

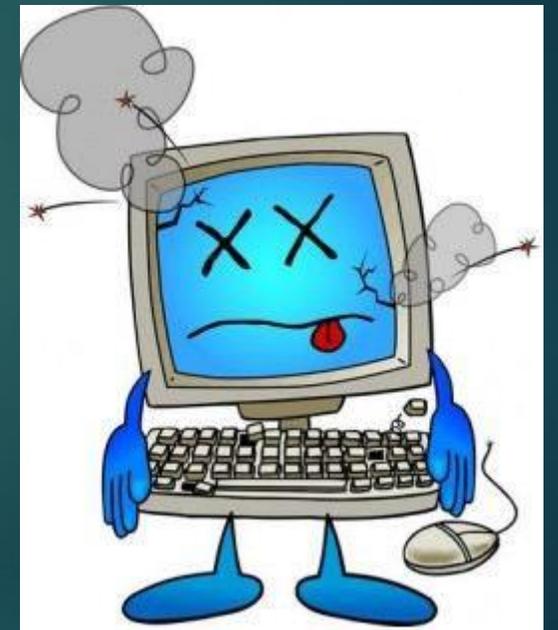


# Troubleshooting Your Computer

Villages Computer Club  
August 11, 2020

# 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**

- ▶ Cables, connectors, and power cords
- ▶ 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 60 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 Restore Point or ask Cortana
- ▶ Create a Restore Point

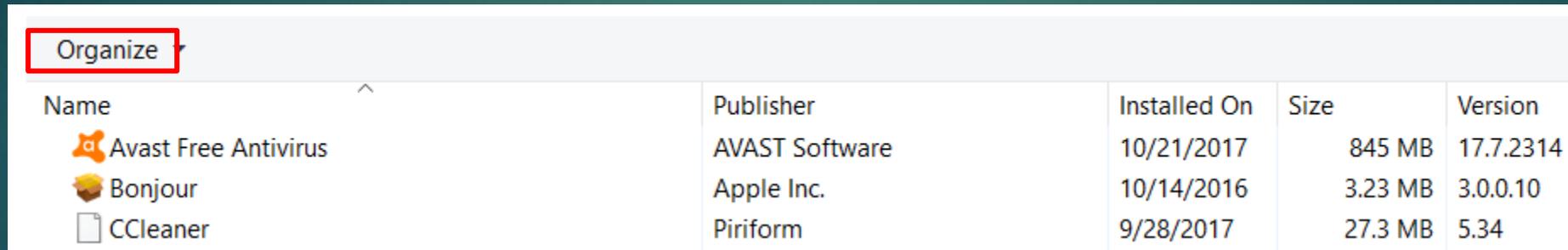


Create a restore point

Control panel

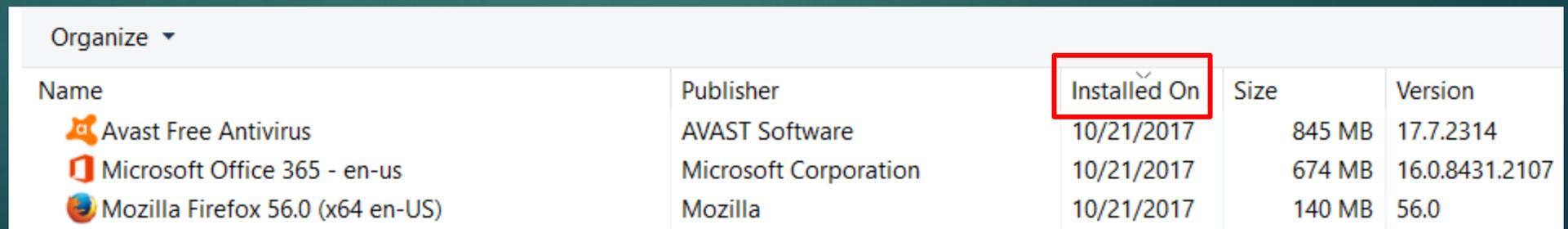
# No More Bloat

- ▶ 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

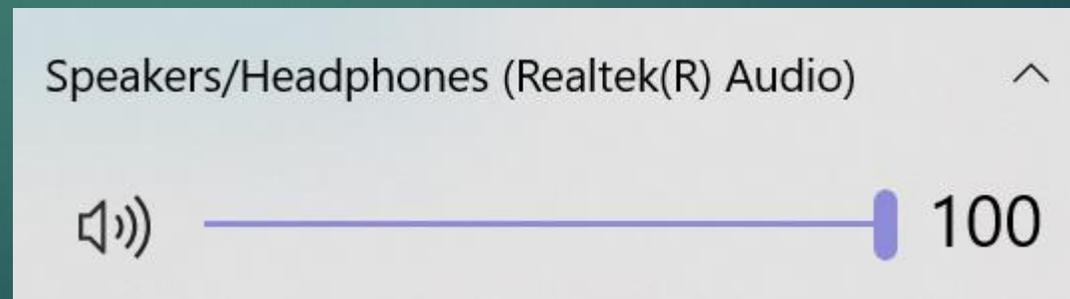


The screenshot shows the 'Organize' menu in Windows Settings. The 'Installed On' column header is highlighted with a red box. Below it is a table of installed programs.

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)

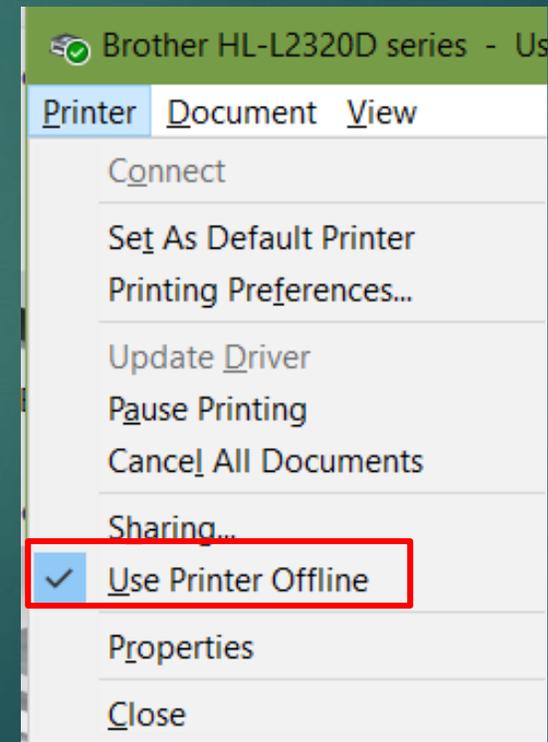
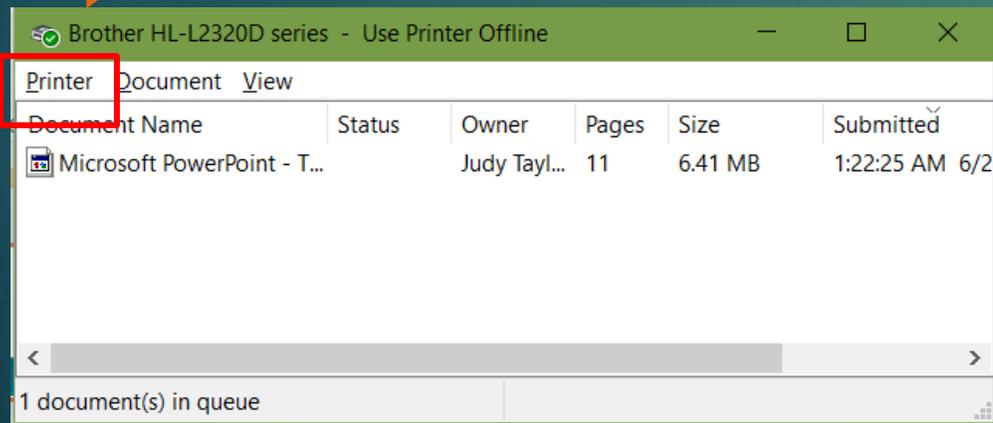
# Printer Doesn't Work

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



# Printer Doesn't Work

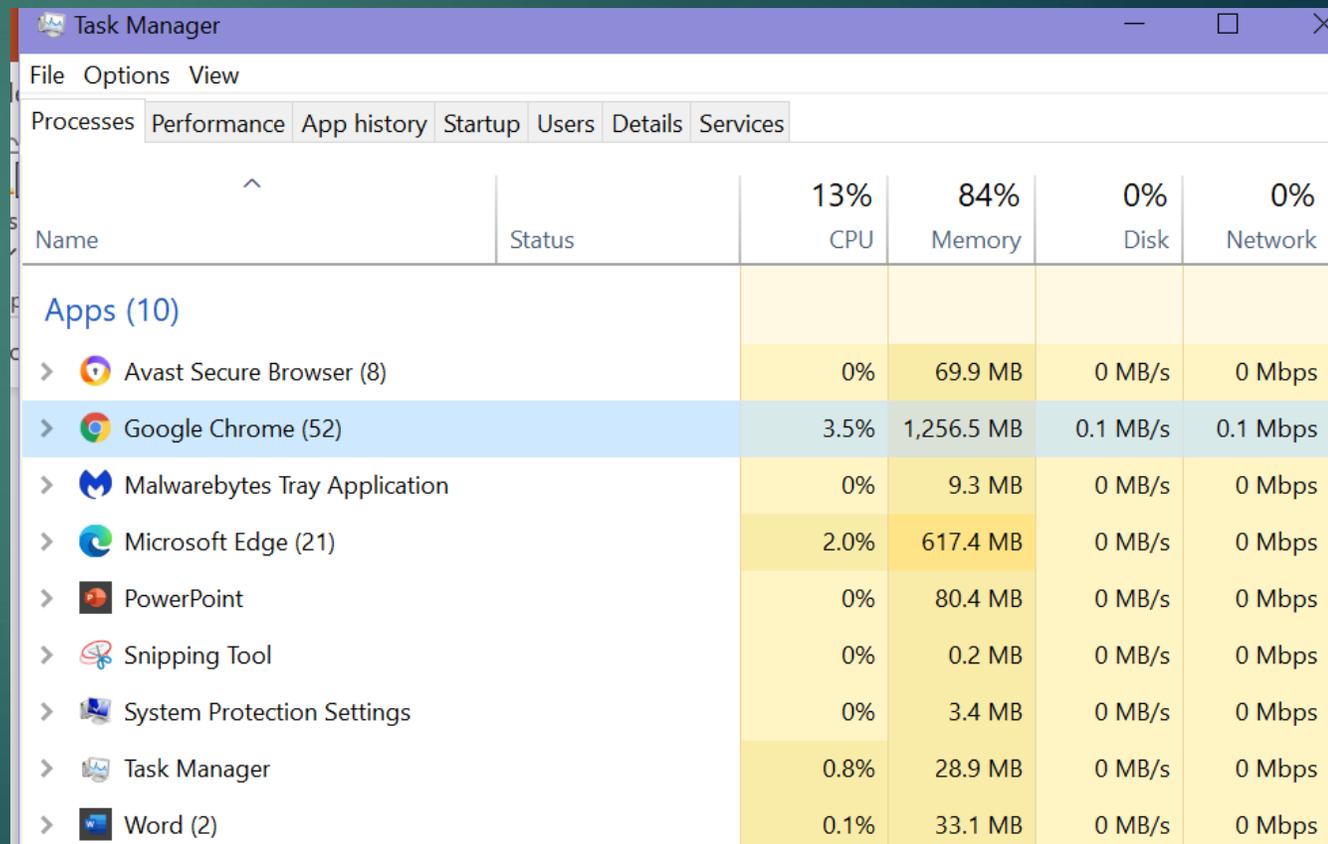
- ▶ Click on the printer
- ▶ Click on Printer
- ▶ Check if the printer is Offline



# Task Manager

## Unresponsive Programs

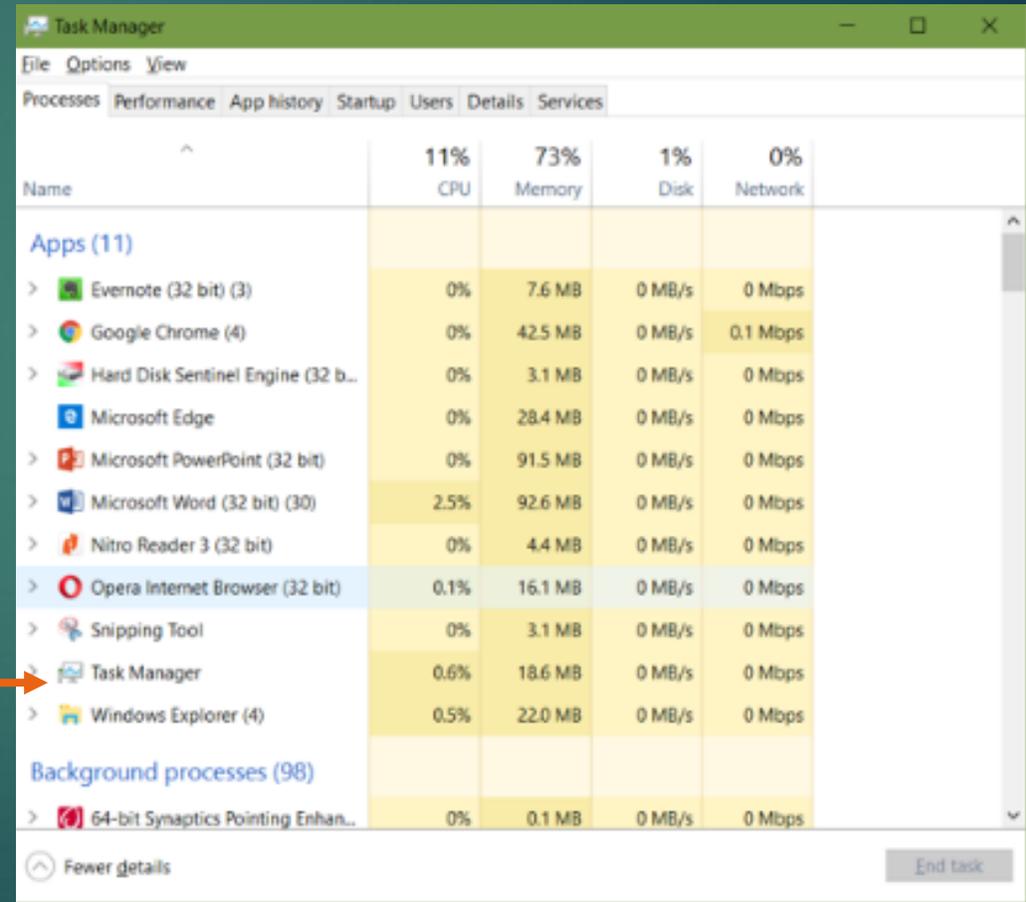
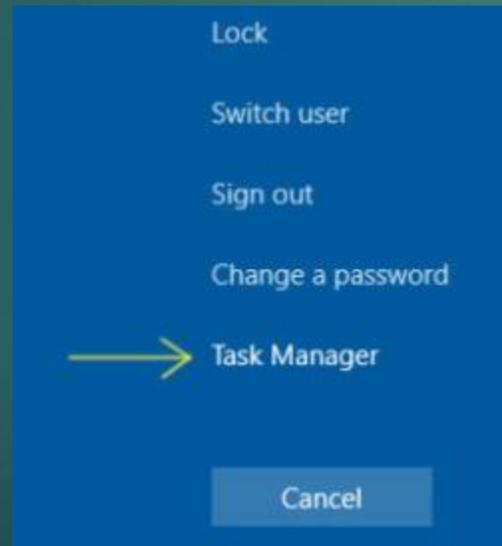
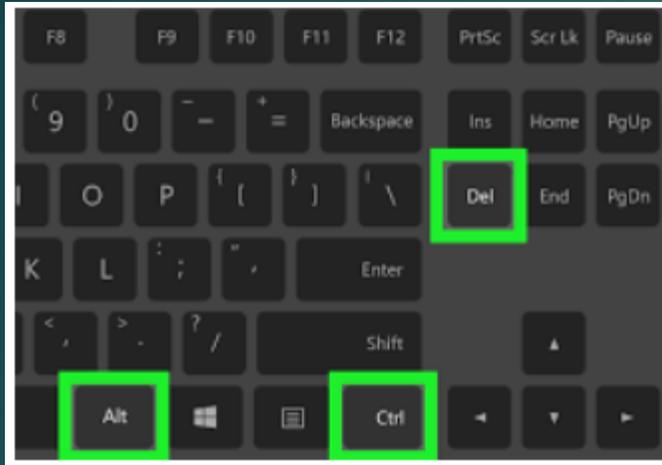
- ▶ Open Task Manager
- ▶ Select one at a time
- ▶ Press Delete key or
- ▶ End Task
- ▶ Open program
- ▶ Working OK?
- ▶ No, reboot



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

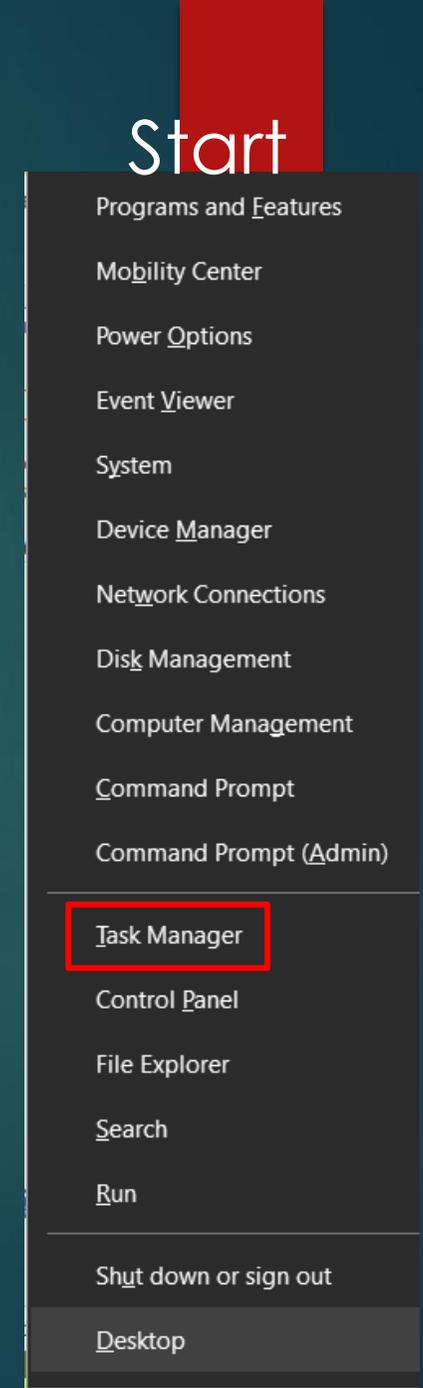
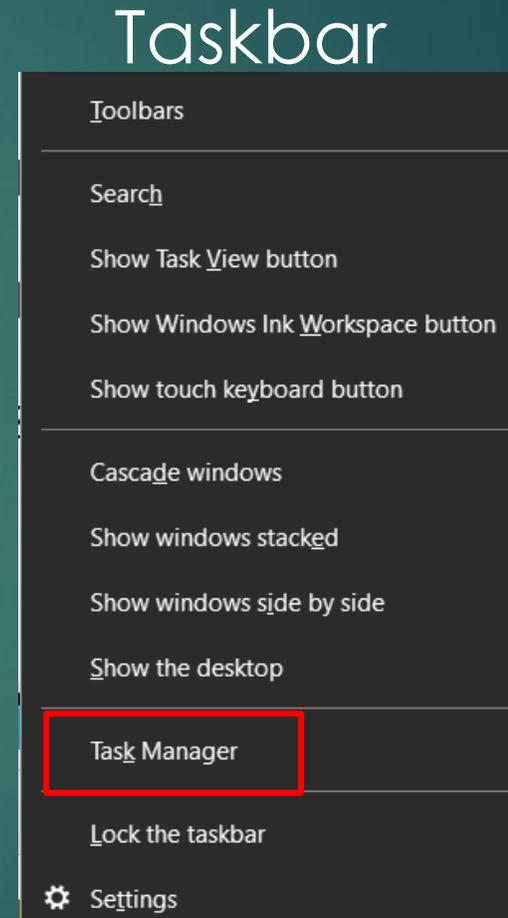
Name	Status	13% CPU	84% Memory	0% Disk	0% Network
<b>Apps (10)</b>					
> Avast Secure Browser (8)		0%	69.9 MB	0 MB/s	0 Mbps
> Google Chrome (52)		3.5%	1,256.5 MB	0.1 MB/s	0.1 Mbps
> Malwarebytes Tray Application		0%	9.3 MB	0 MB/s	0 Mbps
> Microsoft Edge (21)		2.0%	617.4 MB	0 MB/s	0 Mbps
> PowerPoint		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



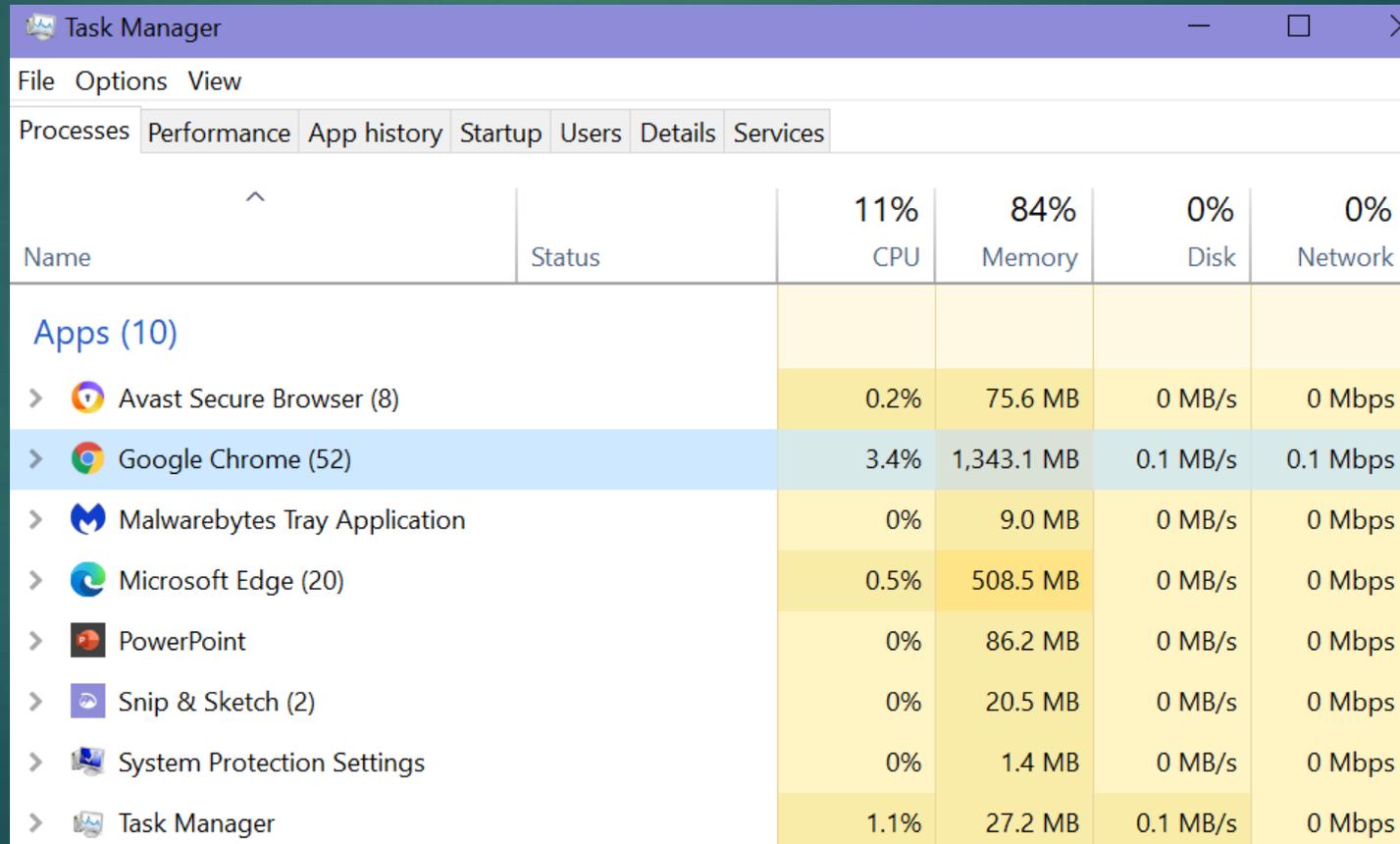
# Open Task Manager

- ▶ 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 'Processes' tab is selected, displaying a table of running applications. The table has 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
<b>Apps (10)</b>					
> 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

# After Your Computer Boots Up

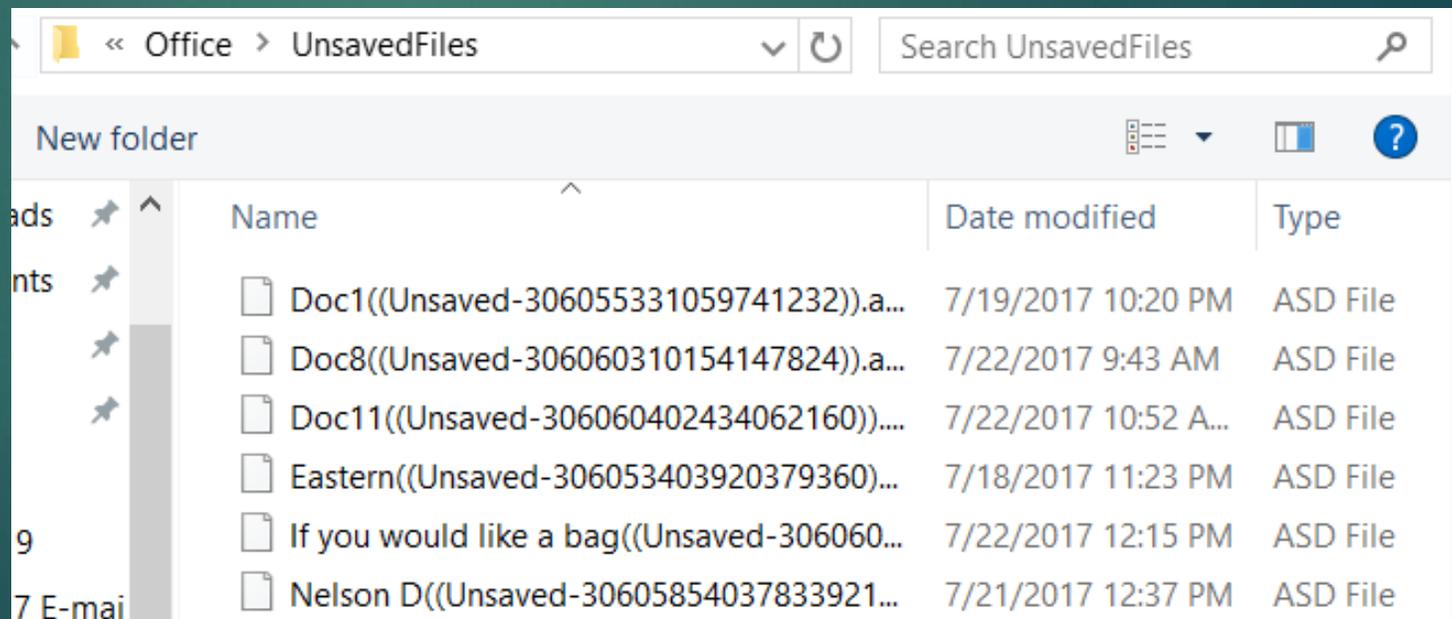
- ▶ If the computer starts up, open the applications you were using
- ▶ Some programs, like the Microsoft Office, make timed backups and may bring up recovered files
- ▶ If you have a “recovered document” save it under a different name and compare it to your previously saved files

# 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 yellow folder icon. To its right, the text "Recover Unsaved Documents" is displayed in a dark gray font.

Recover Unsaved Documents

A screenshot of a Windows File Explorer window. The address bar shows the path "Office > UnsavedFiles" with a search box on the right containing "Search UnsavedFiles". The main area shows a list of files with columns for Name, Date modified, and Type. The files are all ASD files with names like "Doc1((Unsaved-306055331059741232)).a...".

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

# Error Messages

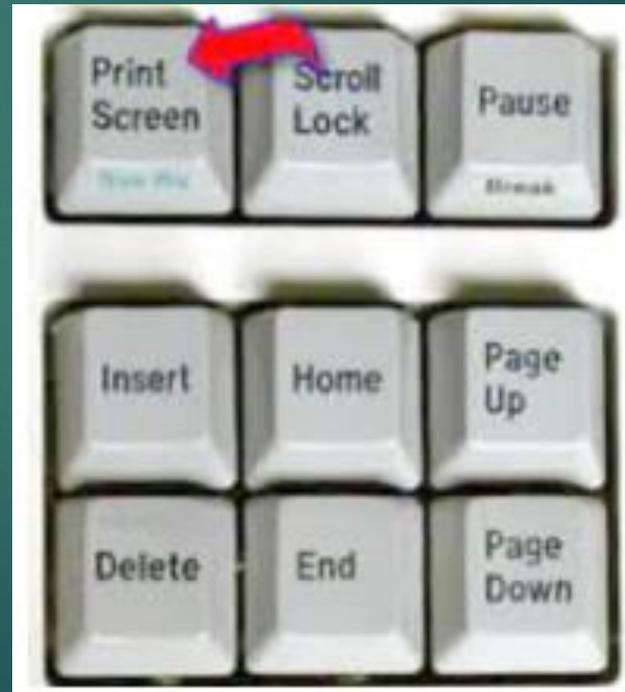
- ▶ You can write it down but....

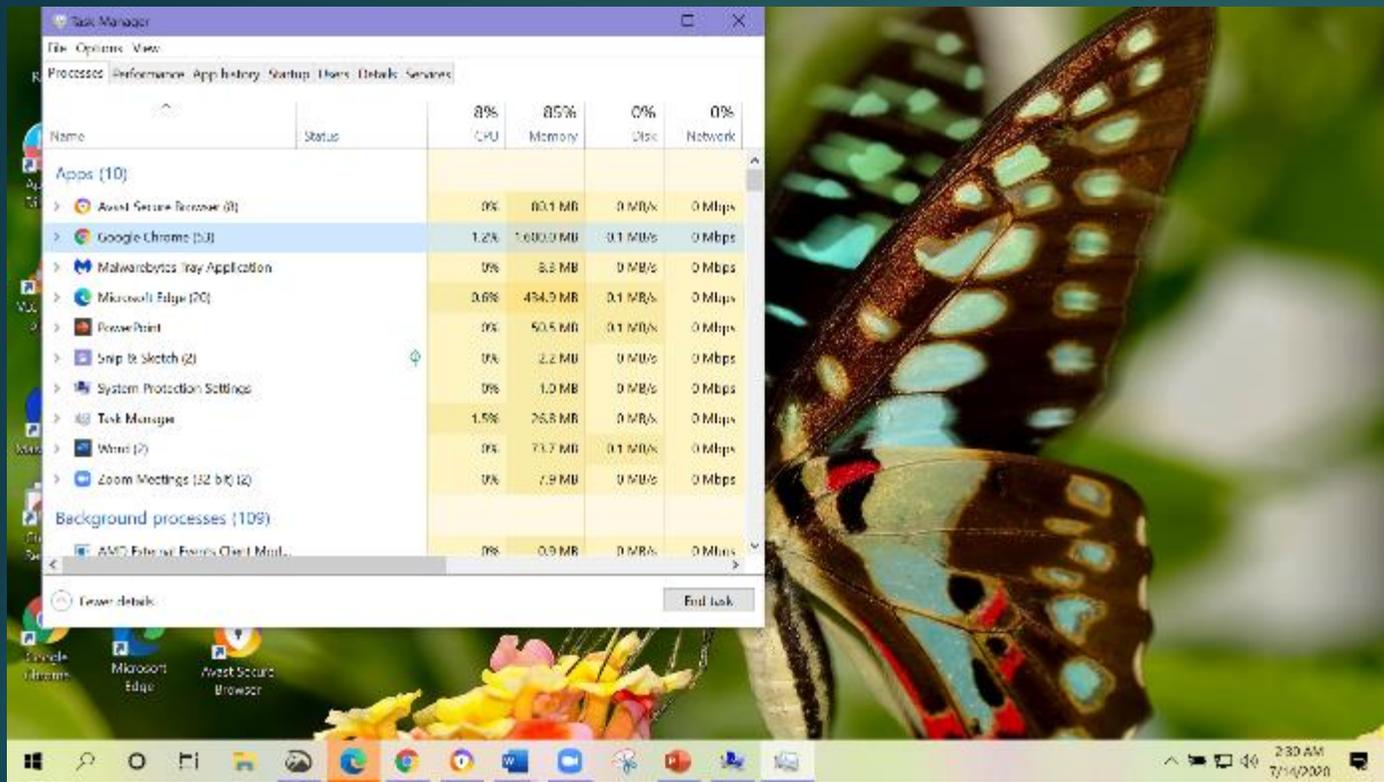
```
Object reference not set to an instance of an object. at
Microsoft.SharePoint.SPSPSite.get_IISAllowsAnonymous()
  at Microsoft.SharePoint.ApplicationPages.UserRoles.InitPage()
  at Microsoft.SharePoint.ApplicationPages.CBaseAdPage.OnLoad(EventArgs e)
  at System.Web.UI.Control.LoadRecursive()
  at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



# Print Screen

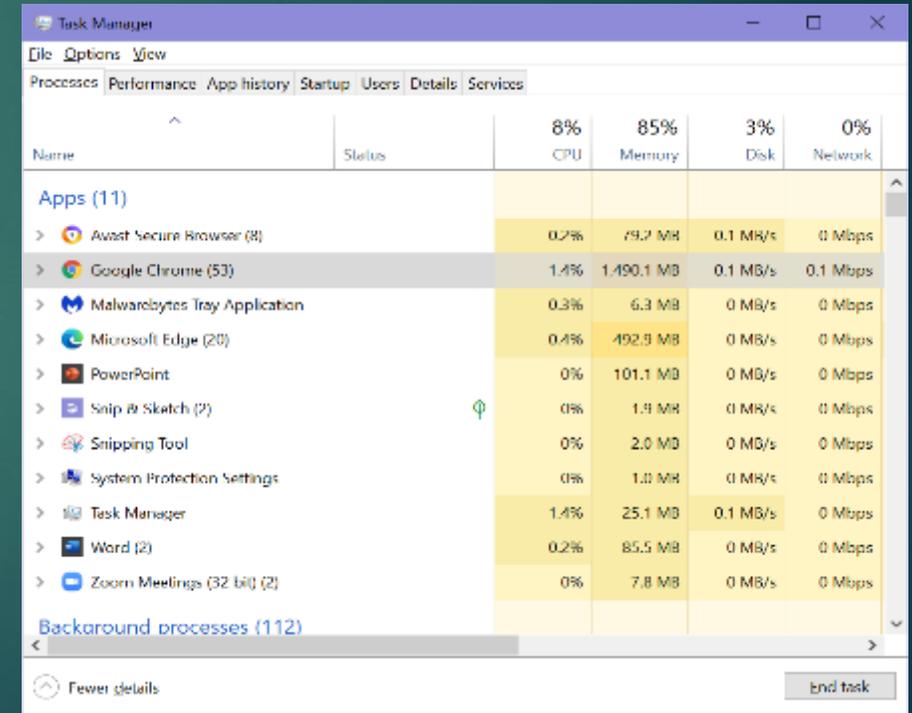
- ▶ The PrtScr (Print Screen) key copies the entire screen into RAM (memory) / Clipboard
- ▶ Alt + PrtScr copies only the active window





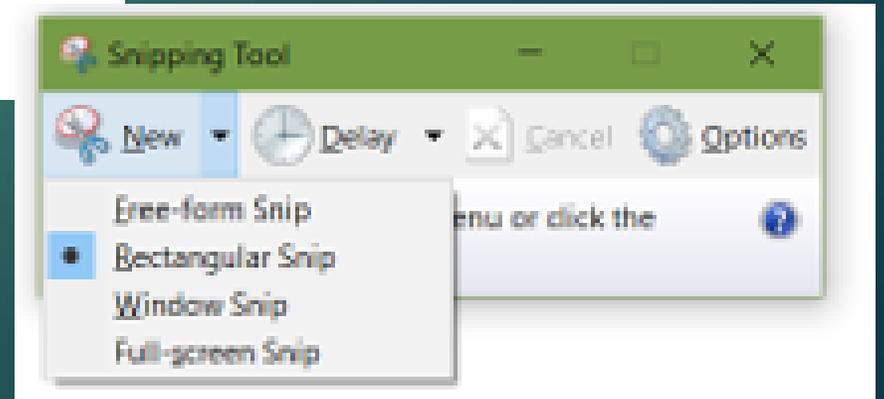
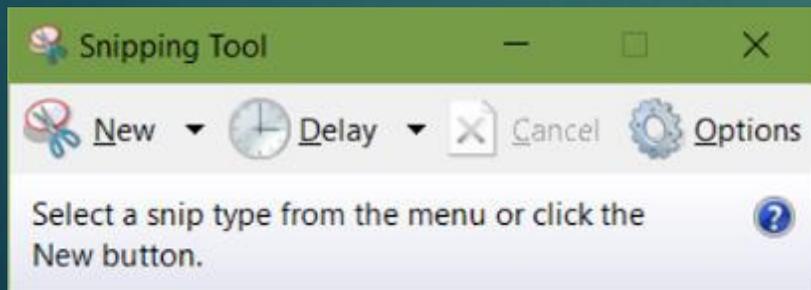
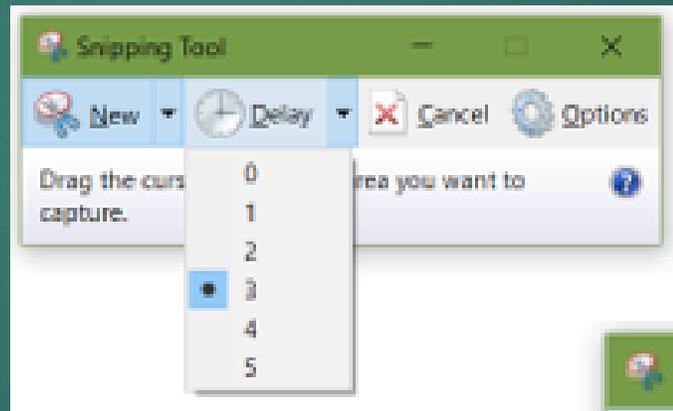
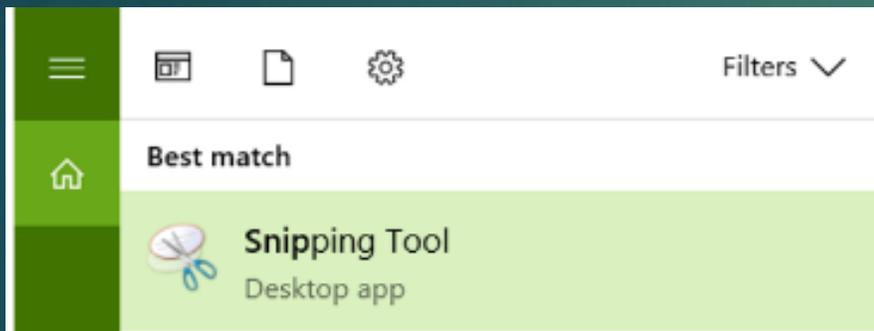
# Windows Key+Print Screen

Alt + PrtScr



# Snipping Tool

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



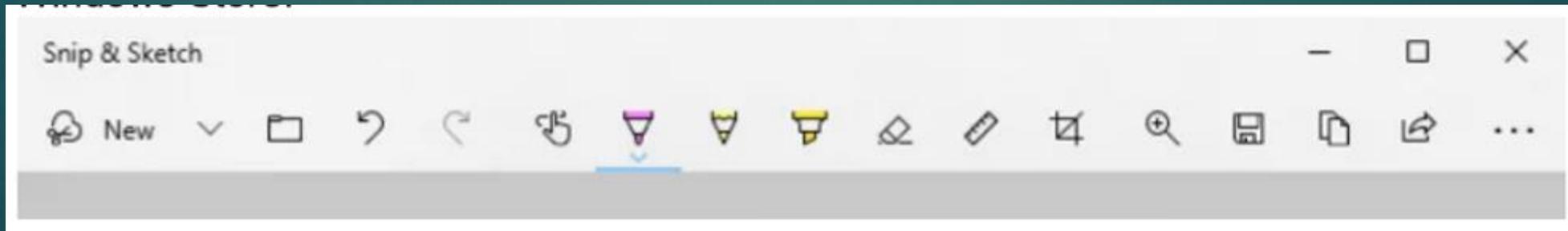
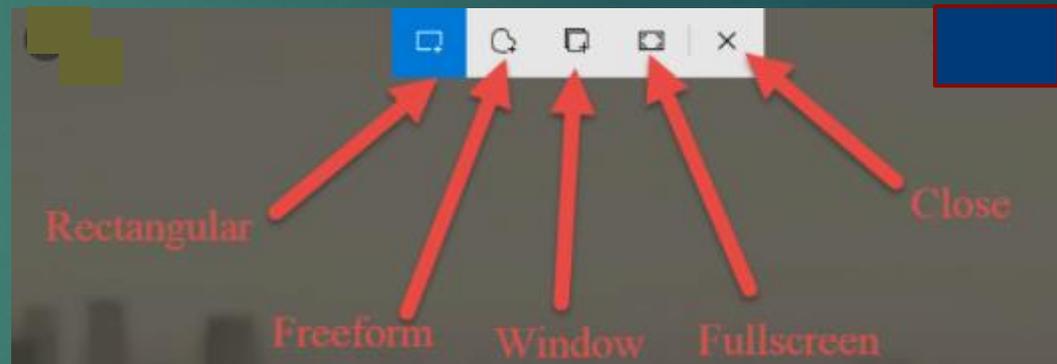
# Print Screen / Snip



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



# Computer is Running Slow

The screenshot shows the Patch My PC Updater 4.0.1.5 application window. The title bar reads "Patch My PC Updater 4.0.1.5". The system information at the top left includes "OS: Microsoft Windows 10 Home 64-Bit", "Hostname: LAPTOP-E32EMFDO", and "Definitions: 07-Jun-2018". The top right status bar shows a warning icon for "7 Apps To Install" and a green checkmark for "8 of 15 Apps Up To Date!".

The main interface is divided into a left sidebar and a main content area. The sidebar contains icons for "Apps", "Options", "Uninstaller", "Scheduler", and "About". The main content area has a search bar "Search From 301 Apps..." and a list of applications categorized into "Plugins & Runtimes" and "Browsers".

**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)

**Legend:**

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

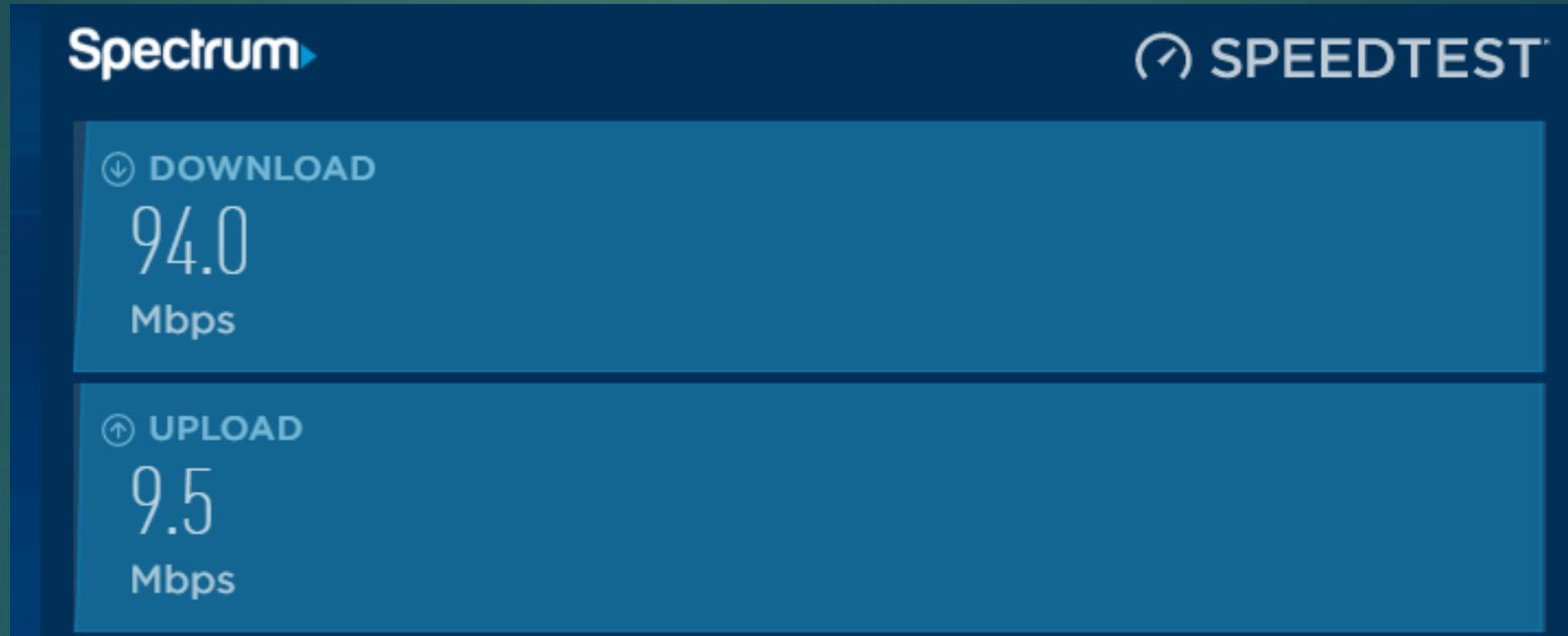
**Bottom Buttons:**

- 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
- ▶ 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

Task Manager

File Options View

Processes Performance App history Startup Users Details Services

Last BIOS time: 8.5 seconds

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

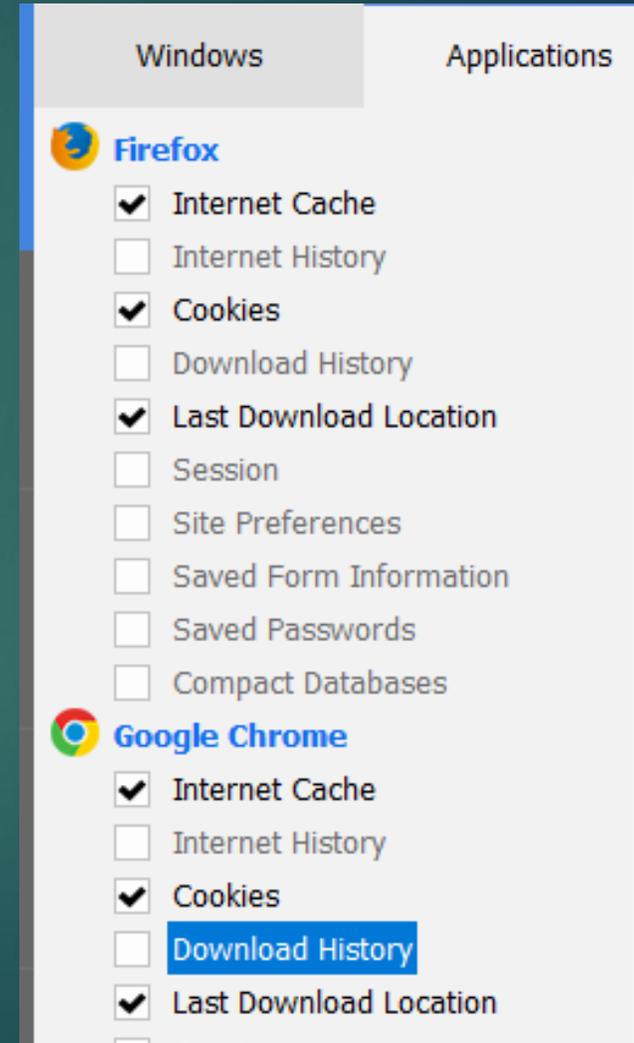
^ Fewer details

Enable

to waves MaxxAudio on startup?

# 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

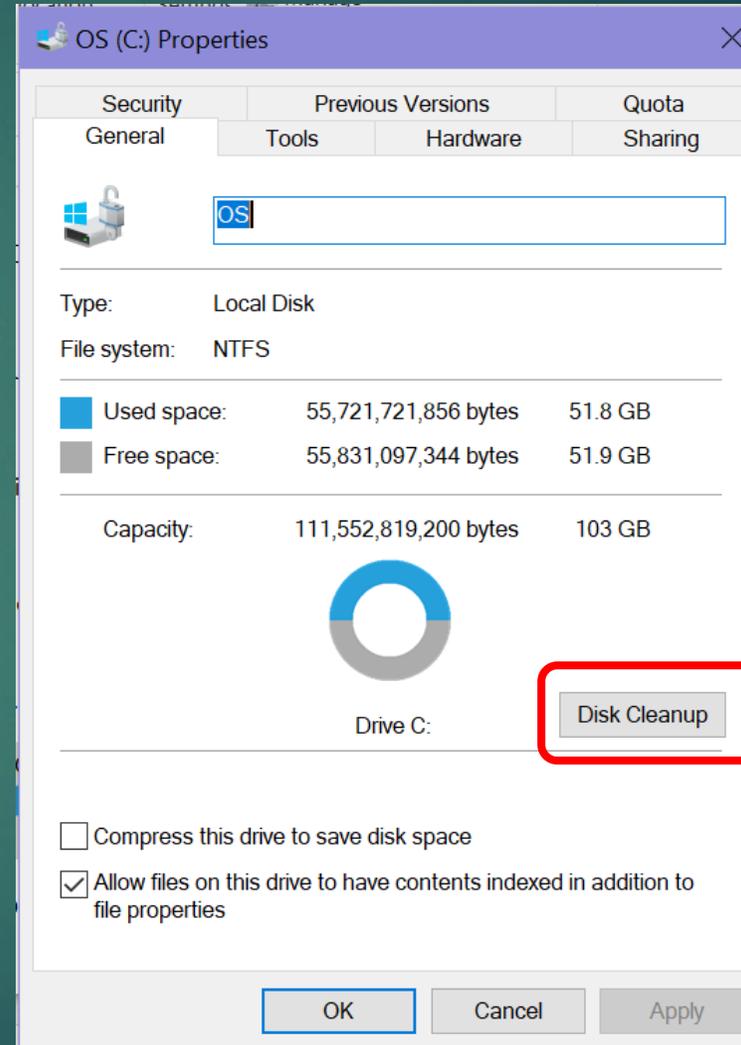
This process will permanently delete files from your system.  
Are you sure you wish to proceed?

Do not show me this message again

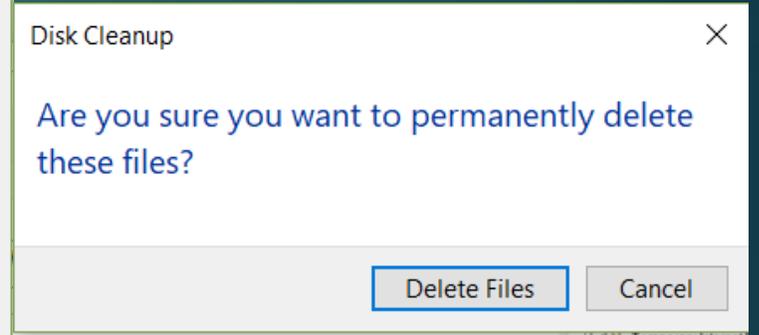
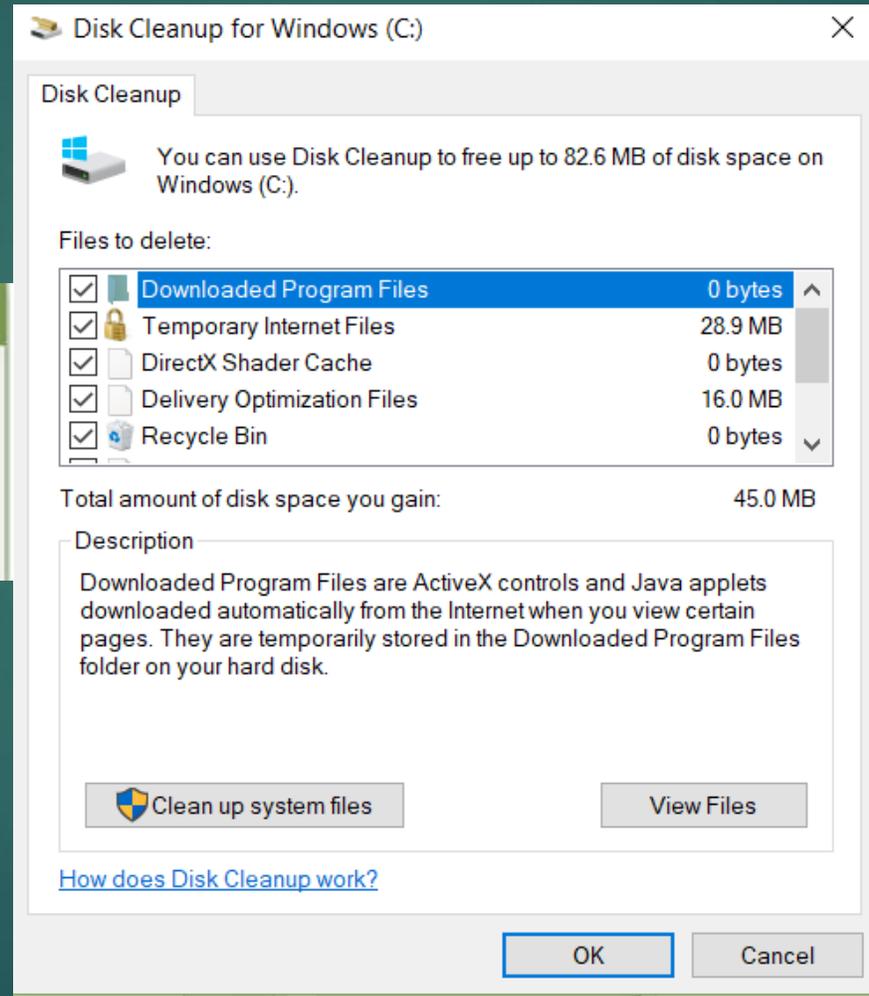
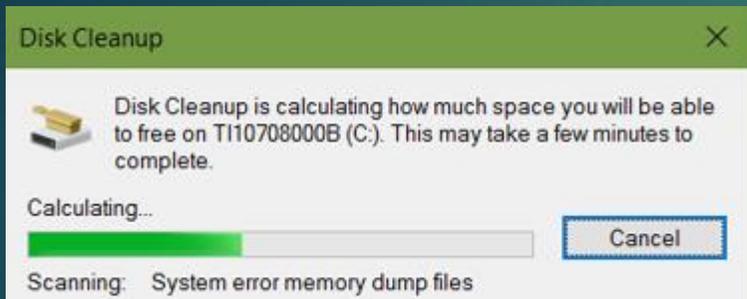
OK Cancel

# Time to Clean Your HD

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

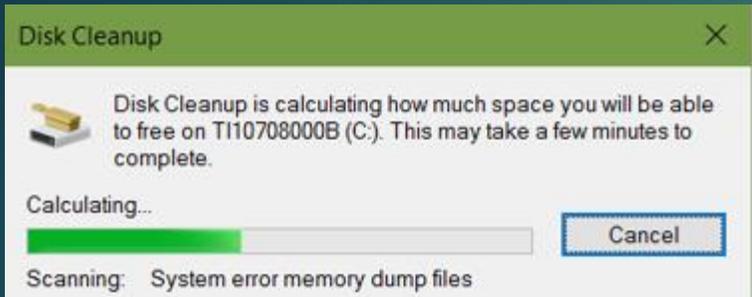


# Time to Clean Your HD

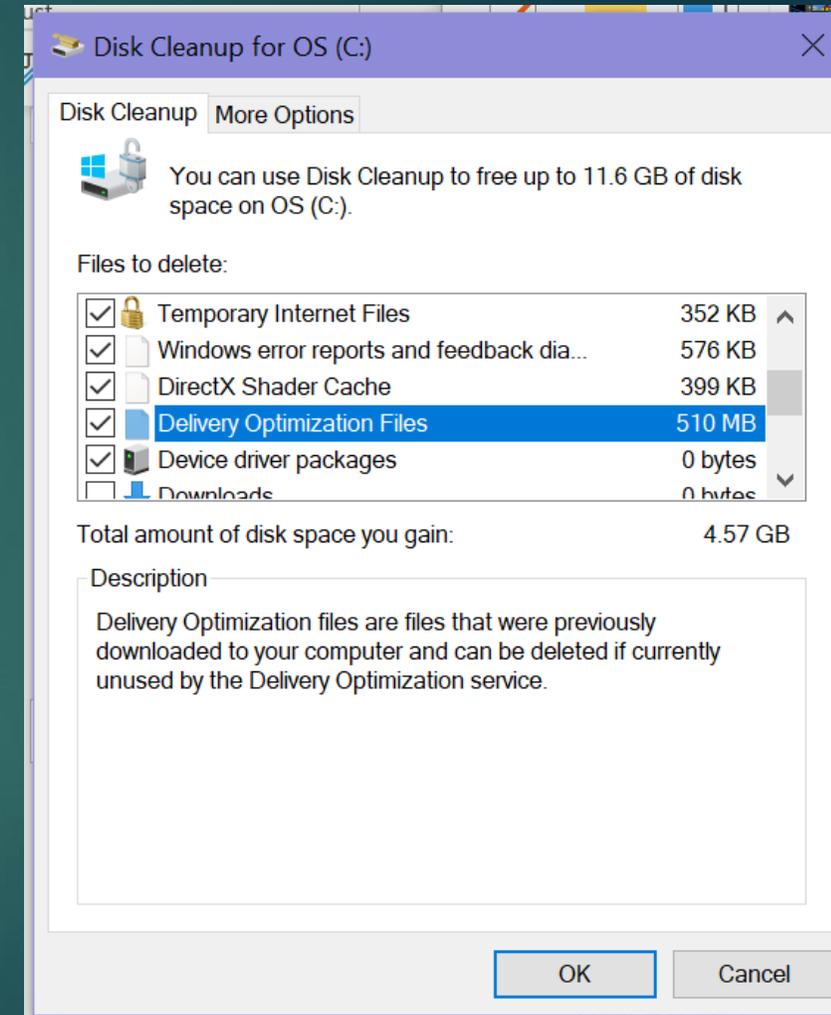
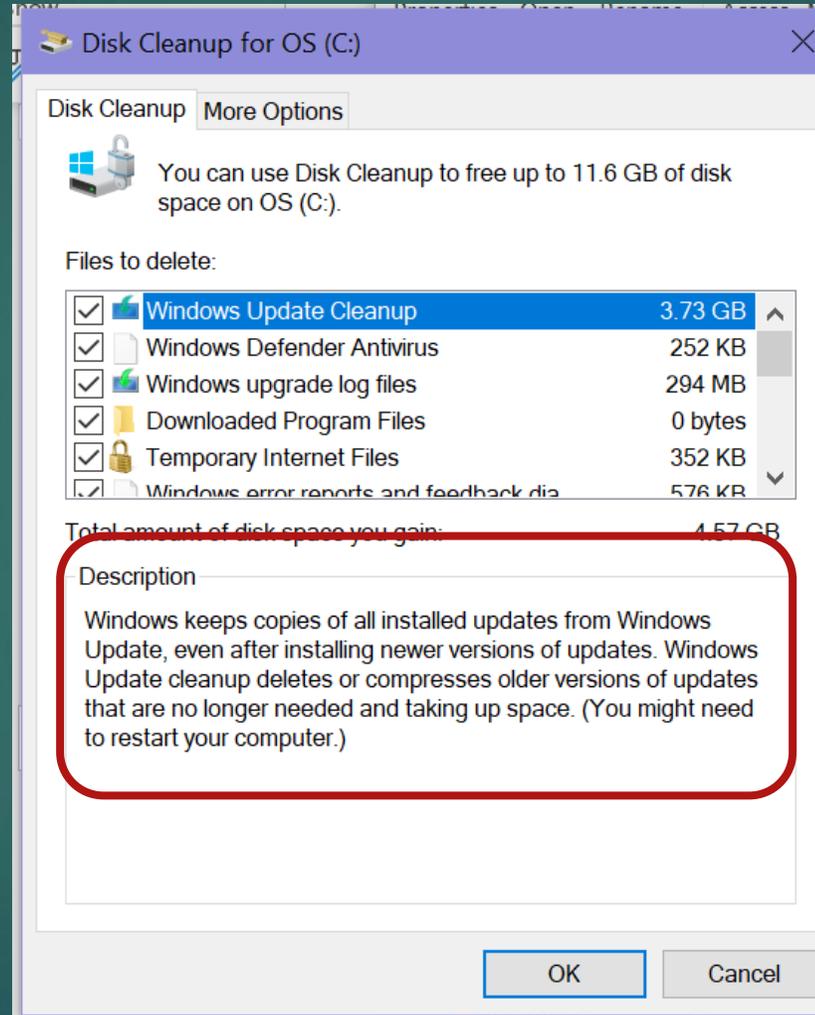


# Time to Clean Your HD

Disk Cleanup

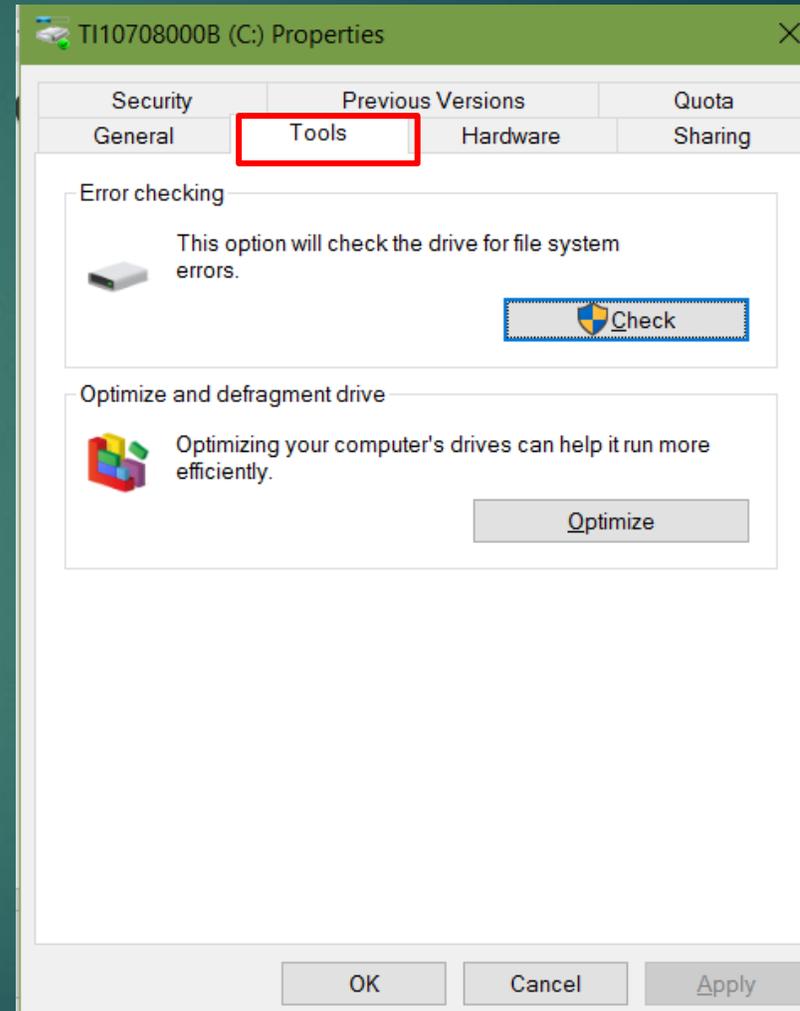


 Clean up system files



# Time to Clean Your HD

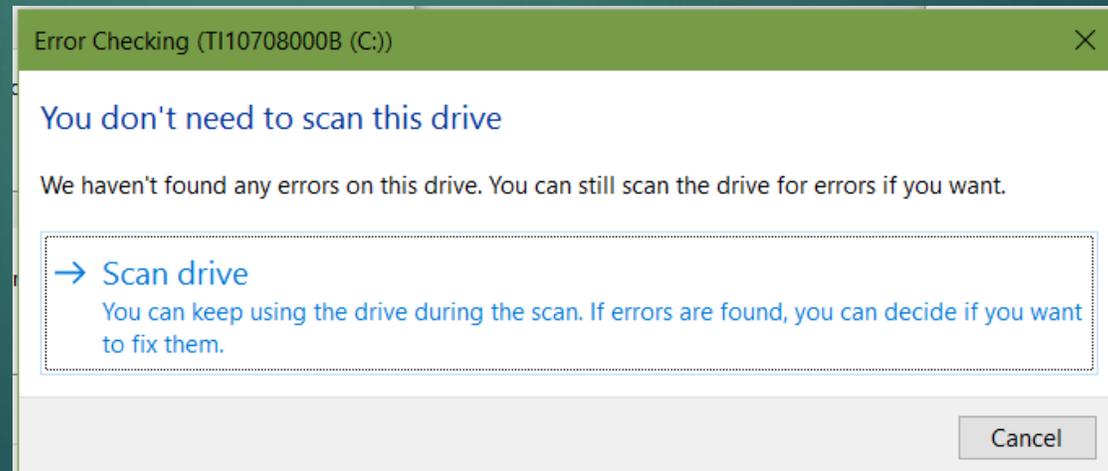
- ▶ Click Tools tab
- ▶ Error checking
- ▶ Defrag



# Time to Clean Your HD

Check Hard Drive for errors

- ▶ 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 removing files you don't need
  - ▶ Temporary files
  - ▶ Content in the recycle bin....
- ▶ Settings > System > Storage

# Time to Clean Your HD

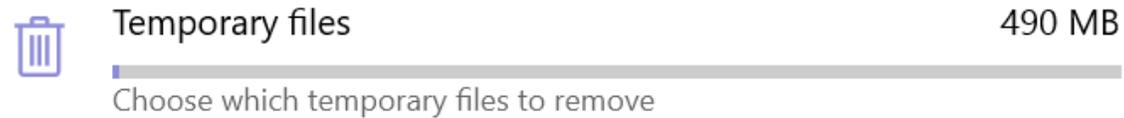
Off

[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 defragment 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 defragmentation
  - ▶ 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

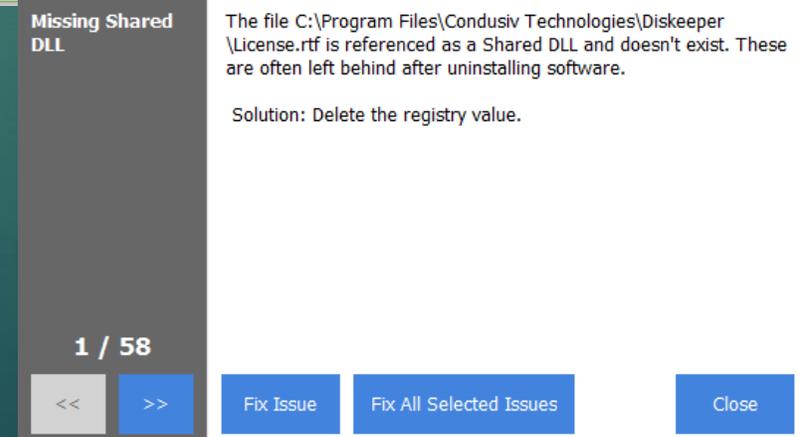
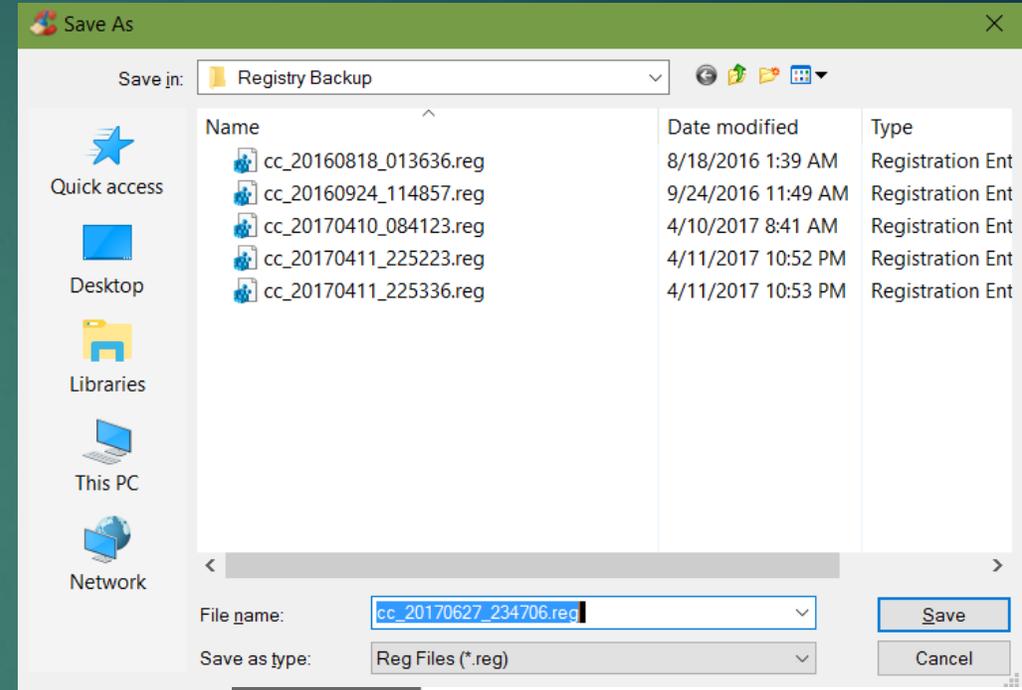
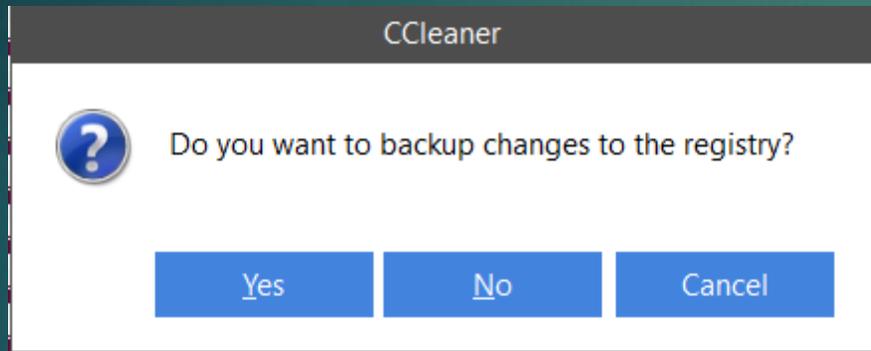
The screenshot shows the Registry Cleaner application interface. On the left, there is a sidebar with a list of categories, each with a checked checkbox. On the right, a table displays the detected issues, also with checkboxes in the first column.

<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.

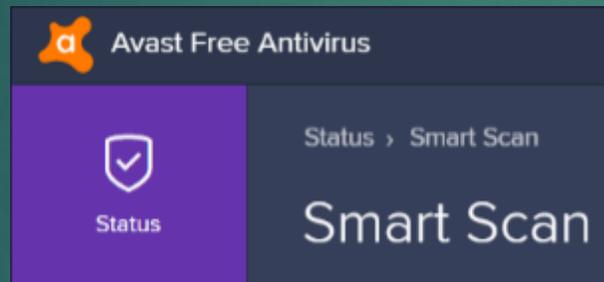
**Issue Fixed**

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<< >> Fix Issue Fix All Selected Issues Close

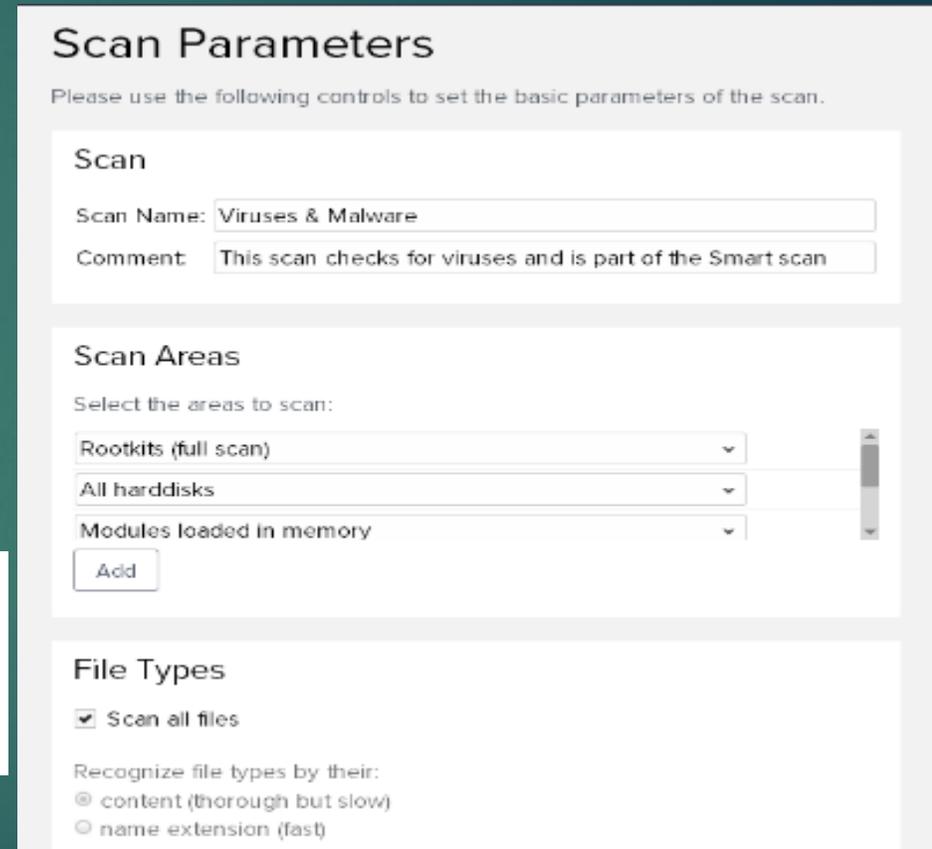
# Scan for Malware

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



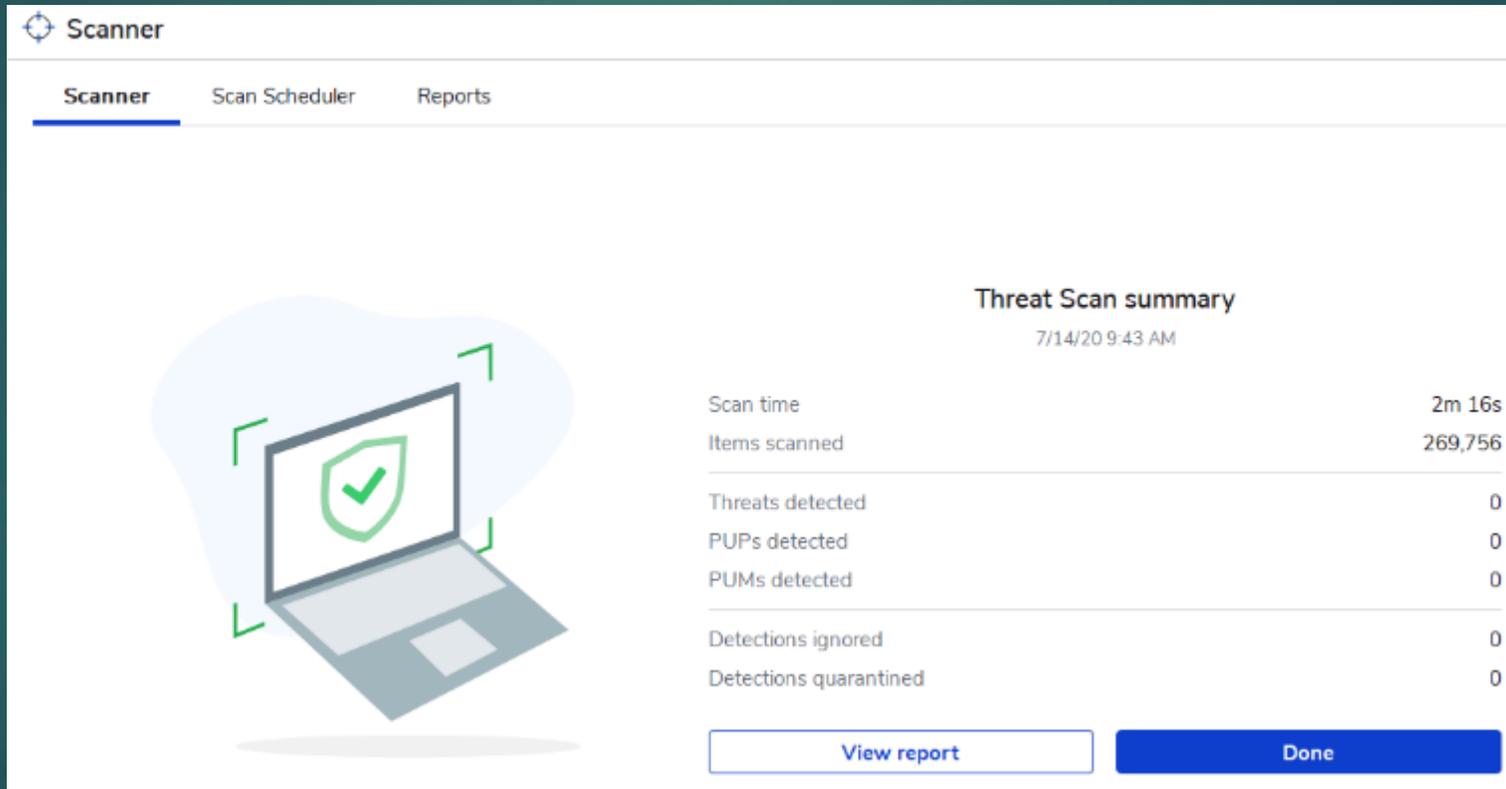
✓ No conflicting antivirus found

✓ No viruses found



# Scan 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.

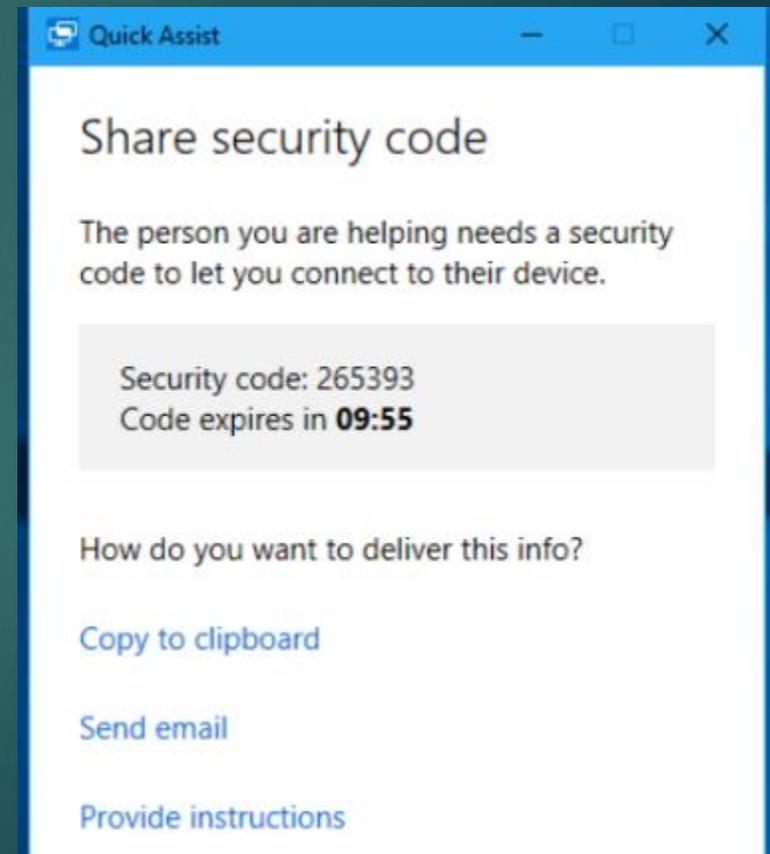
-  **Power**  
Find and fix problems with your computer's power settings to conserve power and extend battery life.
-  **Program Compatibility Troubleshooter**  
Find and fix problems with running older programs on this version of Windows.
-  **Recording Audio**  
Find and fix problems with recording 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

# 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

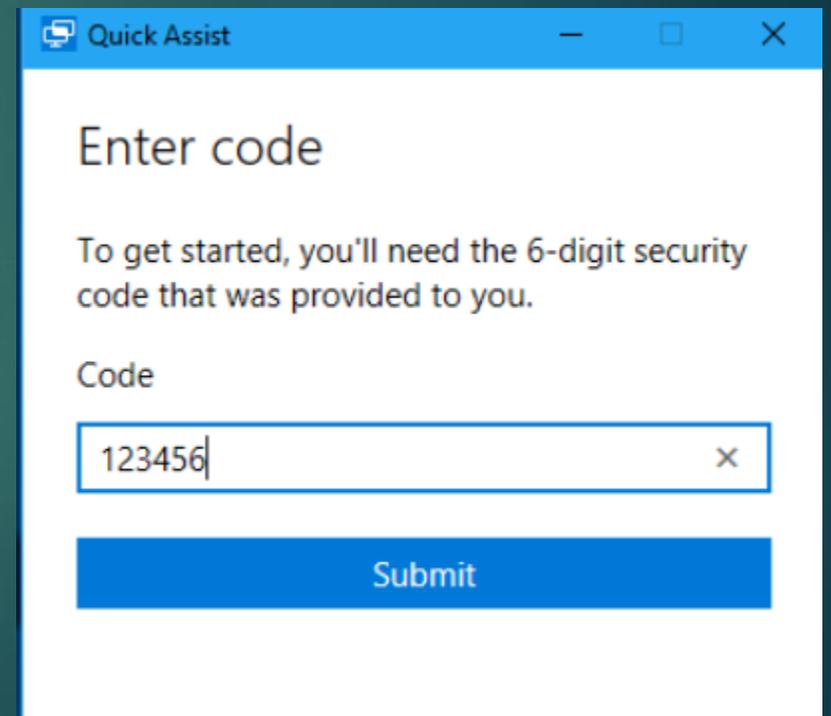
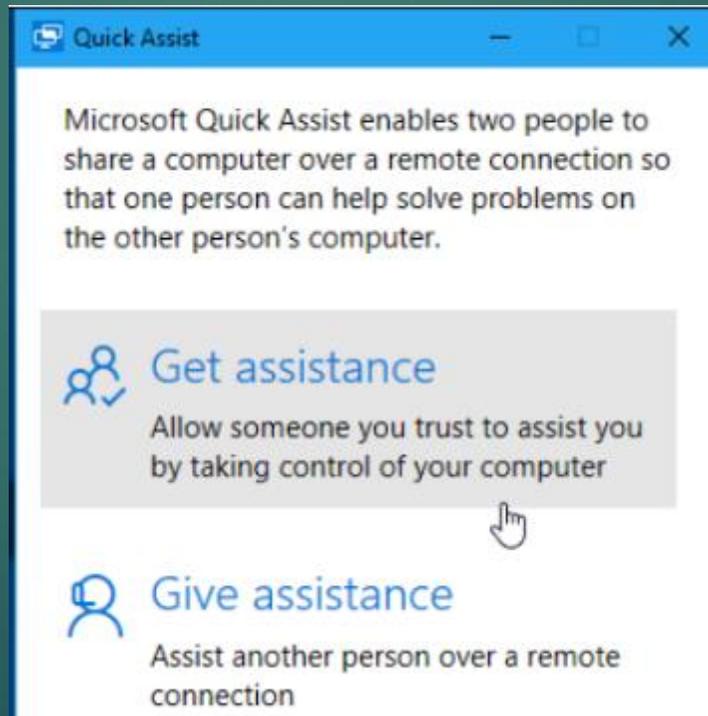


# Using Windows' Quick Assist

- ▶ 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

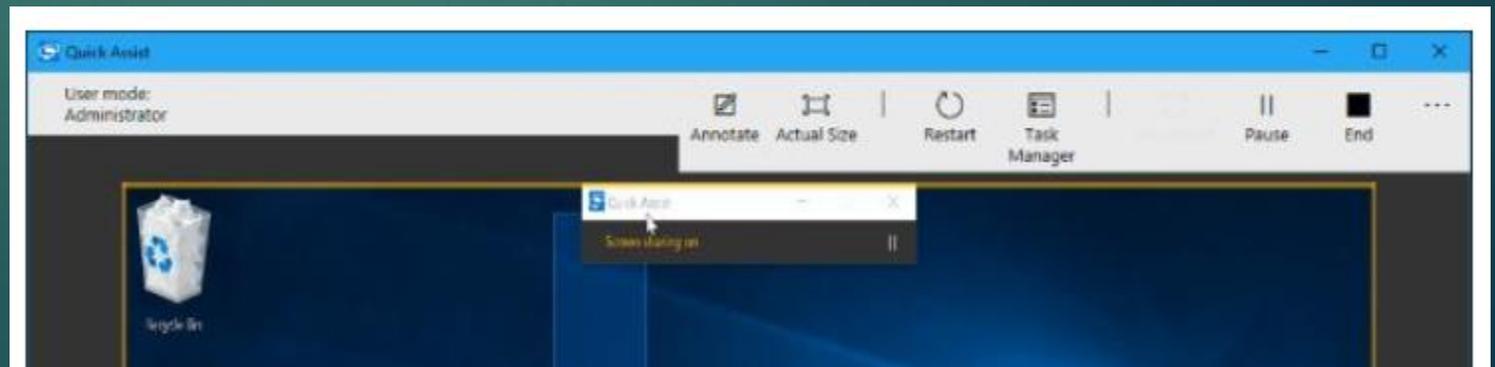


# Using Windows' Quick Assist

- ▶ 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.

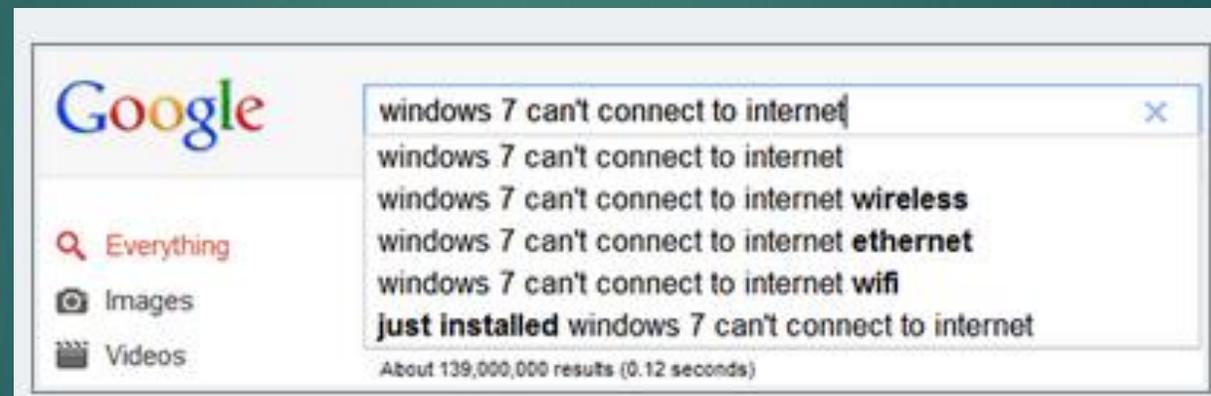
# Browse for Help aka Google is your friend

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



# 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
- ▶ FYI – Microsoft charges \$99/month or \$149.99/year for one computer
- ▶ MS Tech Support = 866 425 8809
- ▶ If there is a long wait time, they will call you back



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