address bar shows the path "Office > UnsavedFiles". The main area displays a list of files with columns for Name, Date modified, and Type. The files are all ASD files with names starting with "Doc" followed by a number and a long alphanumeric string in parentheses.

Name	Date modified	Type
Doc1((Unsaved-306055331059741232)).a...	7/19/2017 10:20 PM	ASD File
Doc8((Unsaved-306060310154147824)).a...	7/22/2017 9:43 AM	ASD File
Doc11((Unsaved-306060402434062160))...	7/22/2017 10:52 A...	ASD File
Eastern((Unsaved-306053403920379360)...)	7/18/2017 11:23 PM	ASD File
If you would like a bag((Unsaved-306060...	7/22/2017 12:15 PM	ASD File
Nelson D((Unsaved-30605854037833921...	7/21/2017 12:37 PM	ASD File





After Your Computer Boots Up

- ▶ You may also find unsaved files

Document Recovery

Word has recovered the following files. Save the ones you wish to keep.

Available Files


-  Document16 [AutoRecovered]
Version created from the last ...
7/4/2017 5:16 PM
-  Document4 [AutoRecovered]
Version created from the last ...
6/28/2017 8:45 PM
-  2017.doc [Original]
Version created last time the ...
7/19/2017 7:51 AM
-  Region 6.docx [Original]
Version created last time the ...
7/15/2017 8:58 PM

OK, None of That Worked

Error Messages

- ▶ You can write it down but....

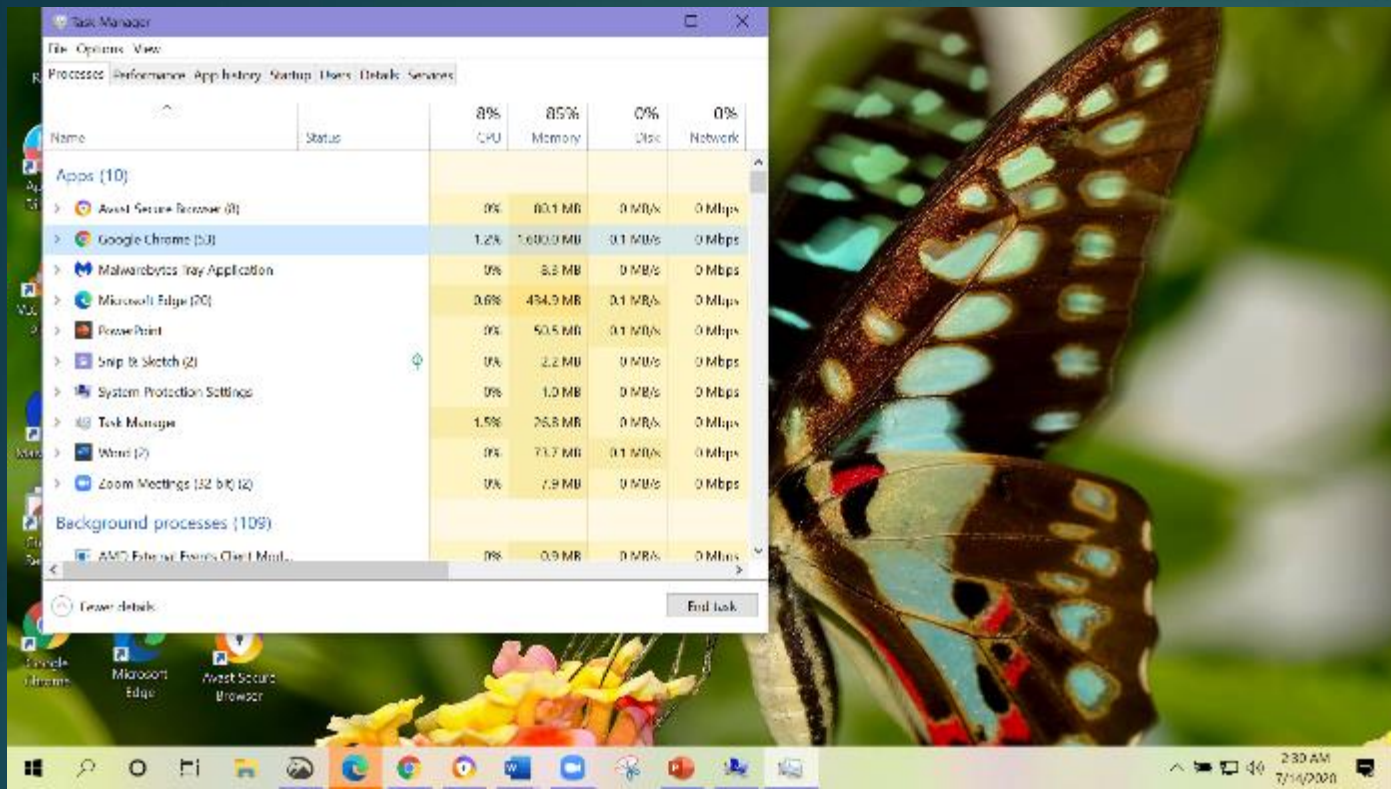
```
Object reference not set to an instance of an object. at
Microsoft.SharePoint.SPSPSite.get_IISAllowsAnonymous()
  at Microsoft.SharePoint.ApplicationPages.UserRoles.InitPage()
  at Microsoft.SharePoint.ApplicationPages.CBaseAdPage.OnLoad(EventArgs e)
  at System.Web.UI.Control.LoadRecursive()
  at System.Web.UI.Page.ProcessRequestMain(Boolean
includeStagesBeforeAsyncPoint, Boolean includeStagesAfterAsyncPoint)
```



Print Screen

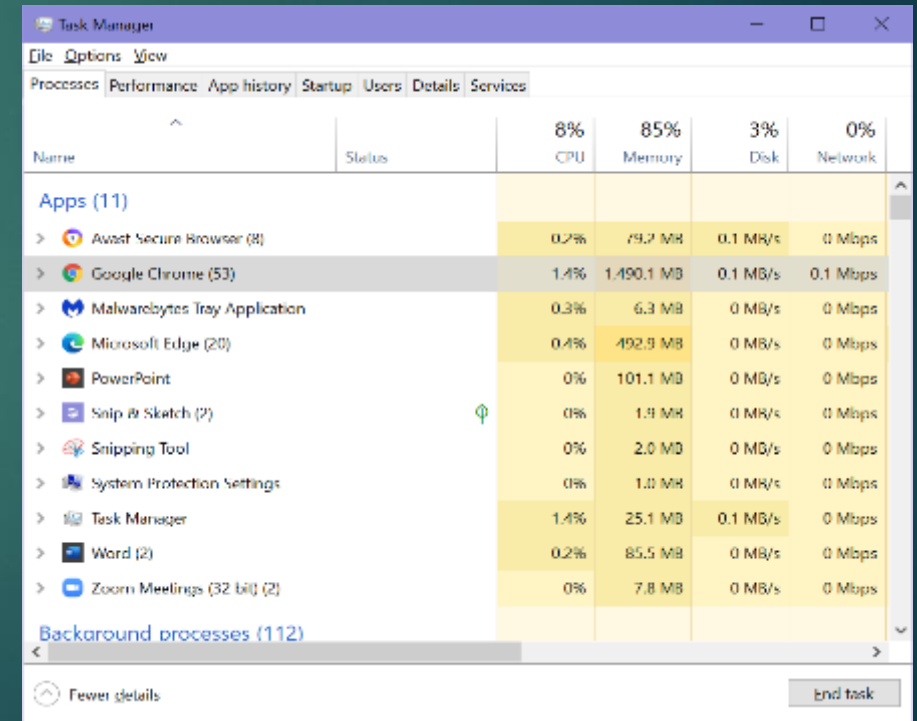
- ▶ The PrtScr (Print Screen) key copies the entire screen into RAM (memory) / Clipboard
- ▶ Alt + PrtScr copies only the active window





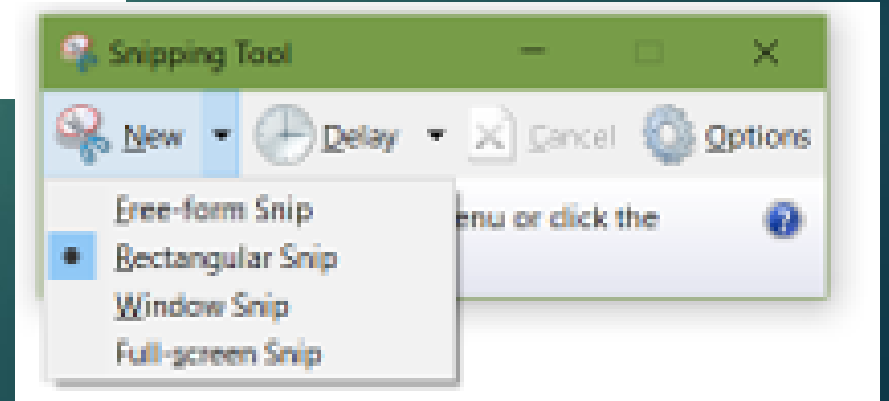
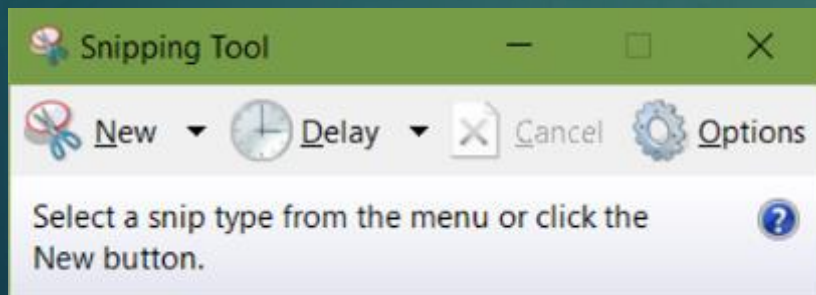
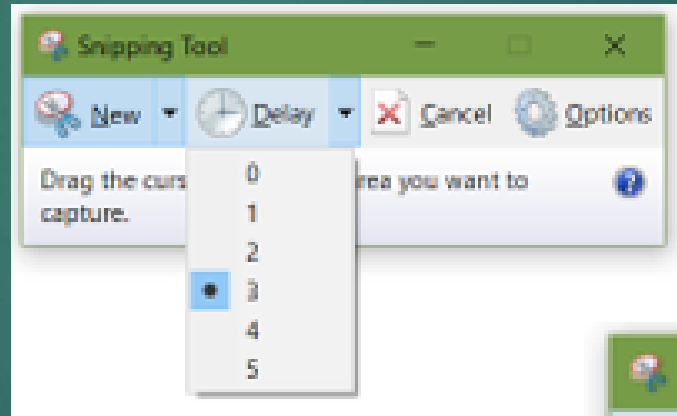
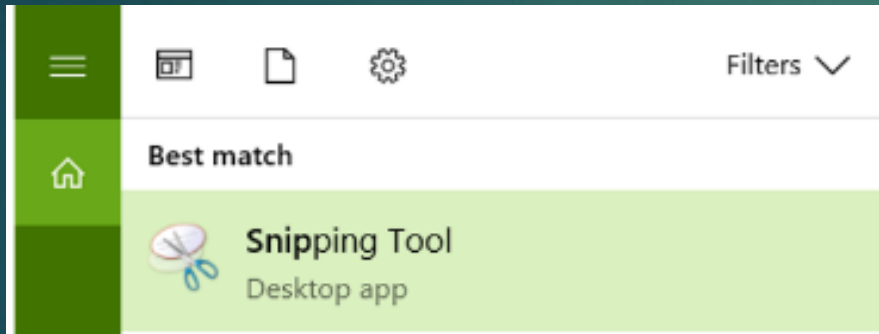
Windows Key+Print Screen

Alt + PrtScr

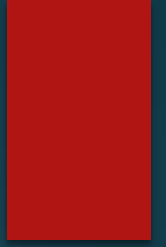


Snipping Tool

- ▶ Captures all or part of a window
- ▶ Type snip in Search Box / click on Snipping tool



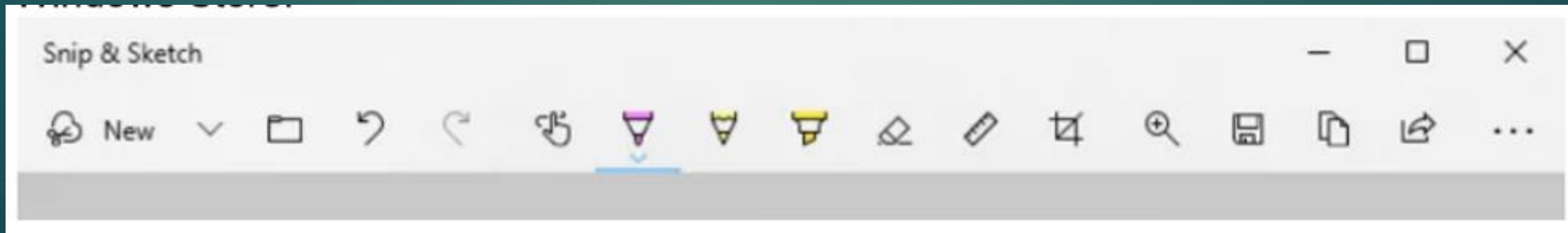
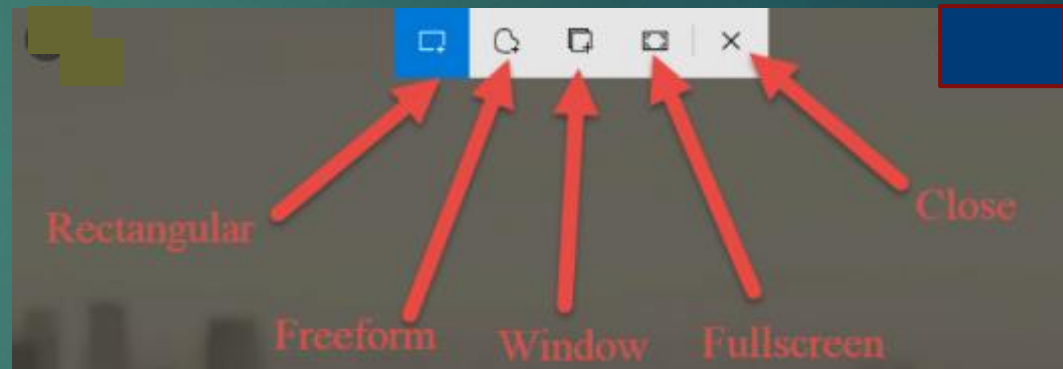
Print Screen / Snip



- ▶ Paste into...
 - ▶ WordPad
 - ▶ Word
- ▶ Save in Error Messages folder

Snip and Sketch

- ▶ Search for Snip and Sketch
- ▶ Right-click > Taskbar or Start
- ▶ Click on New
- ▶ Choose type of Snip



Hard Drive Makes Grinding Noises

- ▶ Early sign your drive is dying
- ▶ Five minutes or 5 weeks
- ▶ Back up your files ASAP OR
- ▶ Create an image of your HD
- ▶ Buy new HD / copy image from external hard drive
- ▶ OR
- ▶ Buy new computer / install programs / copy files from external storage

Beep Codes

- ▶ The beeping sequence is a coded message (beep code) designed to tell the user (really your tech) what is wrong with the computer

BIOS Beep Codes List

Beep Codes for the two most used brands **AMI systems** and **Phoenix systems**

AMI Beep Codes

- **1 beep** - DRAM refresh failure. There is a problem in the system memory or the motherboard.
- **2 beeps** - Memory parity error. The parity circuit is not working properly.
- **3 beeps** - Base 64K RAM failure. There is a problem with the first 64K of system memory.
- **4 beeps** - System timer not operational. There is problem with the timer(s) that control functions on the motherboard.
- **5 beeps** - Processor failure. The system CPU has failed.
- **6 beeps** - Gate A20/keyboard controller failure. The keyboard IC controller has failed, preventing gate A20 from switching the processor to protect mode.
- **7 beeps** - Virtual mode exception error.
- **8 beeps** - Video memory error. The BIOS cannot write to the frame buffer memory on the video card.
- **9 beeps** - ROM checksum error. The BIOS ROM chip on the motherboard is likely faulty.
- **10 beeps** - CMOS checksum error. Something on the motherboard is causing an error when trying to interact with the CMOS.
- **11 beeps** - Bad cache memory. An error in the level 2 cache memory.
- **1 long beep, 2 short** - Failure in the video system.
- **1 long beep, 3 short** - A failure has been detected in memory above 64K.
- **1 long beep, 8 short** - Display test failure.
- **Continuous beeping** - A problem with the memory or video.

Computer Keeps Restarting

- ▶ Components within your system may be overheating
- ▶ Make sure the vents in the case are not blocked
- ▶ Confirm there is good air flow around the computer
- ▶ Clean your fan(s) OR
- ▶ It could be your Power Supply is dying
- ▶ Time for a tech

Computer Keeps Restarting

- ▶ Must have to clean vents



Computer is Running Slow

- ▶ Make sure you have all the latest Windows updates installed
- ▶ Install pending updates
- ▶ Win 10 - Set time for update restart
 - ▶ Settings
 - ▶ Update & Security
 - ▶ Windows Update
 - ▶ Set Active Hours

Computer is Running Slow

Windows Update



You're up to date

Last checked: Yesterday, 6:11 PM

Check for updates

Feature update to Windows 10, version 2004

The next version of Windows is available with new features and security improvements. When you're ready for the update, select "Download and install."

[Download and install](#)

Computer is Running Slow



Pause updates for 7 days

Visit Advanced options to change the pause period



Change active hours

Currently 8:00 AM to 5:00 PM



View update history

See updates installed on your device



Advanced options

Additional update controls and settings

Computer is Running Slow

Active hours

Set active hours to let us know when you typically use this device. We won't automatically restart it during active hours, and we won't restart without checking if you're using it.

Start time

9	00	AM
---	----	----

End time (max 18 hours)

2	00	AM
---	----	----

Save

Cancel

Computer is Running Slow

Update your software

- ▶ Many updates are automatic
- ▶ Check to make sure you have the latest
- ▶ FileHippo
- ▶ Ninite
- ▶ PatchMyPC



Computer is Running Slow

Patch My PC Updater 4.0.1.5

OS: Microsoft Windows 10 Home 64-Bit
Hostname: LAPTOP-E32EMFDO
Definitions: 07-Jun-2018

7 Apps To Install ✔ 8 of 15 Apps Up To Date!

Search From 301 Apps...

Plugins & Runtimes

- Adblock Plus for IE 1.6 (x64)
- Adobe Air 30.0.0.107
- Adobe Flash AX 30.0.0.113
- Adobe Flash NPAPI 30.0.0.113
- Adobe Flash PPAPI 30.0.0.113
- Adobe Shockwave 12.3.3.203
- Java 8 Update 171 (x64)
- Java 8 Update 171 (x86)
- Java 10.0.1 (x64)
- Microsoft .NET Framework 4.7.2
- Microsoft Silverlight 5.1.50907.0

Browsers

- Brave 0.22.727 (x64)
- Google Chrome 67.0.3396.79
- Maxthon 5.2.3.2000
- Mozilla Firefox 60.0.2 (x64)

Adobe Flash Player 29 NPAPI - 29.0.0.171
CCleaner - 5.41
Evernote v. 6.10.3 - 6.10.3.6921
Google Chrome - 66.0.3359.181
Microsoft OneDrive - 18.065.0329.0002
Mozilla Firefox 59.0.2 (x64 en-US)
VLC media player - 3.0.1
.NET Framework 4.7.03056
Avast Free Antivirus - 18.4.2338
Microsoft Visual C++ 2005 Redistributable - 8.0.61001
Microsoft Visual C++ 2005 Redistributable (x64) - 8.0.61000
Microsoft Visual C++ 2008 Redistributable - x64 9.0.30729.6161
Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.6161
Microsoft Visual C++ 2012 Redistributable (x64) - 11.0.61030
Microsoft Visual C++ 2012 Redistributable (x86) - 11.0.61030

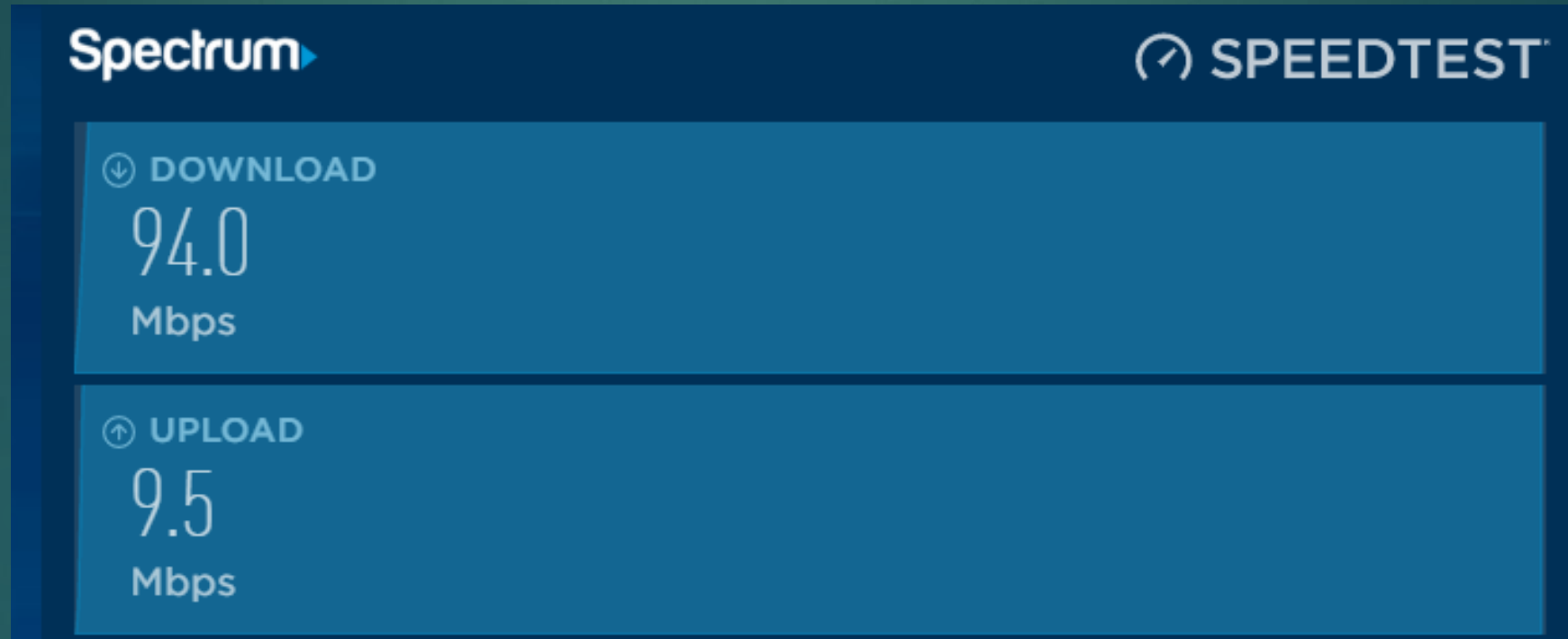
Color [Green] = Latest Version Installed
Color [Red] = Outdated Version Installed
Color [Black] = Not Currently Installed

Re-Scan Installed Apps ✔ Perform 7 Updates

Computer is Running Slow

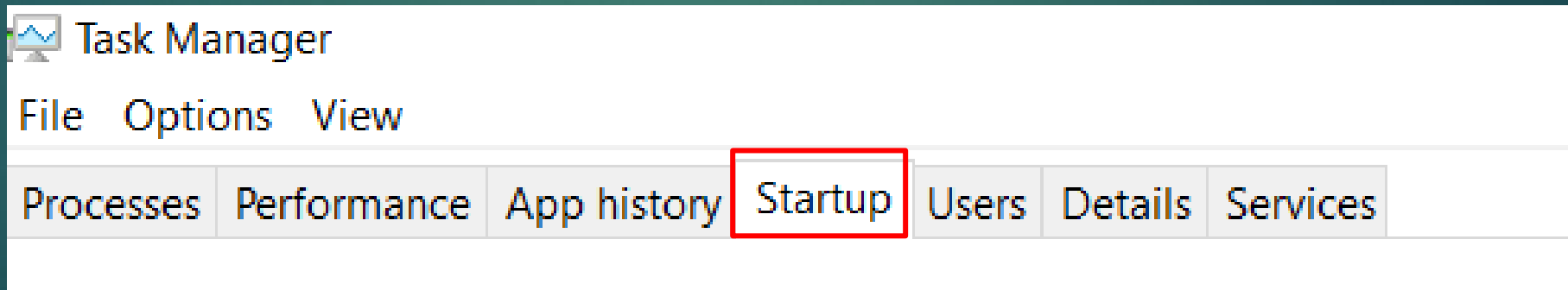
- ▶ If you are on the Internet when your computer is slow, make sure browser plugins are up-to-date
- ▶ Use your ISP's app to check your upload / download speed
- ▶ Call your ISP to find out what speeds you are paying for

Computer is Running Slow

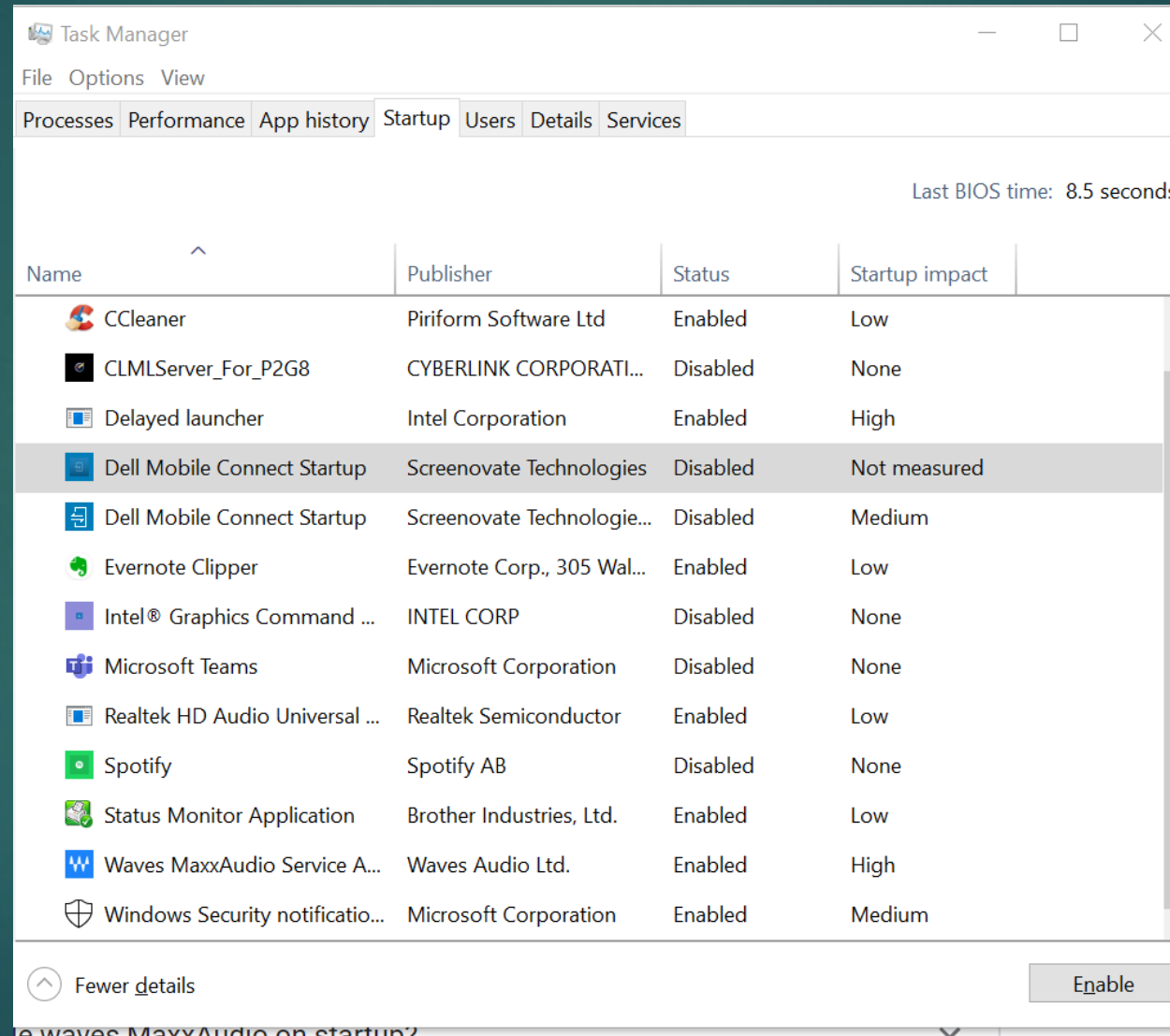


Computer is Running Slow

- ▶ How many programs are running in the background?
- ▶ Does it take forever for your computer to start?
- ▶ Disable any you don't use on a daily basis
- ▶ Task Manager / Startup



Computer is Running Slow



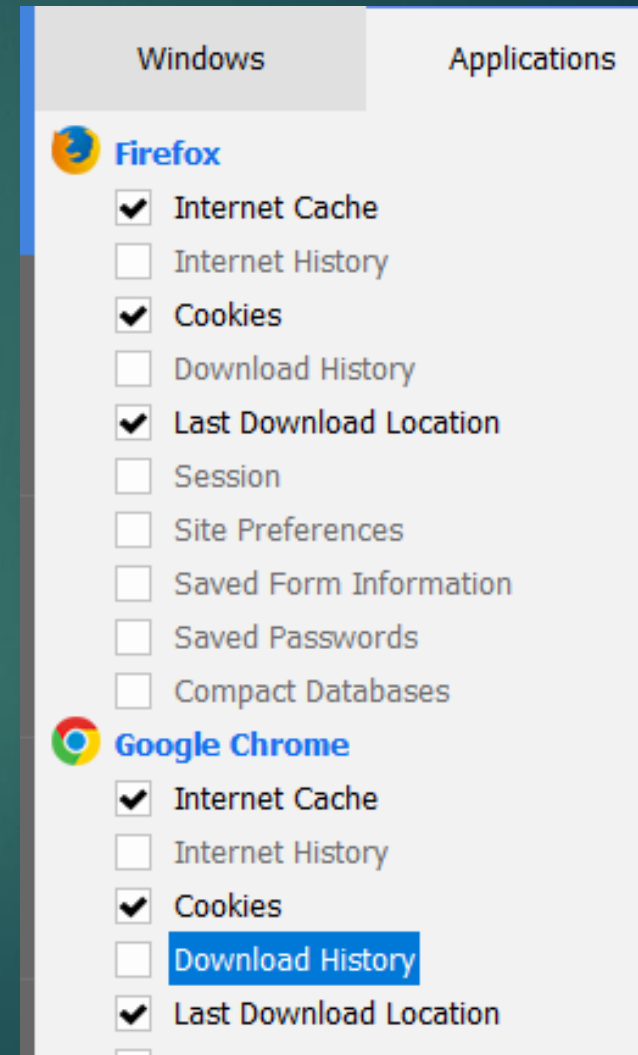
The screenshot shows the Windows Task Manager application with the 'Startup' tab selected. The window title is 'Task Manager' and the menu bar includes 'File', 'Options', and 'View'. The 'Startup' tab is active, and the 'Last BIOS time: 8.5 seconds' is displayed. A table lists various startup applications with columns for Name, Publisher, Status, and Startup impact. The 'Dell Mobile Connect Startup' application is highlighted, and an 'Enable' button is visible at the bottom right.

Name	Publisher	Status	Startup impact
CCleaner	Piriform Software Ltd	Enabled	Low
CLMLServer_For_P2G8	CYBERLINK CORPORATI...	Disabled	None
Delayed launcher	Intel Corporation	Enabled	High
Dell Mobile Connect Startup	Screenovate Technologies	Disabled	Not measured
Dell Mobile Connect Startup	Screenovate Technolog...	Disabled	Medium
Evernote Clipper	Evernote Corp., 305 Wal...	Enabled	Low
Intel® Graphics Command ...	INTEL CORP	Disabled	None
Microsoft Teams	Microsoft Corporation	Disabled	None
Realtek HD Audio Universal ...	Realtek Semiconductor	Enabled	Low
Spotify	Spotify AB	Disabled	None
Status Monitor Application	Brother Industries, Ltd.	Enabled	Low
Waves MaxxAudio Service A...	Waves Audio Ltd.	Enabled	High
Windows Security notificatio...	Microsoft Corporation	Enabled	Medium


^ Fewer details Enable

Time to Clean Your HD

















- ▶ I use CCleaner
- ▶ Update to latest version
- ▶ Install it
- ▶ Customize it before you run it
- ▶ Click Analyze & Run




Time to Clean Your HD

 **Analysis Complete - (18.213 secs)**
3,577 MB to be removed. (Approximate size)

Details of files to be deleted (Note: No files have been deleted yet)

	Microsoft Edge - Internet Cache	9,766 KB	141 files
	Microsoft Edge - Internet History	0 KB	3 files
	Microsoft Edge - Cookies	1 KB	1 files
	Microsoft Edge - Download History	0 KB	1 files
	Internet Explorer - Temporary Internet Files	26,221 KB	346 files
	Internet Explorer - Cookies	4 KB	20 files
	Windows Explorer - Thumbnail Cache	1,025 KB	7 files
	System - Empty Recycle Bin	97,569 KB	46 files
	System - Temporary Files	1,952,686 KB	767 files
	System - Memory Dumps	1,566,416 KB	2 files
	System - Windows Log Files	4,536 KB	80 files
	Firefox - Internet Cache	Skipped	
	Firefox - Cookies	Skipped	
	Google Chrome - Internet Cache	Skipped	
	Google Chrome - Cookies	Skipped	
	Utilities - Avast! Antivirus	5,013 KB	21 files



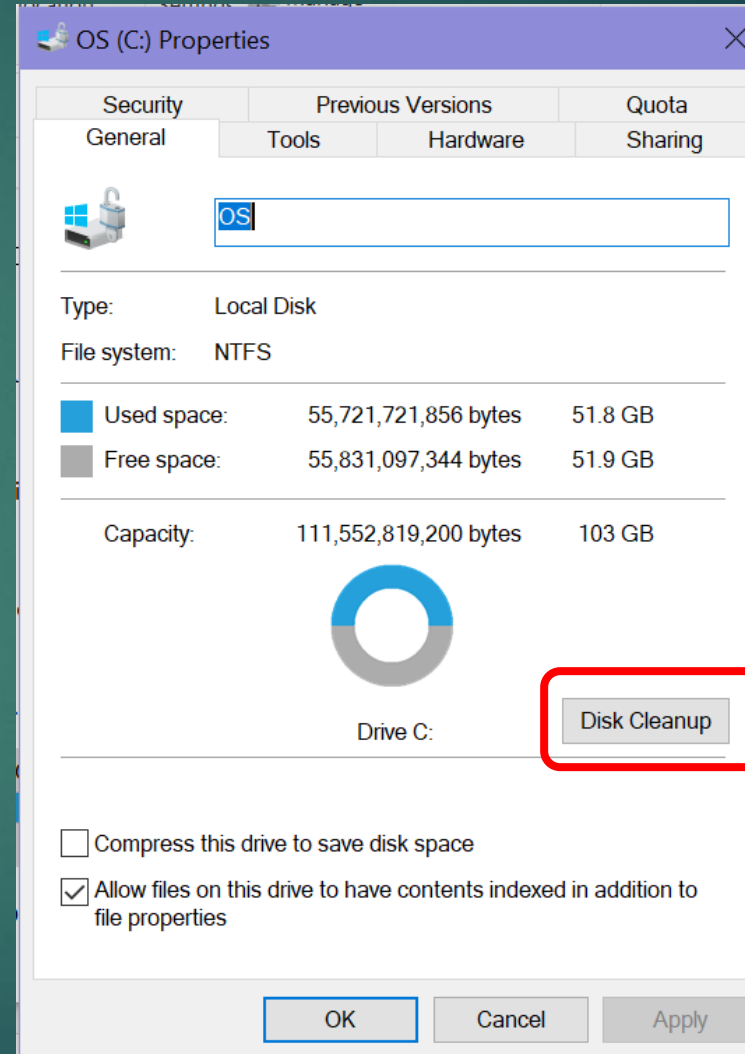
This process will permanently delete files from your system.

Are you sure you wish to proceed?

Do not show me this message again

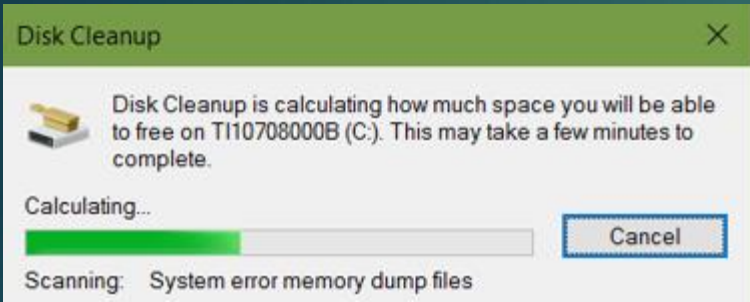
Time to Clean Your HD

- ▶ This PC
- ▶ Right click C:\
- ▶ Click Properties
- ▶ Click Disk Cleanup



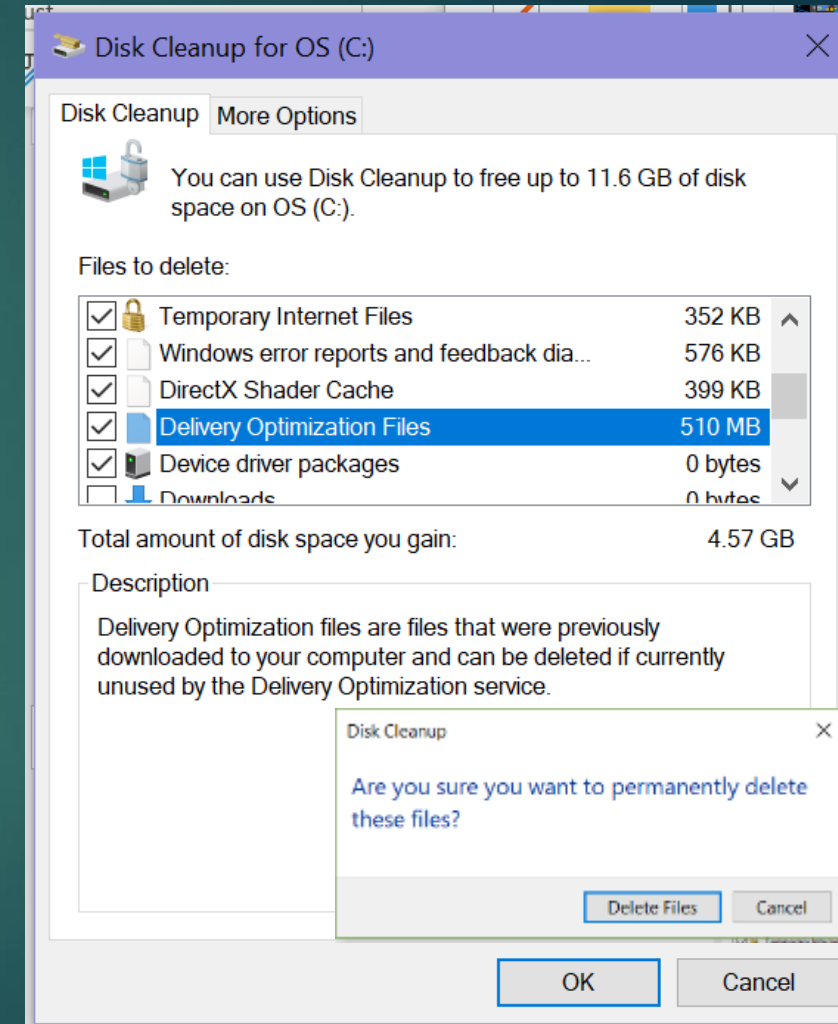
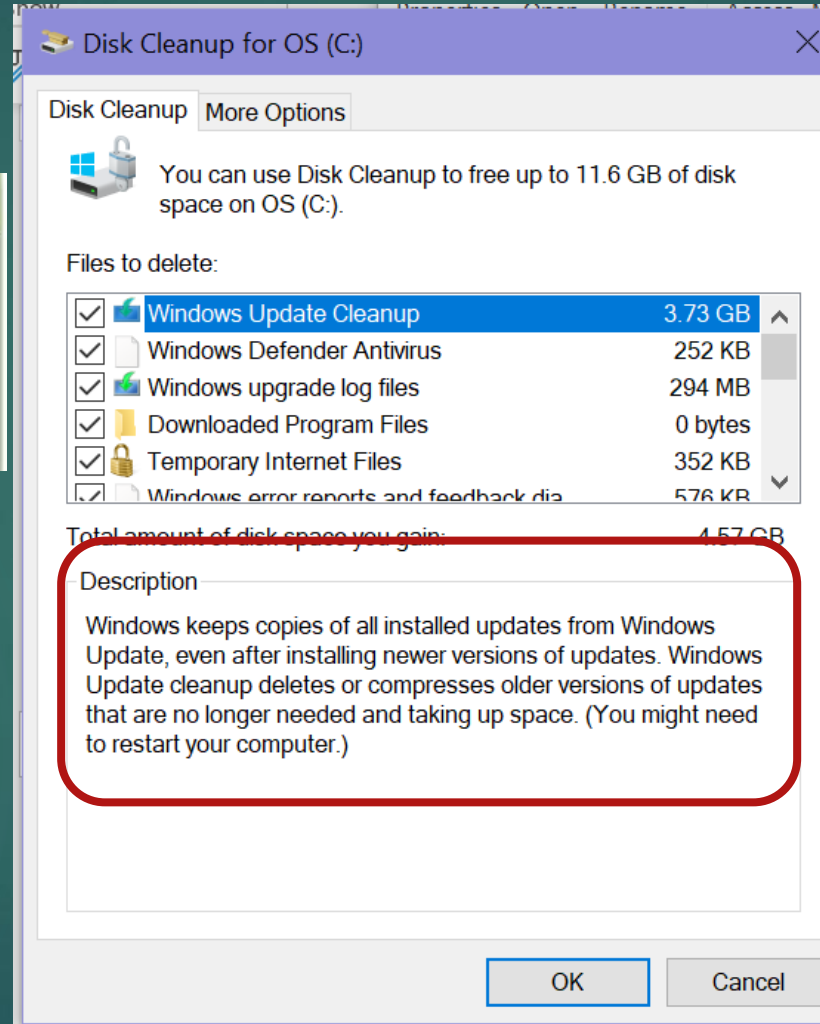
Time to Clean Your HD

Disk Cleanup



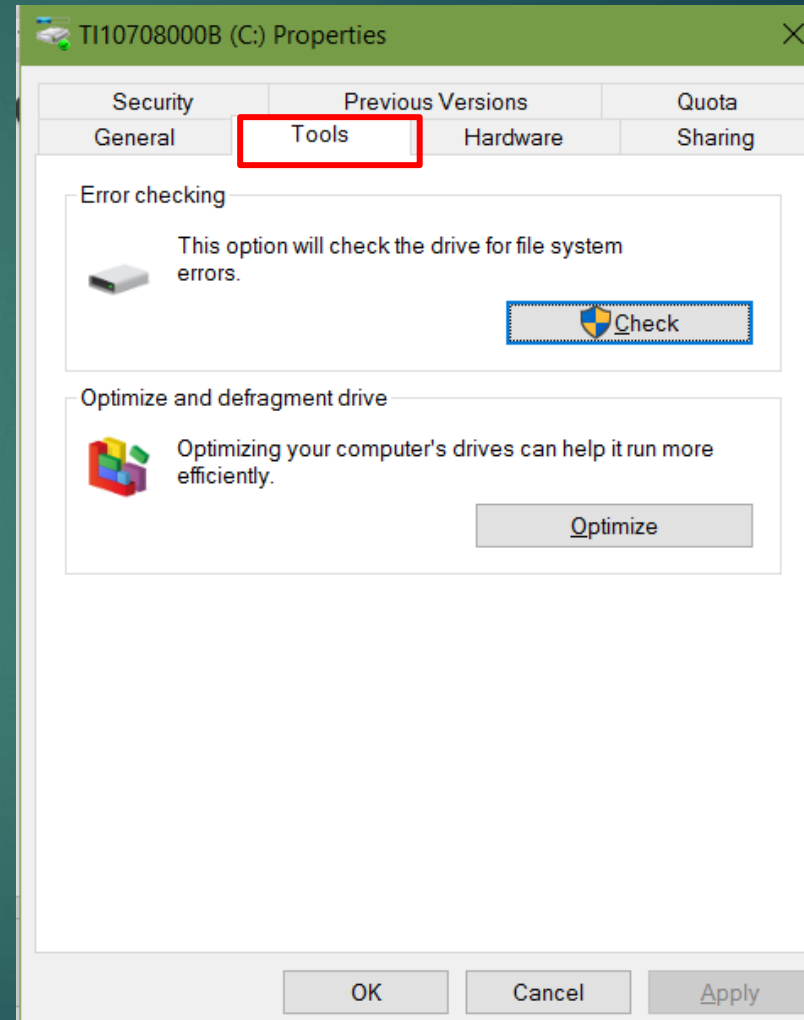
Clean up system files

If you have Windows ESD installation files, DO NOT delete them. ESD Files are used for “resetting your PC” to its factory settings.



Time to Clean Your HD

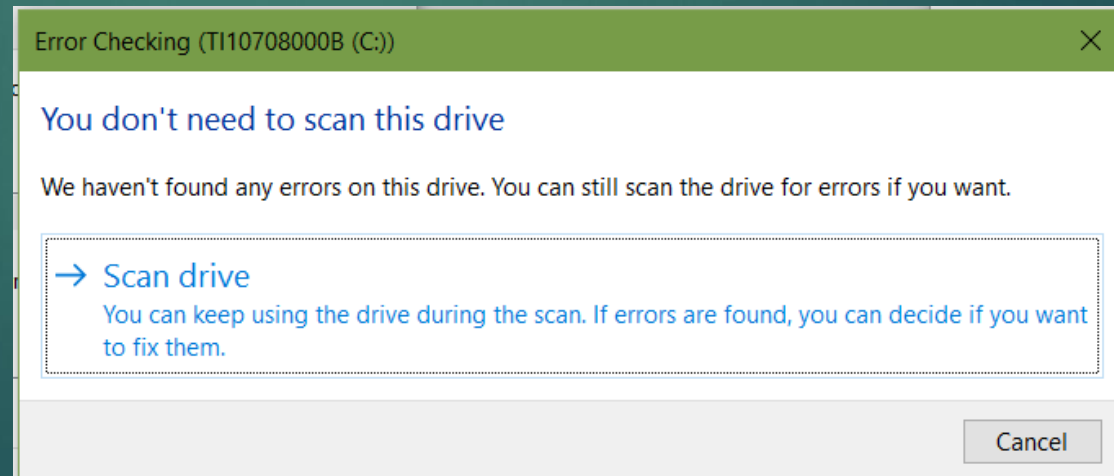
- ▶ Click Tools tab
- ▶ Error checking
- ▶ Defrag



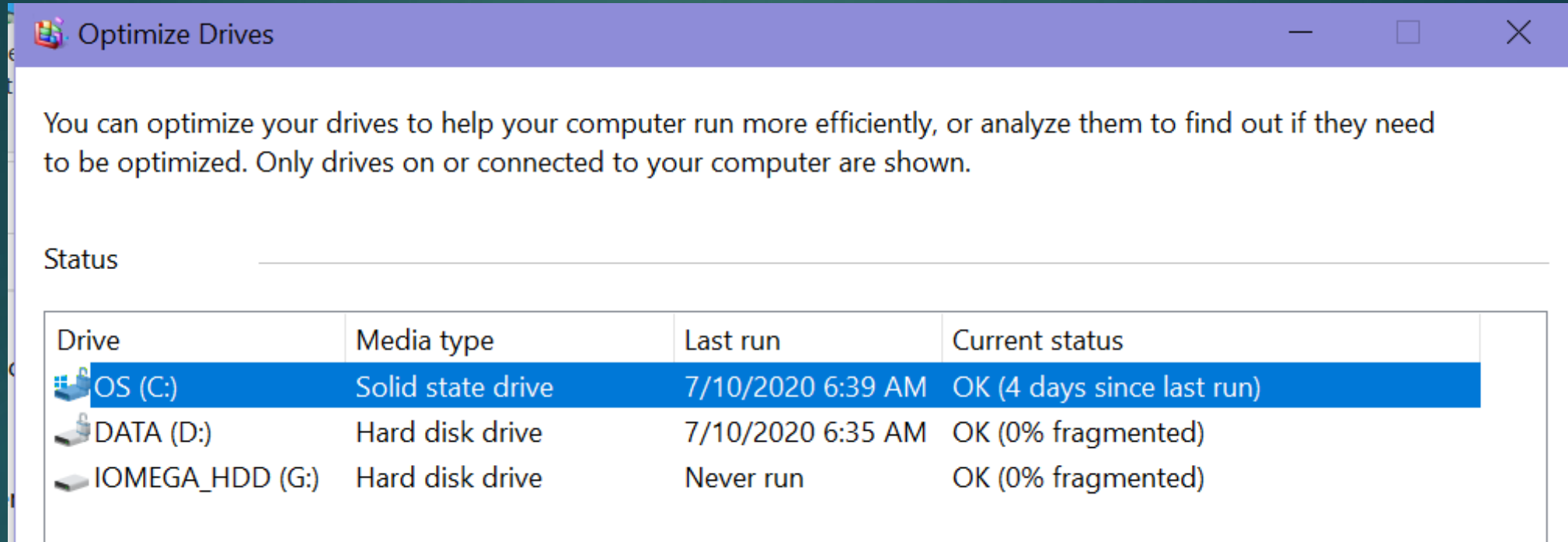
Time to Clean Your HD

Check Hard Drive for errors

- ▶ Check Disk is Windows Error-checking tool used to look for file system errors and bad sectors on your hard drive and repair them automatically



Time to Clean Your HD




Optimize Drives

You can optimize your drives to help your computer run more efficiently, or analyze them to find out if they need to be optimized. Only drives on or connected to your computer are shown.

Status

Drive	Media type	Last run	Current status
OS (C:)	Solid state drive	7/10/2020 6:39 AM	OK (4 days since last run)
DATA (D:)	Hard disk drive	7/10/2020 6:35 AM	OK (0% fragmented)
IOMEGA_HDD (G:)	Hard disk drive	Never run	OK (0% fragmented)

Defragmentation



This option will defragment files on the drive.

Defragment now...

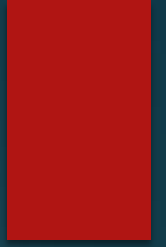
Scheduled optimization

On

Drives are being optimized automatically.

Frequency: Daily

Time to Clean Your HD



Windows 10 Storage Sense

- ▶ Storage Sense can automatically free up space by getting rid of files you don't need
 - ▶ Temporary files
 - ▶ Content in the recycle bin....
- ▶ Settings > System > Storage

Time to Clean Your HD

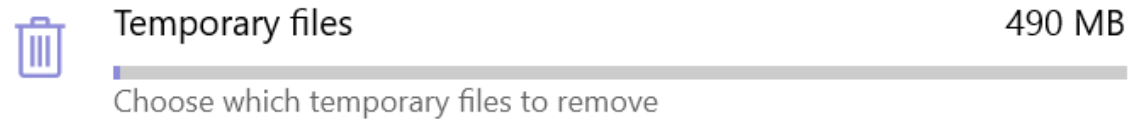
Off

[Configure Storage Sense or run it now](#)

OS (C:) - 119 GB

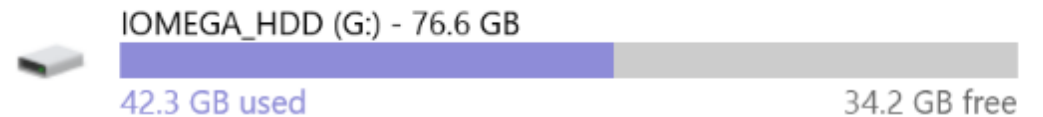


This is how your storage is used and how you can free up space.



View storage usage on other drives

Local storage



Time to Clean Your HD

On

[Configure Storage Sense or run it now](#)

OS (C:) - 119 GB



This is how your storage is used and how you can free up space.



DATA (D:) - 931 GB

Storage usage



This is how your storage is used and how you can free up space.



Time to Clean Your HD

Storage Sense



On

Storage Sense runs automatically when you're low on disk space. We cleaned up 1.85 GB of space in the past month.

Run Storage Sense

Every week

Temporary Files

Delete temporary files that my apps aren't using

Delete files in my recycle bin if they have been there for over

30 days

Delete files in my Downloads folder if they have been there for over

Never

Every day

Every week

Every month

During low free disk space

Should I Defrag my SSD

- ▶ When you defrag a drive, the computer reshuffles all its data, using the free space on the drive as sorting space.
- ▶ Two main reasons why you should not:
 - ▶ Lack of performance benefits, which is the entire point of defragging
 - ▶ Defragging an SSD can shorten its life

Computer is Running Slow

Clean your Registry

- ▶ If you have followed all of the HD cleaning steps and your computer is still slow try running a registry cleaner
- ▶ I use CCleaner's Registry cleaner

Computer is Running Slow

58 issues

Registry Cleaner

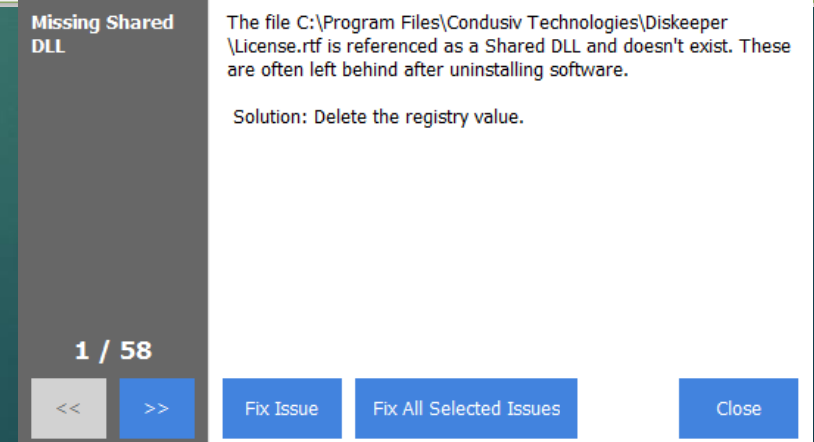
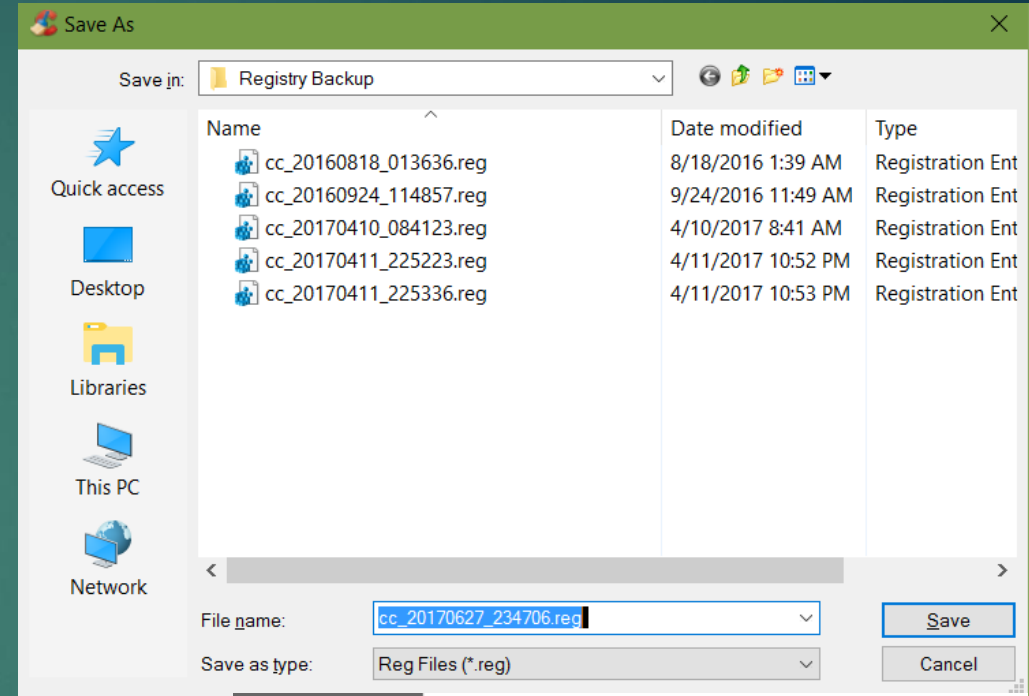
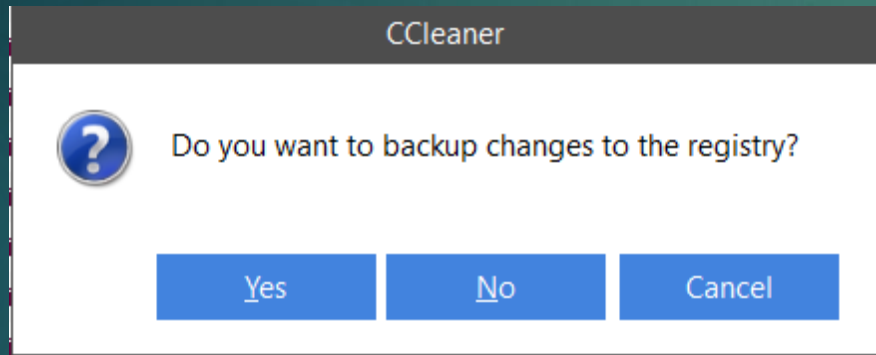
- Missing Shared DLLs
- Unused File Extensions
- ActiveX and Class Issues
- Type Libraries
- Applications
- Fonts
- Application Paths
- Help Files
- Installer
- Obsolete Software
- Run At Startup
- Start Menu Ordering
- MUI Cache
- Sound Events
- Windows Services

<input checked="" type="checkbox"/>	Problem	Data
<input checked="" type="checkbox"/>	Missing Shared DLL	C:\Program Files\Conduvis Technologies\Dis
<input checked="" type="checkbox"/>	Missing Shared DLL	C:\Program Files\Conduvis Technologies\Dis
<input checked="" type="checkbox"/>	Unused File Extension	.vpj
<input checked="" type="checkbox"/>	Invalid or empty file class	7zfile
<input checked="" type="checkbox"/>	Invalid Default Icon	C:\Program Files\WindowsApps\Microsoft.O
<input checked="" type="checkbox"/>	Invalid Default Icon	C:\Program Files\WindowsApps\Microsoft.V
<input checked="" type="checkbox"/>	Invalid or empty file class	dctfile
<input checked="" type="checkbox"/>	Invalid or empty file class	ds2file
<input checked="" type="checkbox"/>	Invalid or empty file class	dssfile
<input checked="" type="checkbox"/>	Invalid or empty file class	gsmfile
<input checked="" type="checkbox"/>	Invalid or empty file class	gzfile
<input checked="" type="checkbox"/>	Invalid or empty file class	ivrfile
<input checked="" type="checkbox"/>	Invalid or empty file class	meofile
<input checked="" type="checkbox"/>	Invalid or empty file class	mohfile
<input checked="" type="checkbox"/>	Invalid or empty file class	mpdpfile
<input checked="" type="checkbox"/>	Open with Application Issue	"C:\Program Files (x86)\NCH Software\Vide
<input checked="" type="checkbox"/>	Invalid or empty file class	OemOobe.Document
<input checked="" type="checkbox"/>	Invalid or empty file class	PCBFile
<input checked="" type="checkbox"/>	Invalid or empty file class	rarfile
<input checked="" type="checkbox"/>	Invalid or empty file class	spjfile

Fix selected Issues...

Computer is Running Slow

Created Registry Cleaner Folder



Computer is Running Slow

Missing Shared DLL

The file C:\Program Files\Conduktiv Technologies\Diskeeper\License.rtf is referenced as a Shared DLL and doesn't exist. These are often left behind after uninstalling software.

Solution: Delete the registry value.

1 / 58

<< >> Fix Issue Fix All Selected Issues Close

Invalid file reference

The file referenced at: HKLM\SYSTEM\CurrentControlSet\services\BrYNSvc\ImagePath could not be located. These references are often left behind after uninstalling software.

Solution: Delete the registry key.

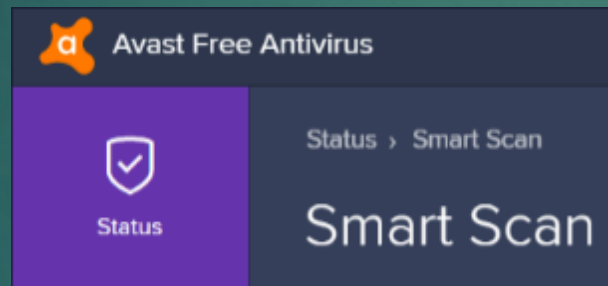
Issue Fixed

58 / 58

<< >> Fix Issue Fix All Selected Issues Close

Scan for Malware

- ▶ Security program
- ▶ Run a deep (full) scan



✓ No conflicting antivirus found

✓ No viruses found

Scan Parameters

Please use the following controls to set the basic parameters of the scan.

Scan

Scan Name:

Comment:

Scan Areas

Select the areas to scan:

File Types

Scan all files

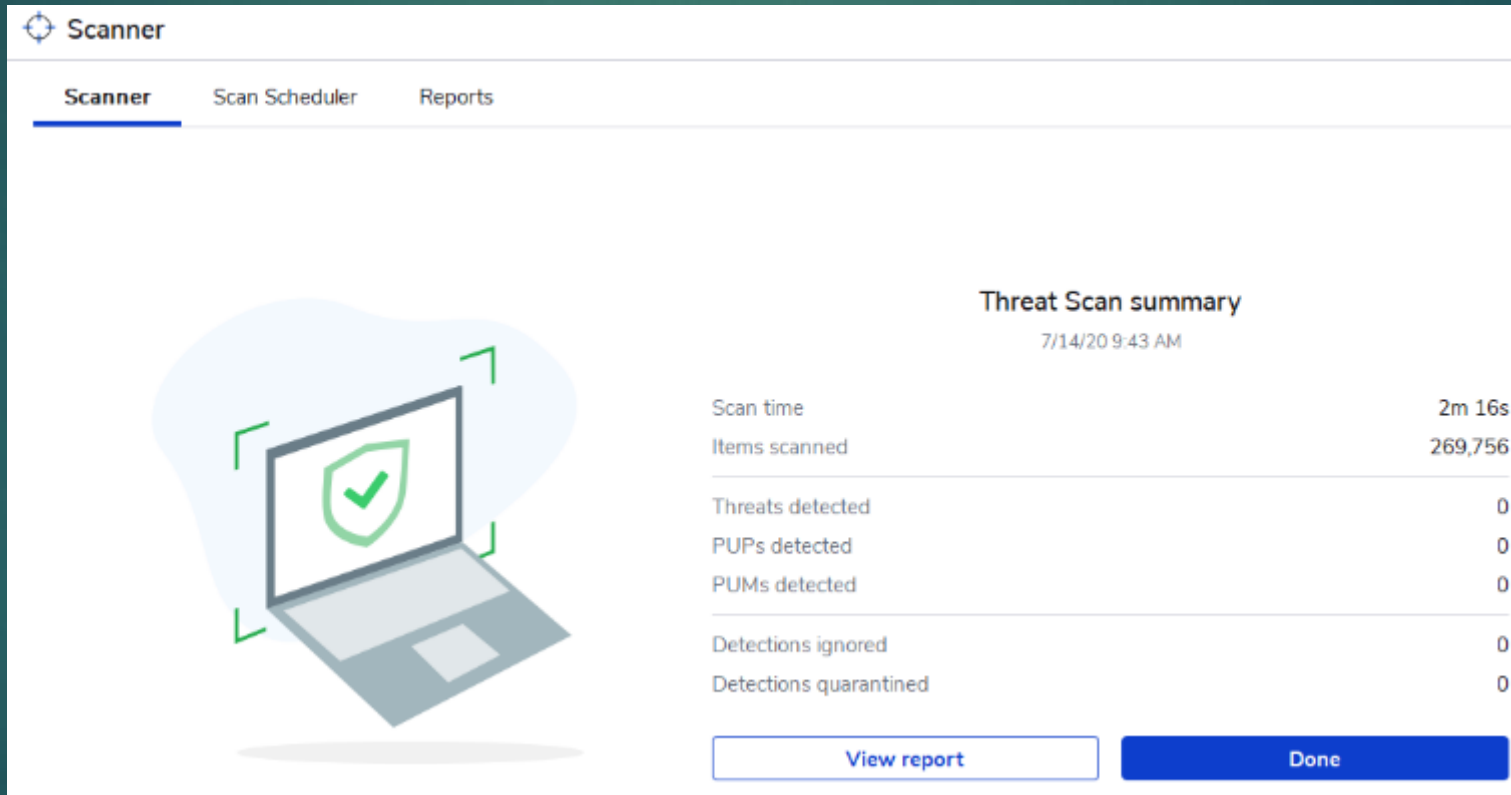
Recognize file types by their:

content (thorough but slow)

name extension (fast)

Scan for Malware

▶ Run Malwarebytes



The screenshot displays the Malwarebytes Scanner interface. At the top, there is a navigation bar with three tabs: "Scanner" (selected), "Scan Scheduler", and "Reports". Below the navigation bar, on the left, is an illustration of a laptop with a green shield and checkmark on its screen, indicating a successful scan. On the right, the "Threat Scan summary" is displayed for a scan performed on 7/14/20 at 9:43 AM. The summary table shows the following results:

Threat Scan summary	
7/14/20 9:43 AM	
Scan time	2m 16s
Items scanned	269,756
Threats detected	0
PUPs detected	0
PUMs detected	0
Detections ignored	0
Detections quarantined	0

At the bottom of the summary, there are two buttons: "View report" and "Done".

Windows 10 Troubleshooting Toolkit

Get to know your Win 10 toolkit

- ▶ Settings
- ▶ Update/Security

Troubleshoot

If something isn't working, running a troubleshooter might help. Troubleshooters can find and fix many common problems for you.

Get up and running



Internet Connections

Find and fix problems with connecting to the Internet or to websites.



Playing Audio

Find and fix problems with playing sound.



Printer

Find and fix problems with printing.



Windows Update

Resolve problems that prevent you from updating Windows.

Windows 10 Troubleshooting Toolkit

Troubleshoot

If something on your device isn't working, running a troubleshooter might help find and fix the problem for you.

Recommended troubleshooting

Microsoft automatically fixes certain critical problems on your device to keep it running smoothly. When available, we'll show additional recommendations below that we think will improve your experience. If you run a recommended troubleshooter and the problem comes back, we'll automatically try to fix it for you again. [Learn more](#)

Share Full Diagnostic data to get additional troubleshooting recommendations.

We don't have any recommendations for you right now

Windows 10 Troubleshooting Toolkit

Find and fix other problems



Blue Screen

Troubleshoot errors that cause Windows to stop or restart unexpectedly



Bluetooth

Find and fix problems with Bluetooth devices



Hardware and Devices

Find and fix problems with devices and hardware.



Incoming Connections

Find and fix problems with incoming computer connections and Windows Firewall.



Keyboard

Find and fix problems with your computer's keyboard settings.



Network Adapter

Find and fix problems with wireless and other network adapters.



Power

Find and fix problems with your computer's power settings to conserve power and extend battery life.



Program Compatibility Troubleshooter

Find and fix problems with running older programs on this version of Windows.



Recording Audio

Find and fix problems with recording sound.



Search and Indexing

Find and fix problems with Windows Search.



Shared Folders

Find and fix problems with accessing files and folders on other computers.



Speech

Get your microphone ready and fix problems that may prevent Windows from hearing you



Video Playback

Find and fix problems playing movies, television, and video



Windows Store Apps

Troubleshoot problems that may prevent Windows Store Apps from working properly

Sometimes You Have to Refresh Your Computer

- ▶ Refresh your PC to reinstall Windows and keep your personal files and settings.
- ▶ Refresh also keeps the apps that came with your PC and the apps you installed from the Microsoft Store.
- ▶ You will need to reinstall all of apps you downloaded
- ▶ Back up your data!!

Sometimes You Have to Refresh Your Computer

- ▶ Settings > Update and Security > Recovery

Reset this PC

If your PC isn't running well, resetting it might help. This lets you choose to keep your personal files or remove them, and then reinstalls Windows.

Get started

Choose an option

Keep my files

Removes apps and settings, but keeps your personal files.

Remove everything

Removes all of your personal files, apps, and settings.

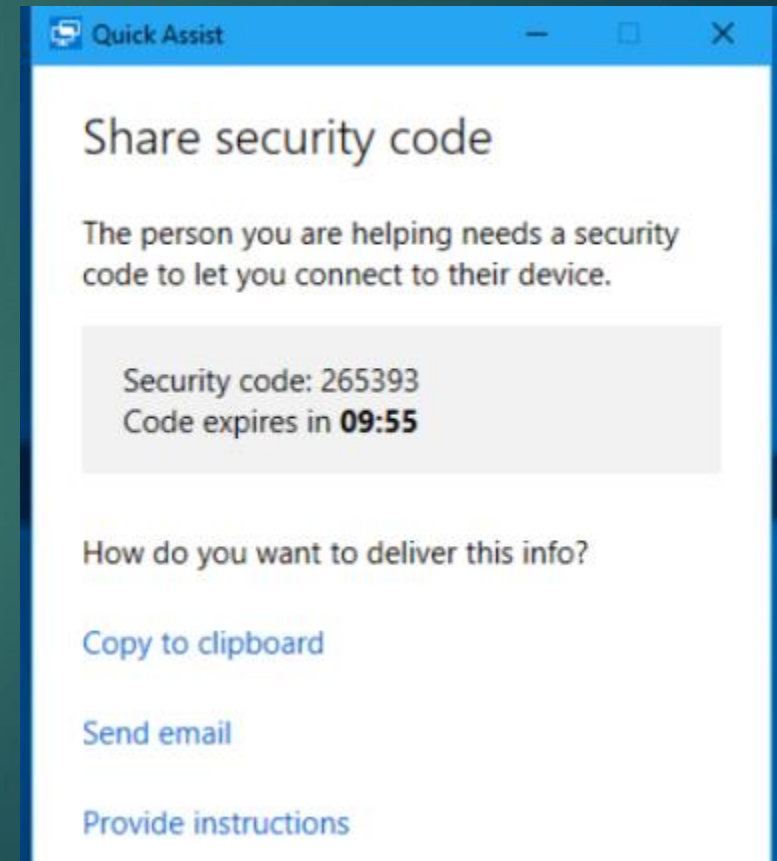
- ▶ Click Get Started
- ▶ Follow the instructions

Using Windows' Quick Assist

- ▶ Enables two people to work together over a remote connection
- ▶ Allow someone you trust to assist you by taking control of your computer
- ▶ Or, for you to assist another person

Using Windows' Quick Assist

- ▶ Sign in with your Microsoft account
- ▶ You'll receive a security code
- ▶ 10 minutes before it expires

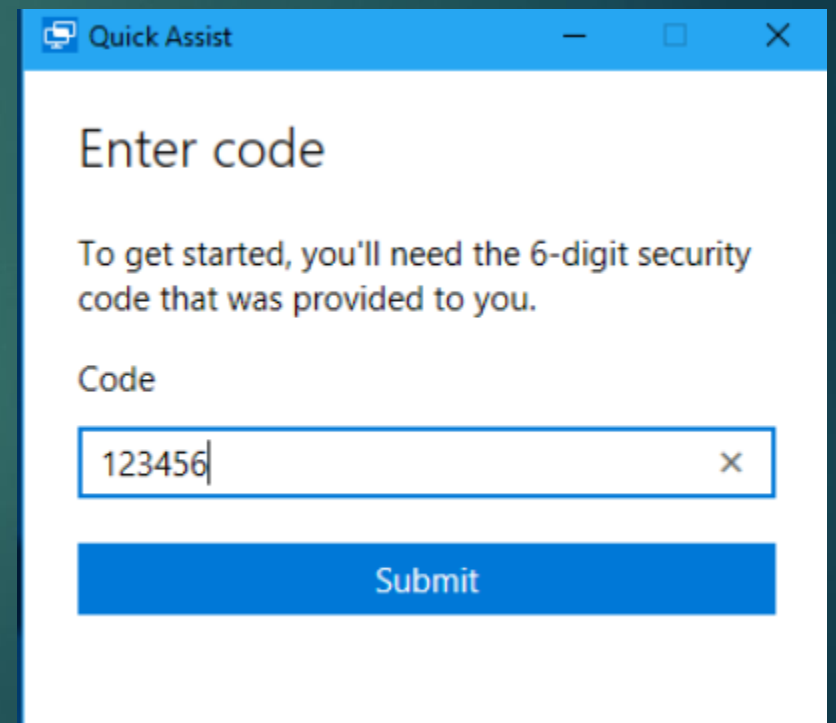
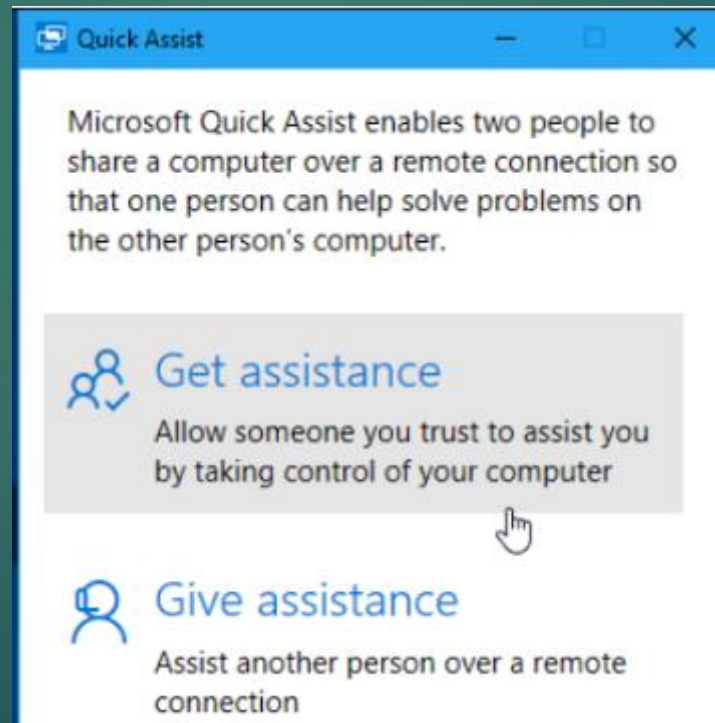


Using Windows' Quick Assist

- ▶ Need to talk other person through opening the Quick Assist app
 - ▶ E-mail
 - ▶ Text message
 - ▶ Phone
- ▶ Other person types “Quick Assist’ into the Win 10 search box
- ▶ Quick Assist app launches

Using Windows' Quick Assist

- ▶ Click on Get assistance
- ▶ Enter security code
- ▶ Click Submit

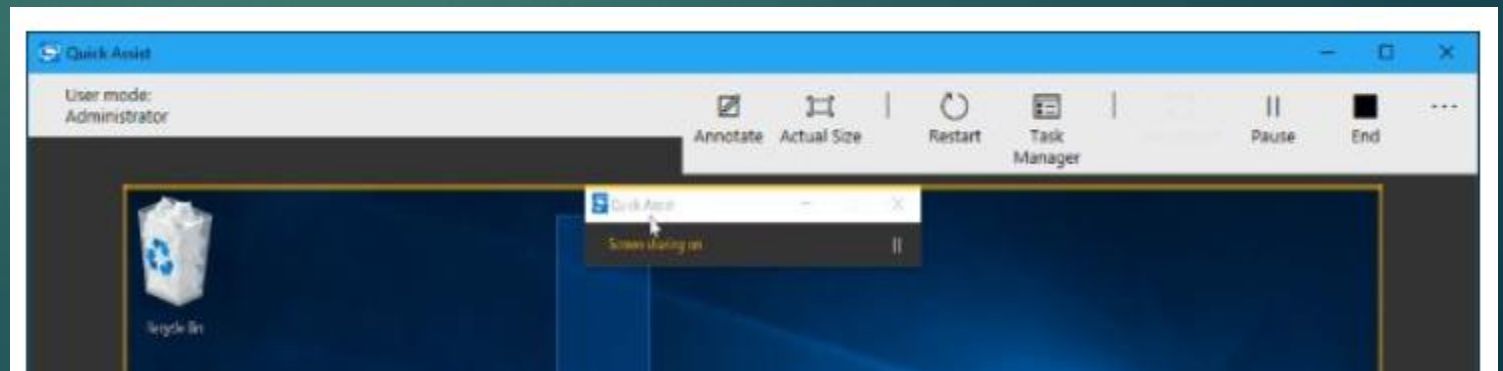


Using Windows' Quick Assist

- ▶ Connection established
- ▶ Might take a while for devices to connect
- ▶ Be patient
- ▶ You'll see other person's desktop in a window on your computer

Using Windows' Quick Assist

- ▶ Icons are in the top right corner
 - ▶ Draw on the screen
 - ▶ Change size of window
 - ▶ Remotely restart computer
 - ▶ Open task manager
 - ▶ Pause or end QA connection



Using TeamViewer



- ▶ Download and install TeamViewer software on your computer
- ▶ Person needing help also downloads the program
- ▶ It's Free
- ▶ Send the TeamViewer QuickSupport link to person you are helping

Using TeamViewer



Using TeamViewer



- ▶ Enter their TeamViewer ID in the “Control Remote Partner ID” field
- ▶ Connect to their computer by entering their password
- ▶ Once you’re connected, you can see their remote desktop screens, take control of their mouse and keyboard, and fix computer issues on the spot.

Browse for Help aka Google is your friend

Be specific

- ▶ Include:
 - ▶ Operating system
 - ▶ Program name and version
 - ▶ Problem you encountered
 - ▶ Circumstances when the problem occurred
- ▶ OR copy/paste/type Error Code or message in the search box

Browse for Help

- ▶ If other people are having the same problem, you'll be able to see if they have a solution - <https://www.cnet.com/forums/windows-10/>



GENERAL DISCUSSION	My Website is not working in windows 10	2	Oct 6, 2020	Oct 6, 2020
	by 343divyankjain			
GENERAL DISCUSSION	My laptop running Windows 10 is stuck in a repair loop, help	65	Sep 25, 2020	Oct 6, 2020
	by Lee Koo (ADMIN) cnet			
QUESTION	External Hard Drive - Denied Permission	2	Oct 5, 2020	Oct 5, 2020
	by KSUpribe			
GENERAL DISCUSSION	How do I clean junk off my computer?	5	Aug 27, 2020	Oct 5, 2020
	by jenniejc			
QUESTION	Windows 10 computer randomly freezes on idle	1	Oct 4, 2020	Oct 4, 2020
	by DERich2000			

Browse for Help



Check the vendor's website

- ▶ Look for FAQ's page (Frequently Asked Questions)
- ▶ Product documentation
- ▶ Is there a user discussion forum?

Find a Real Person to Talk With

www.gethuman.com

Need to contact a company? Or have them call you?

Get customer service faster and easier.



Companies have more phone numbers and contact options than ever. GetHuman shows you how to get through fastest.



PHONE NUMBERS
SHORTCUTS + WAIT TIME



CALL-BACKS
THEY CALL YOU INSTEAD



LIVE CHAT
WHEN YOU CAN'T TALK



EMAIL
WHEN FASTER

8,000+
COMPANIES
45 COUNTRIES
AND GROWING

Find a Real Person to Talk With

- ▶ If you talk with a representative at a company, please don't mention another company's application you are having problems with
- ▶ Don't skip automated voice or you will need to be prepared to be transferred
- ▶ Know your information, and give what is asked

Find a Real Person to Talk With

- ▶ Be patient and try not to ramble
- ▶ Long periods of silence
- ▶ “I am just running some tests”
- ▶ Leave honest feedback, good or bad

Find a Real Person to Talk With

- ▶ FYI – Microsoft's Assure Software plan
 - ▶ <https://bit.ly/335klWz>
 - ▶ \$99.99/year 5 devices (11/19/20 'sale')
 - ▶ Chat/Phone
- ▶ MS Tech Support = 866 425 8809
- ▶ If there is a long wait time, they will call you back



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