



Troubleshooting Your Computer

Villages Computer Club
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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 / Reboot

- ▶ 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

- ▶ 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
- ▶ Regularly reboot your router & modem

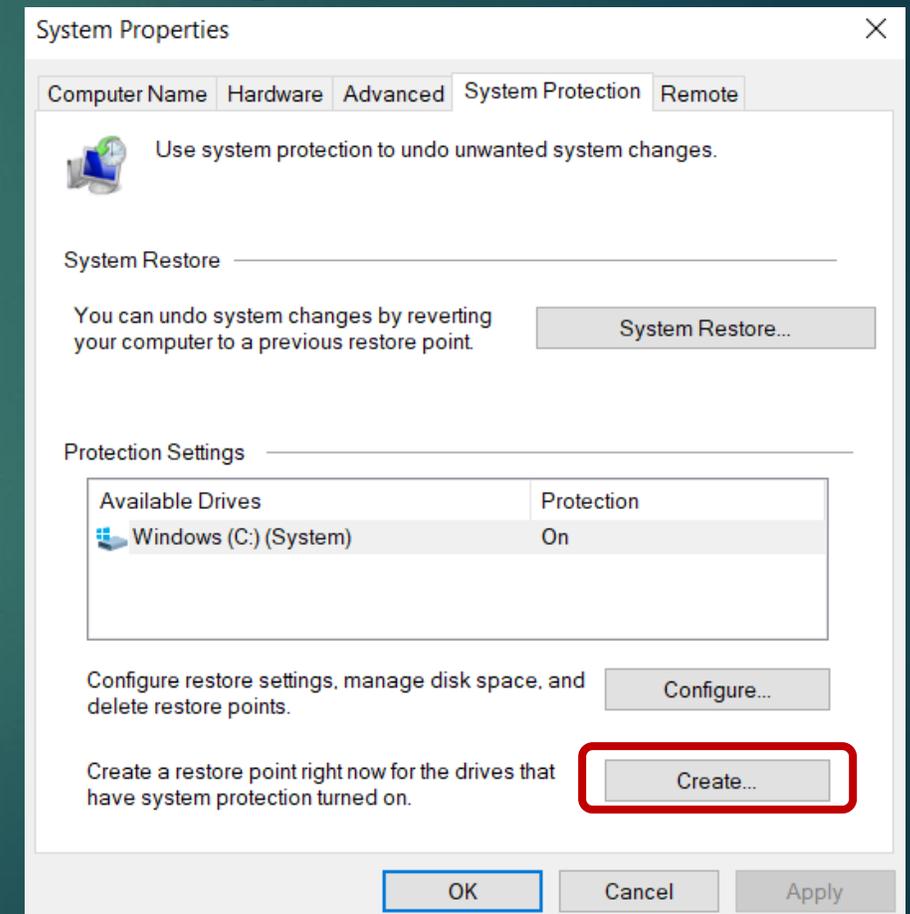
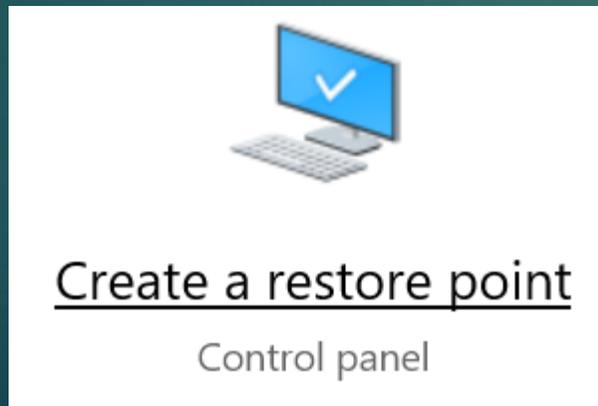
No Internet Access



- ▶ 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
- ▶ Create / Give it a name



No More Bloat

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

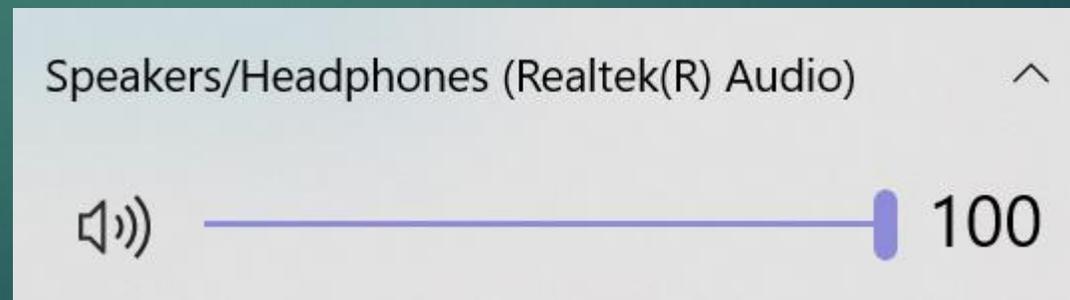
Organize ▾

Name	Publisher	Installed On	Size	Version
AnyDesk	AnyDesk Software GmbH	7/1/2021	2.00 MB	ad 6.3.2
Avast Secure Browser	AVAST Software	6/21/2021	628 MB	91.0.10364.115
Bing Wallpaper	Microsoft Corporation	6/8/2021	14.5 MB	1.0.9.2
CCleaner	Piriform	6/17/2021		5.82
Cisco Webex Meetings	Cisco Webex LLC	6/19/2021	296 MB	41.6.3
FCC 3.3.7407.1001 (current user)	FreeConferenceCall LLC	6/8/2021	25.5 MB	3.3.7407.1001
Google Chrome	Google LLC	6/29/2021		91.0.4472.124
Grammarly for Microsoft® Office Suite	Grammarly	6/3/2021	39.7 MB	6.8.261

Name	Publisher	Installed On	Size	Version
Malwarebytes version 4.4.2.123	Malwarebytes	7/7/2021		4.4.2.123
Microsoft 365 - en-us	Microsoft Corporation	7/7/2021		16.0.14131.20278
Wondershare PDFelement (Version 8.2.2)	Wondershare	7/5/2021	187 MB	8.2.2
Microsoft Edge	Microsoft Corporation	7/2/2021		91.0.864.64
LibreOffice 7.1.4.2	The Document Foundation	7/1/2021	693 MB	7.1.4.2
AnyDesk	AnyDesk Software GmbH	7/1/2021	2.00 MB	ad 6.3.2
VLC media player	VideoLAN	7/1/2021		3.0.16
Google Chrome	Google LLC	6/29/2021		91.0.4472.124

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)

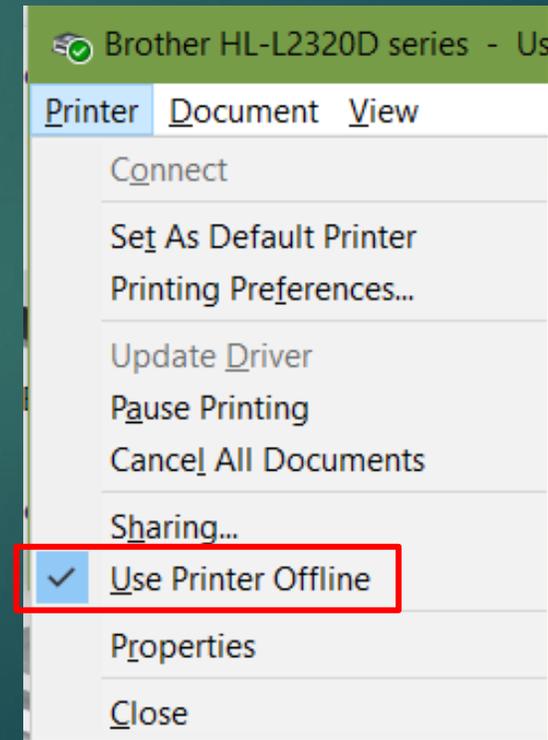
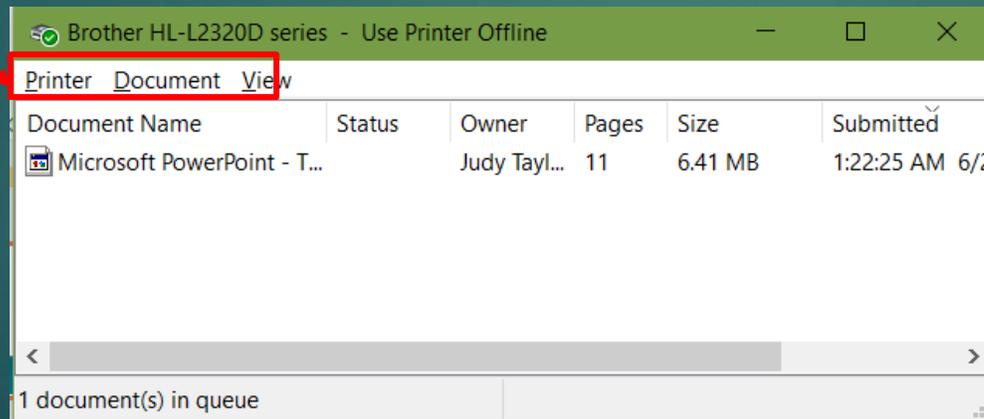
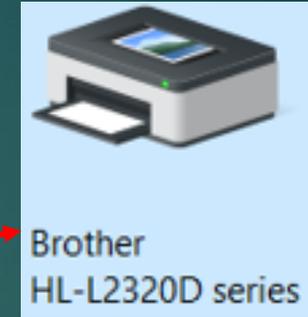
Printer Doesn't Work

- ▶ 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 application window. The 'Processes' tab is active, displaying a list of running applications and background processes. The 'Microsoft PowerPoint' process is highlighted with a blue selection bar and a red rectangular box. The 'End task' button in the bottom right corner is also highlighted with a red rectangular box.

Name	Status	3% CPU	47% Memory	1% Disk	0% Network
Apps (7)					
> Avast Secure Browser (13)		0%	248.9 MB	0 MB/s	0 Mbps
> Google Chrome (19)		0%	1,656.1 MB	2.7 MB/s	0.1 Mbps
> Malwarebytes Tray Application		0%	9.5 MB	0 MB/s	0 Mbps
> Microsoft Edge (17)		0%	925.5 MB	0.1 MB/s	0 Mbps
> Microsoft PowerPoint		0%	130.4 MB	0 MB/s	0 Mbps
> Settings		0%	23.3 MB	0 MB/s	0 Mbps
> Task Manager		0.3%	25.3 MB	0 MB/s	0 Mbps
Background processes (104)					
AMD External Events Client Mo...		0%	1.3 MB	0 MB/s	0 Mbps
> AMD External Events Service M...		0%	0.3 MB	0 MB/s	0 Mbps
> AMDLOG User Mode Service		0%	0.2 MB	0 MB/s	0 Mbps
AnyDesk (32 bit)		0%	0.8 MB	0 MB/s	0 Mbps

Open Task Manager

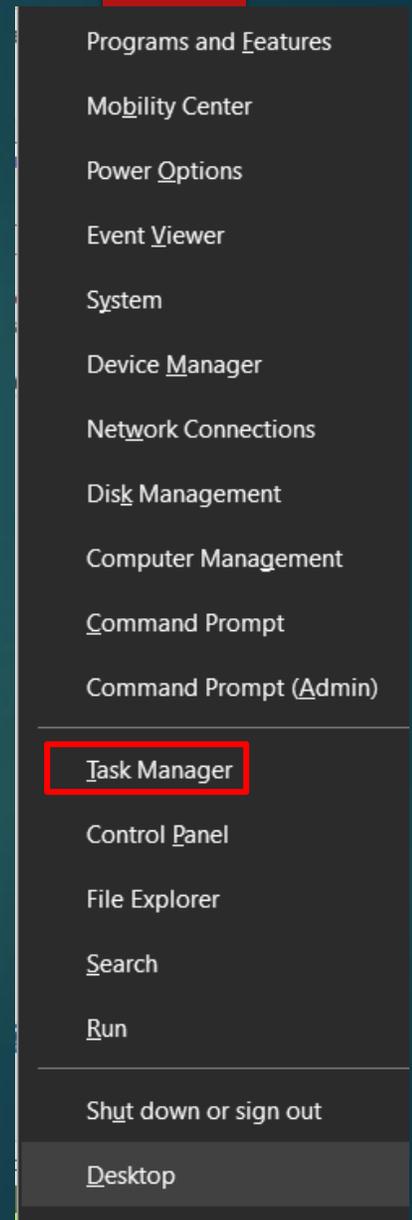
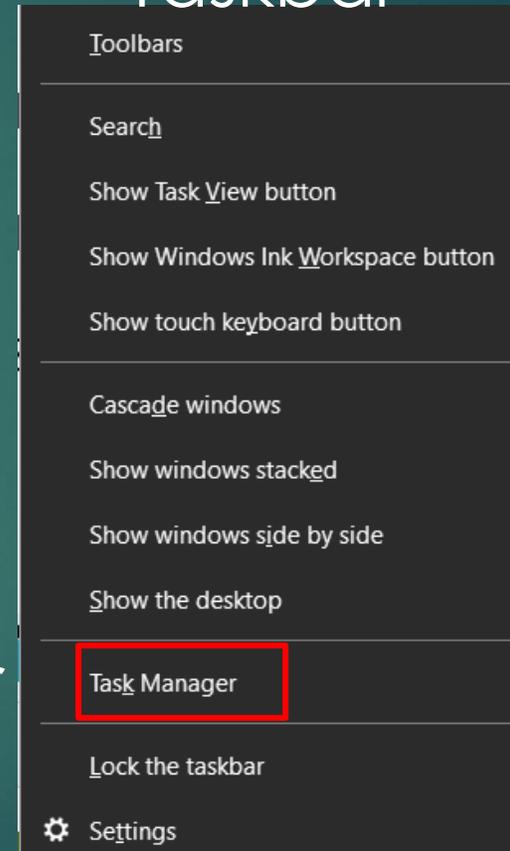
Start



- ▶ Select Task Manager
- ▶ Right click on Taskbar
 - ▶ Select Task Manager
- ▶ Right click on Start
 - ▶ Select Task Manager
- ▶ Go directly to Task Manager



Taskbar



Sometimes You Have to Pull the Plug

- ▶ Pull the plug
- ▶ Wait at least 60 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 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

- ▶ You may find unsaved files when you open Word, etc.
- ▶ Change amount of time file is saved in the background
- ▶ File>Options>Save>

Save AutoRecover information every minutes

Keep the last AutoRecovered version if I close without saving

AutoRecover file location:

Document Recovery

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



Attend another groups...
Version created from the last...
3/14/2021 8:12 PM



Attend another groups...
Version created last time the...
3/14/2021 12:27 AM



Document2 [AutoRecov...
Version created from the last...
3/16/2021 9:52 AM



Document3 [AutoRecov...
Version created from the last...
3/16/2021 11:53 AM



Document4 [AutoRecov...
Version created from the last...

OK, None of That Worked

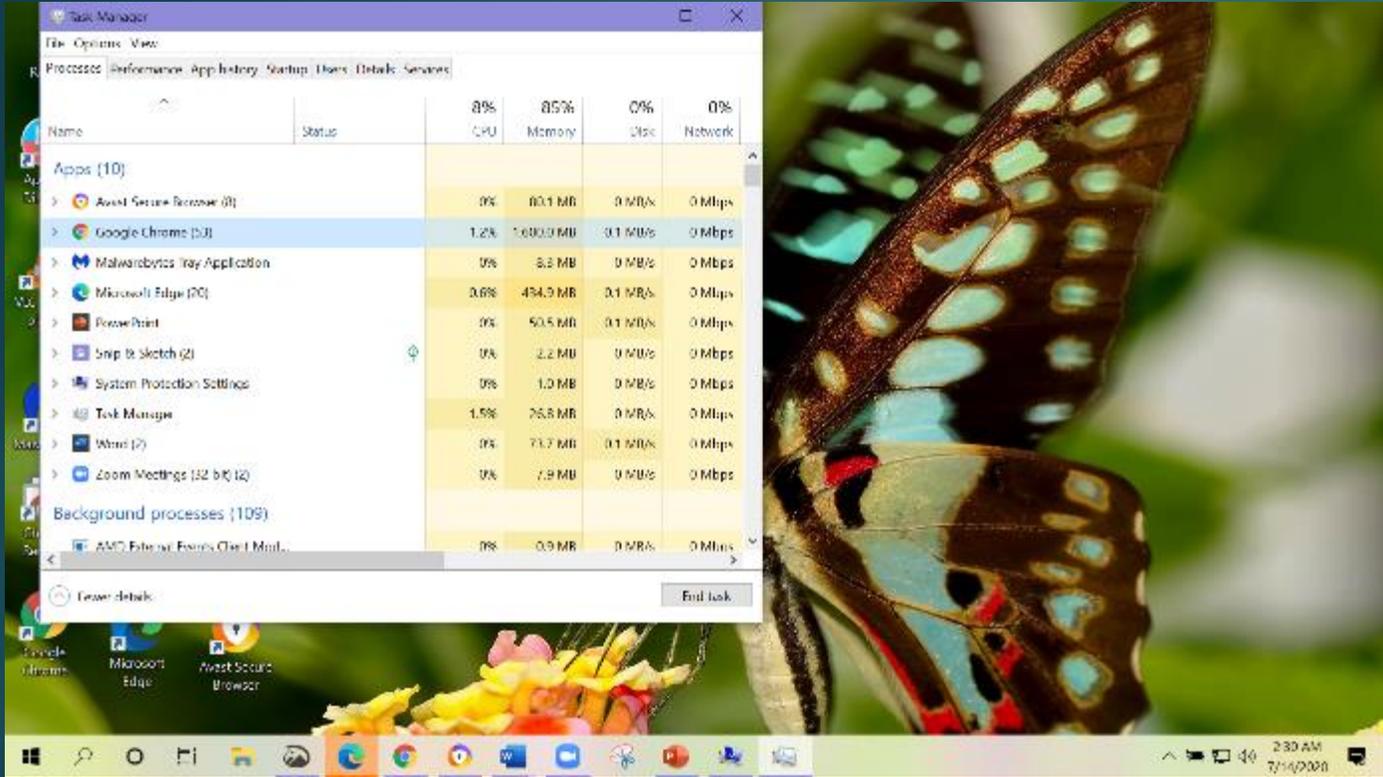
Error Messages

- ▶ You can write it down but....

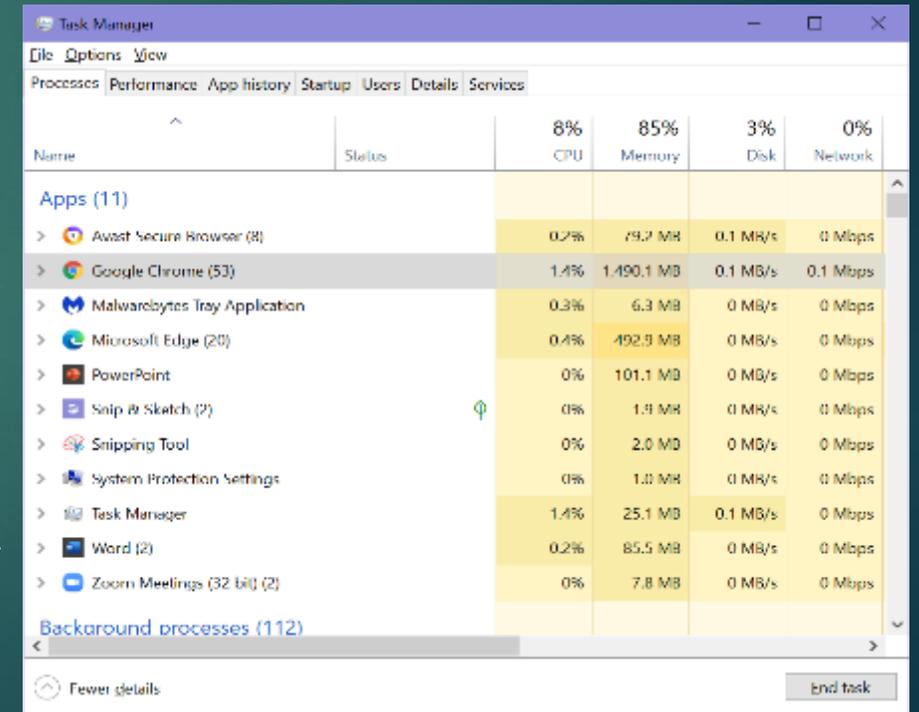
```
Object reference not set to an instance of an object. at
Microsoft.SharePoint.SPSPSite.get_IISAllowsAnonymous()
  at Microsoft.SharePoint.ApplicationPages.UserRoles.InitPage()
  at Microsoft.SharePoint.ApplicationPages.CBaseAdPage.OnLoad(EventArgs e)
  at System.Web.UI.Control.LoadRecursive()
  at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



Use the Print Screen Key



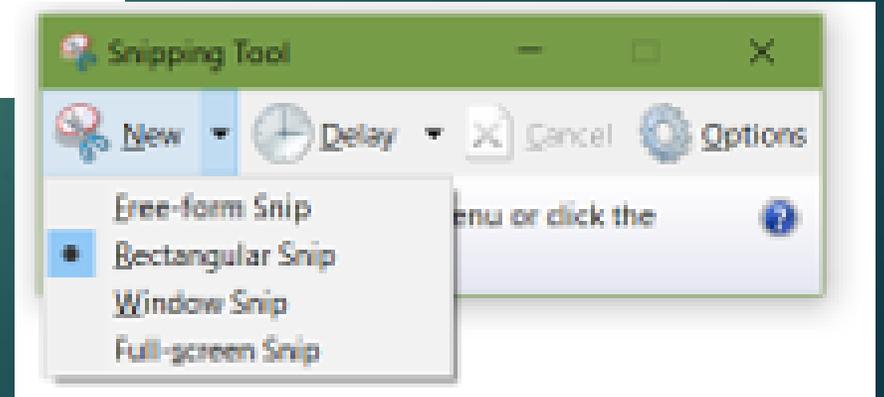
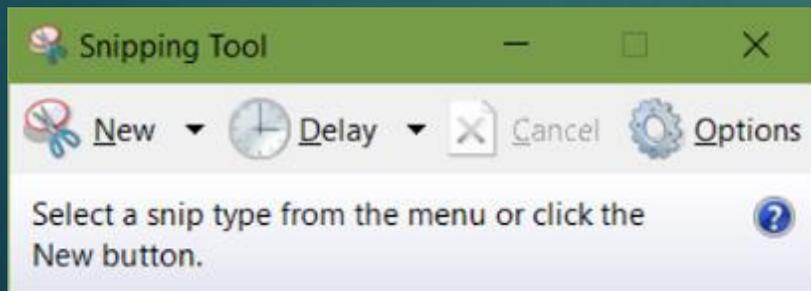
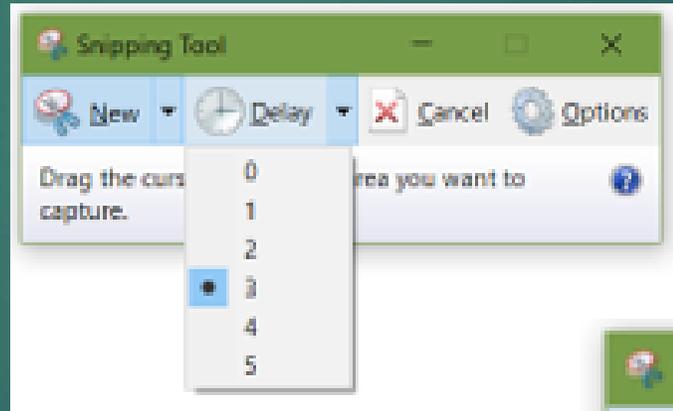
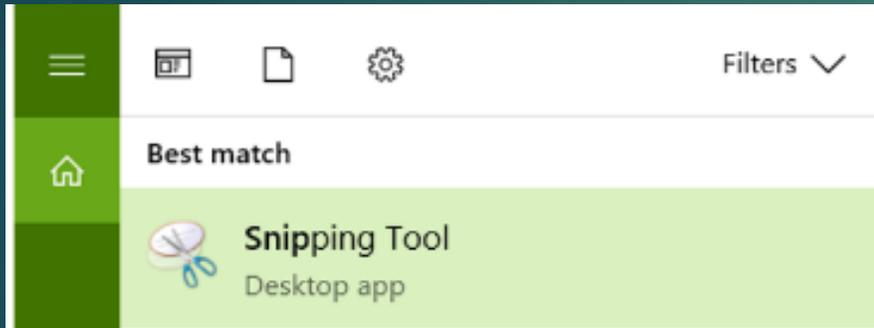
Print Screen Key



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

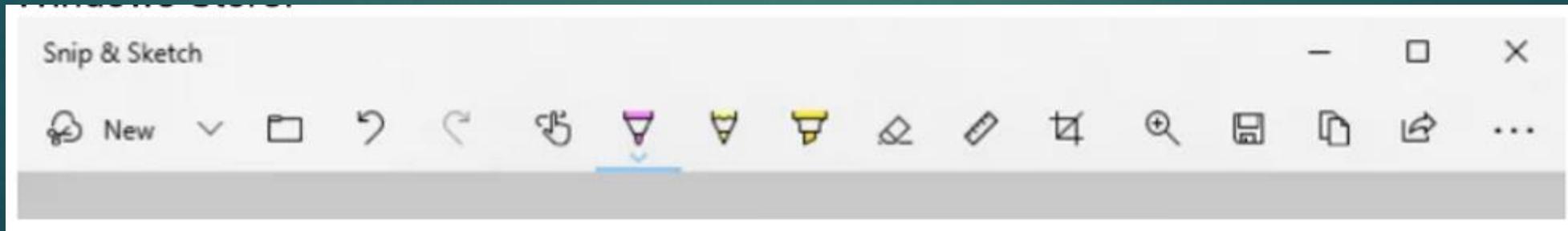
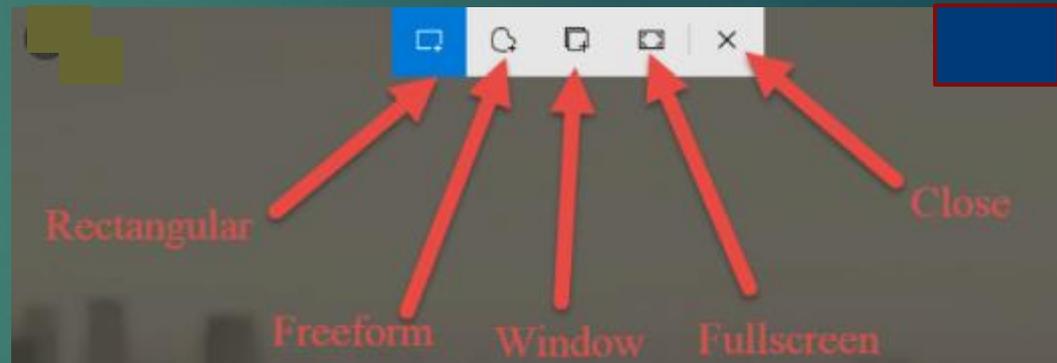
Capture a Zoom Screen

- ▶ Windows key + Print Screen > Pictures>Screenshots



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 airflow 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 plus....
 - ▶ Screen
 - ▶ Keyboard(s)
 - ▶ Mouse
 - ▶ Case



Computer is Running Slow

- ▶ Make sure you have all the latest Windows updates installed
- ▶ Install pending updates
- ▶ Win 10/11 - Set time for update restart
 - ▶ Settings
 - ▶ Update & Security
 - ▶ Windows Update
 - ▶ Set Active Hours

Computer is Running Slow

Windows Update



Updates available

Last checked: Today, 1:39 PM

2022-04 Cumulative Update for .NET Framework 3.5 and 4.8 for Windows 10 Version 21H2 for x64 (KB5012117)

Status: Pending install

2022-04 Cumulative Update for Windows 10 Version 21H2 for x64-based Systems (KB5012599)

Status: Pending install

Computer is Running Slow



Monthly Quality Updates (Patch Tuesday)

- ▶ AKA "cumulative updates"
 - ▶ Mandatory updates that your computer downloads and installs automatically every month through Windows Update.

[April 2022 Patch Tuesday for Windows 11 and 10: Security fixes and update on recovery disc issue | Windows Central](#)

Computer is Running Slow

Feature Updates

- ▶ New versions of the OS, which are available twice a year, during spring and fall time frames
- ▶ Supported for 18 months
- ▶ After the support cycle ends, you must upgrade to a supported version to continue getting security and non-security patches

Computer is Running Slow

Feature Updates (cont.)

- ▶ Microsoft recommends creating a full backup or at least a backup of your files before installing a feature update—but it isn't necessary.

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)

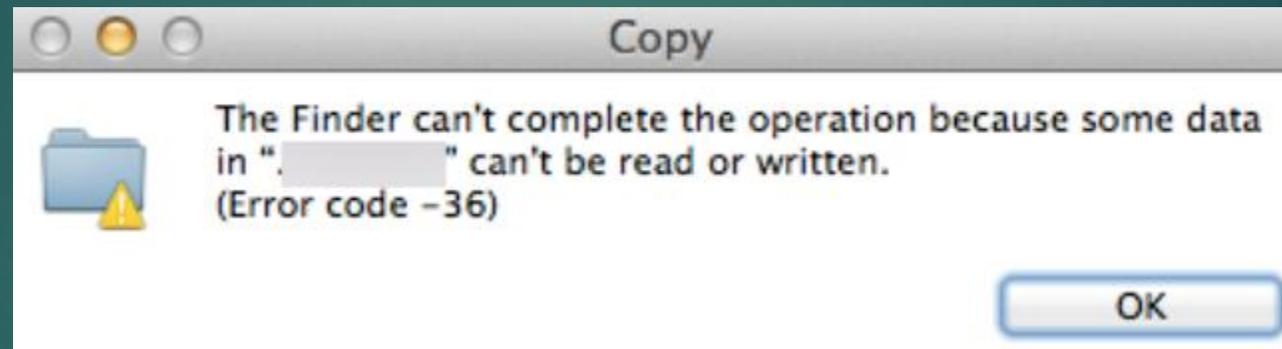
Adobe Flash Player 29 NPAPI - 29.0.0.171
CCleaner - 5.41
Evernote v. 6.10.3 - 6.10.3.6921
Google Chrome - 66.0.3359.181
Microsoft OneDrive - 18.065.0329.0002
Mozilla Firefox 59.0.2 (x64 en-US)
VLC media player - 3.0.1
.NET Framework 4.7.03056
Avast Free Antivirus - 18.4.2338
Microsoft Visual C++ 2005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

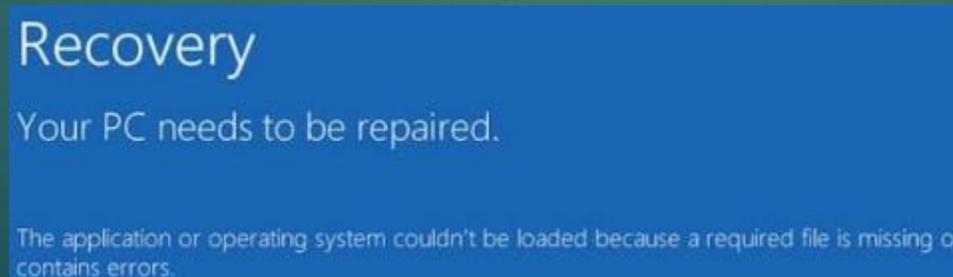
Re-Scan Installed Apps Perform 7 Updates

SSD Drives Fail

- ▶ File cannot be read or written to the hard drive

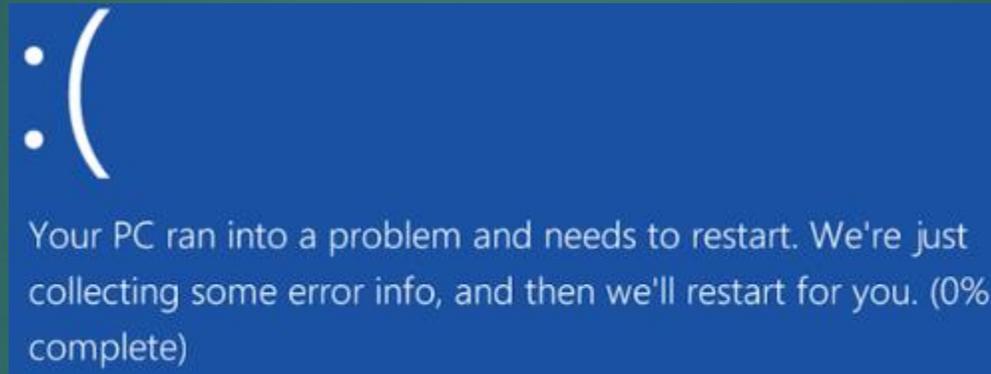


- ▶ PC/file system needs to be repaired



SSD Drives Fail

- ▶ Active applications often freeze-up and crash



- ▶ Frequent errors while moving files



SSD Drives Fail

- ▶ Generally running slow, especially while accessing large files....
- ▶ Use **HD Sentinel** to monitor your hard drives
 - ▶ Multi-OS SSD and HDD monitoring and analysis software
 - ▶ Find, test, diagnose and repair hard disk drive problems,
 - ▶ Report and display SSD and HDD health, performance degradations, and failures

Time to Clean Your HD



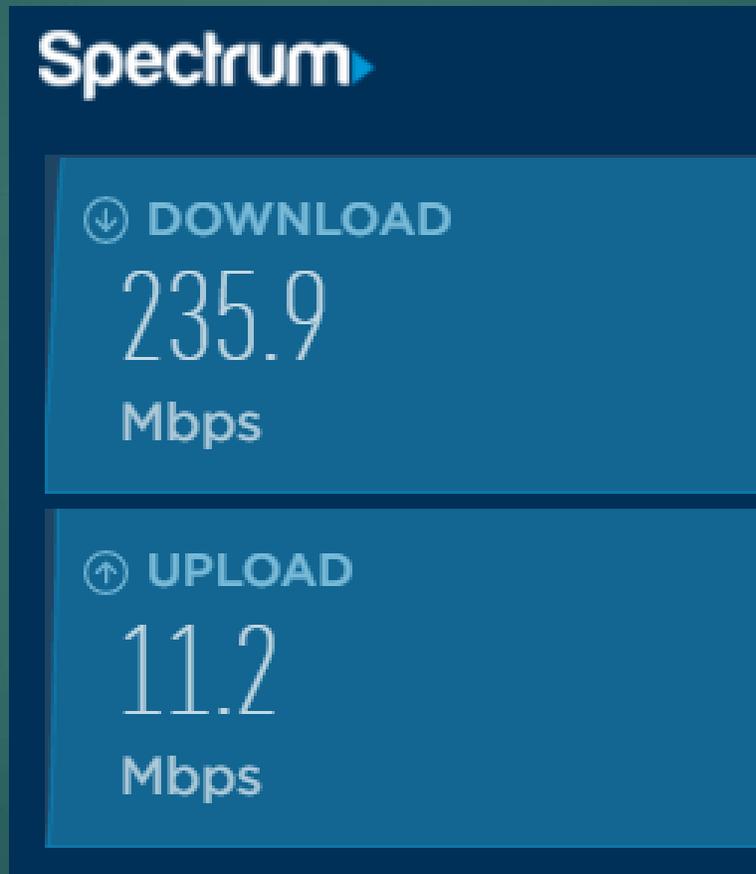
DO NOT DEFRAG YOUR SSD

- ▶ Data does not become fragmented
- ▶ Running a defragmentation utility will burn through the program/erase cycles
- ▶ Potentially cause premature 'death' of your SSD

Computer is Running Slow

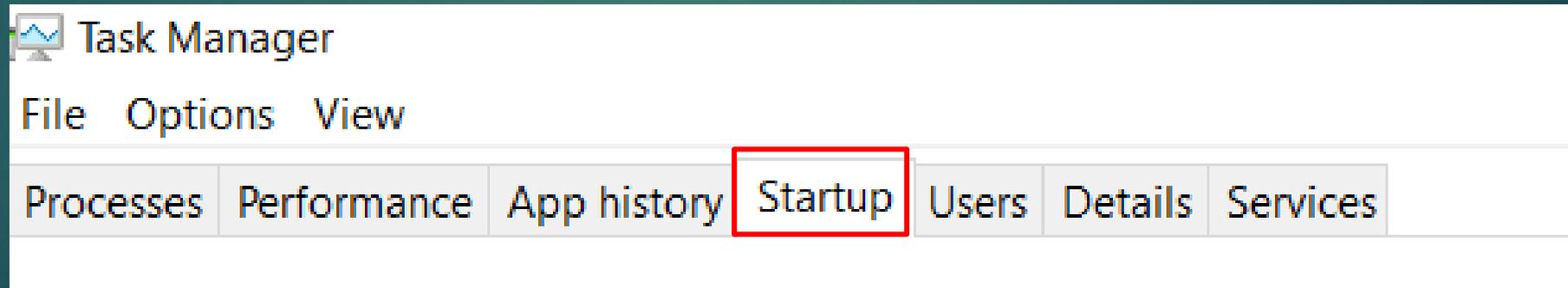
- ▶ If you are on the Internet when your computer is slow, make sure browser plugins are up-to-date
- ▶ Use your ISP's app to check your upload / download speed
- ▶ Call your ISP to find out what speeds you are paying for

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

Task Manager

File Options View

Processes Performance App history Startup Users Details Services

Last BIOS time: 8.5 seconds

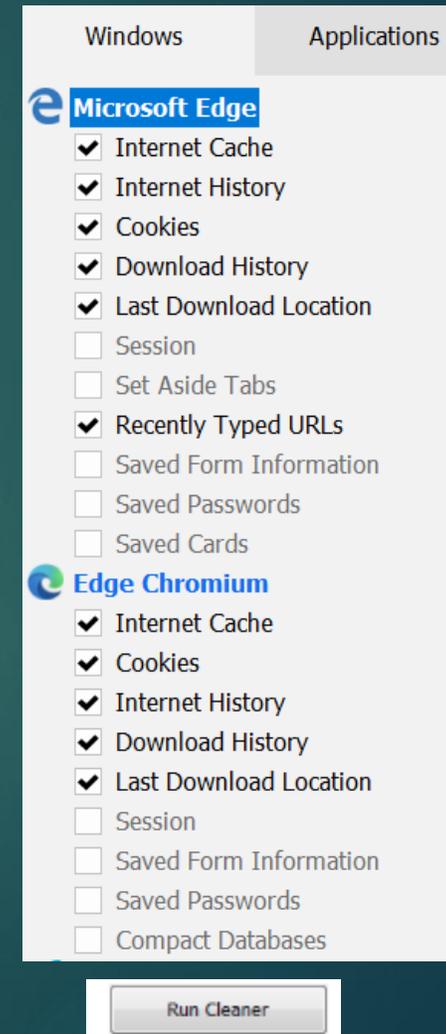
Name	Publisher	Status	Startup impact
CCleaner	Piriform Software Ltd	Enabled	Low
CLMLServer_For_P2G8	CYBERLINK CORPORATI...	Disabled	None
Delayed launcher	Intel Corporation	Enabled	High
Dell Mobile Connect Startup	Screenovate Technologies	Disabled	Not measured
Dell Mobile Connect Startup	Screenovate Technolog...	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

Time to Clean Your Browsers

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

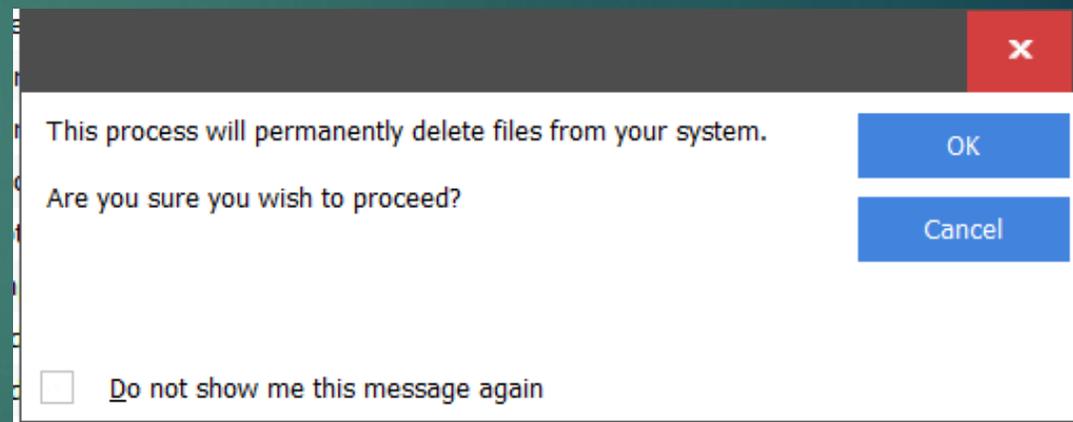


Time to Clean Your Browsers

✓ **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)

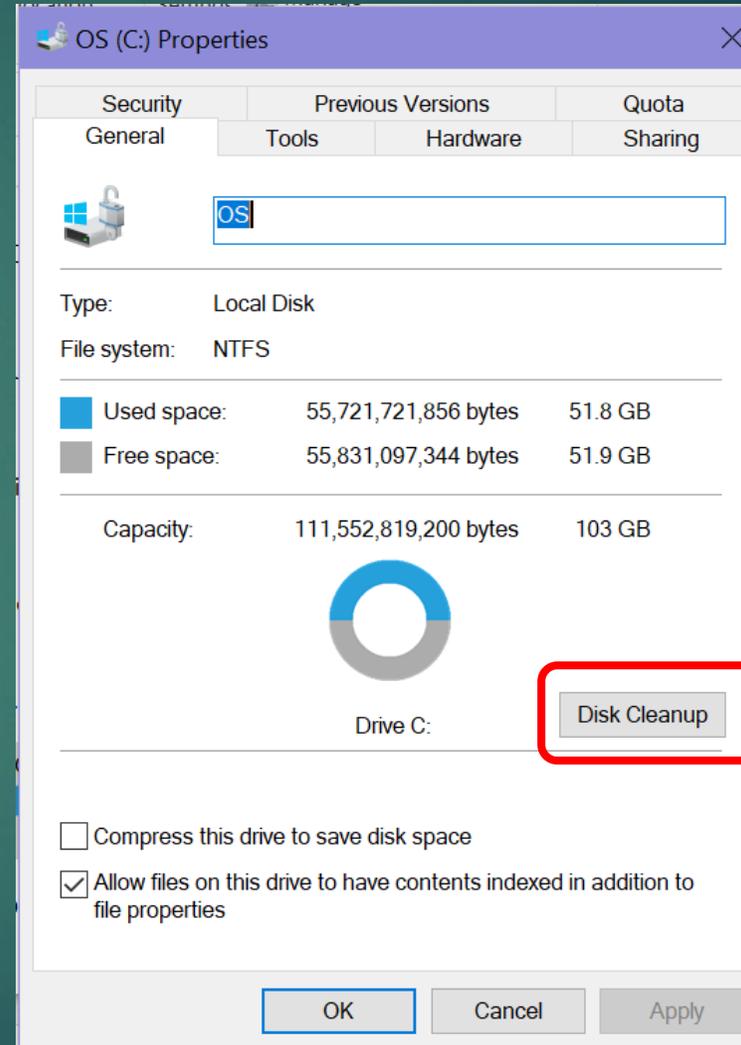
	Microsoft Edge - Internet Cache	9,766 KB	141 files
	Microsoft Edge - Internet History	0 KB	3 files
	Microsoft Edge - Cookies	1 KB	1 files
	Microsoft Edge - Download History	0 KB	1 files
	Internet Explorer - Temporary Internet Files	26,221 KB	346 files
	Internet Explorer - Cookies	4 KB	20 files
	Windows 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



Time to Clean Your HD

Disc Cleanup

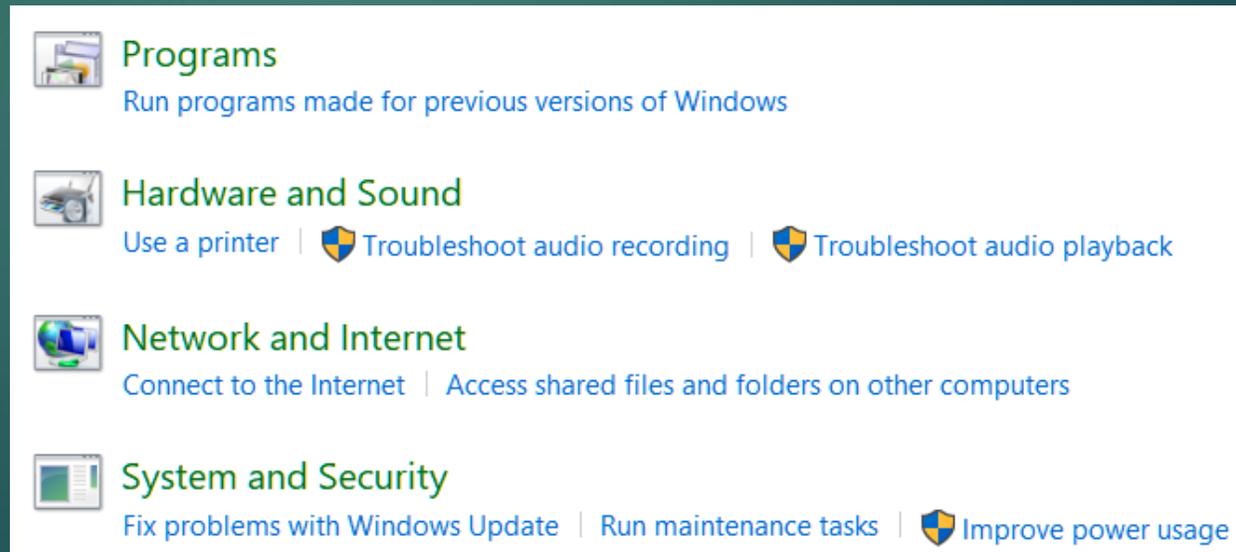
- ▶ This PC
- ▶ Right click C:\
- ▶ Click Properties
- ▶ Click Disk Cleanup



Time to Clean Your HD

Control Panel > Troubleshooting – Windows 10/11

- ▶ Click on task to automatically troubleshoot and fix common computer problems
- ▶ View more troubleshooters, click on category or use Search Box.



Time to Clean Your HD

Troubleshoot problems - Programs

Network

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

Web Browser

-  **Internet Explorer Performance**
Find and fix problems with Internet Explorer performance.
-  **Internet Explorer Safety**
Find and fix problems with security and privacy features in Internet Explorer.

Programs

-  **Program Compatibility Troubleshooter**
Find and fix problems with running older programs on this version of Windows.

Printing

-  **Printer**
Find and fix problems with printing

Media Player

-  **Windows Media Player Settings**
Find and fix problems with Windows Media Player settings.
-  **Windows Media Player Library**
Find and fix problems with the Windows Media Player Library.
-  **Windows Media Player DVD**
Find and fix problems with playing DVDs in Windows Media Player.

Troubleshoot problems - Hardware and Sound

-  **Playing Audio**
Find and fix problems with playing sound

-  **Recording Audio**
Find and fix problems with recording sound

Network

-  **Network Adapter**
Find and fix problems with wireless and other network adapters.

Printing

-  **Printer**
Find and fix problems with printing

Media Player

-  **Windows Media Player DVD**
Find and fix problems with playing DVDs in Windows Media Player.

Windows

-  **Windows Store Apps**
Troubleshoot problems that may prevent Windows Store Apps from working properly
-  **Background Intelligent Transfer Service**
Find and fix problems that may prevent background downloads from working
-  **Bluetooth**
Find and fix problems with Bluetooth devices
-  **Keyboard**
Find and fix problems with your computer's keyboard settings.
-  **Speech**
Get your microphone ready and fix problems that may prevent Windows from hearing you

Time to Clean Your HD

Troubleshoot problems - Network and Internet

Network



Internet Connections

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



Shared Folders

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



Network Adapter

Find and fix problems with wireless and other network adapters.



Incoming Connections

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

Printing



Printer

Find and fix problems with printing

Troubleshoot problems - System and Security

Web Browser



Internet Explorer Safety

Find and fix problems with security and privacy features in Internet Explorer.

System



System Maintenance

Find and clean up unused files and shortcuts, and perform maintenance tasks.

Power



Power

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

Windows



Search and Indexing

Find and fix problems with Windows Search



Windows Update

Resolve problems that prevent you from updating Windows.

Time to Clean Your HD

Troubleshoot and help prevent computer problems



System Maintenance

Find and clean up unused files and shortcuts, and perform maintenance tasks.

Advanced

Troubleshooting with administrator permissions might find more issues.



[Run as administrator](#)

Apply repairs automatically

Time to Clean Your HD

Windows 10/11 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
- ▶ Scroll through list
- ▶ Check types of data you want to remove

Time to Clean Your HD

I like to decide what I want to remove so I have turned *automatically free up space* off

Storage

Windows can automatically free up space by getting rid of files you don't need, like temporary files and content in your recycle bin



[Change how we free up space automatically](#)

[Free up space now](#)

Time to Clean Your HD

Free up space now

Remove temporary files

Choose which items you'd like to permanently remove to free up disk space.

Remove files

Total selected: 3.73 GB

Downloads 33.9 GB
Files in your Downloads folder.

Windows Update Cleanup 3.32 GB
Windows keeps copies of all installed updates from Windows Update, even after installing newer versions of updates. Windows Update cleanup deletes or compresses older versions of updates that are no longer needed and taking up space. (You might need to restart your computer.)

This is where you decide what you want to delete

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

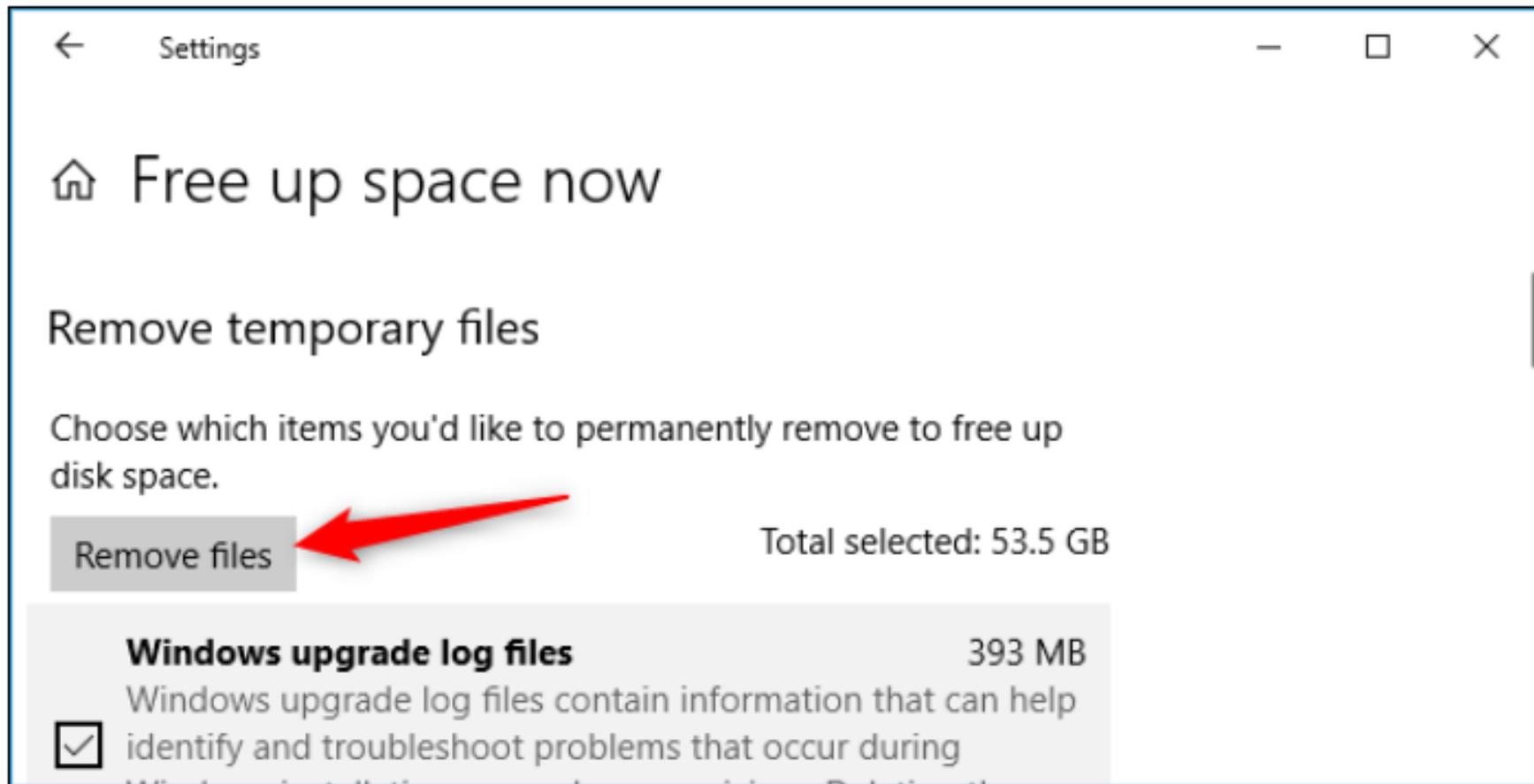
Every day

Every week

Every month

During low free disk space

Time to Clean Your HD



Settings

Free up space now

Remove temporary files

Choose which items you'd like to permanently remove to free up disk space.

Remove files Total selected: 53.5 GB

<input checked="" type="checkbox"/>	Windows upgrade log files	393 MB
	Windows upgrade log files contain information that can help identify and troubleshoot problems that occur during	

Computer is Running Slow

Clean your Registry

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

Computer is Running Slow

58 issues

Registry Cleaner

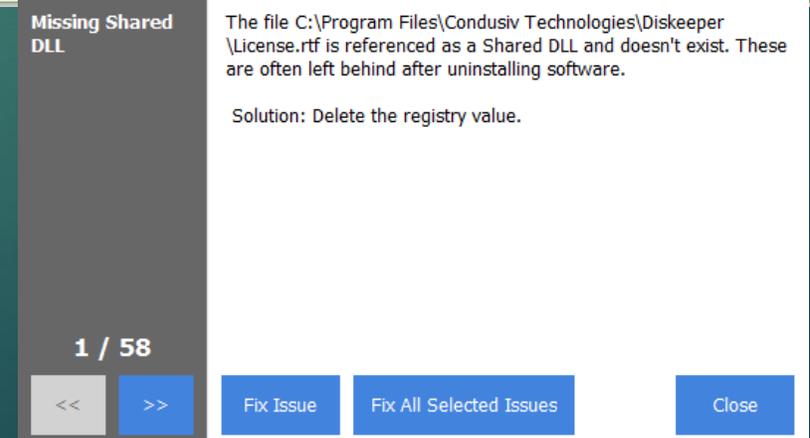
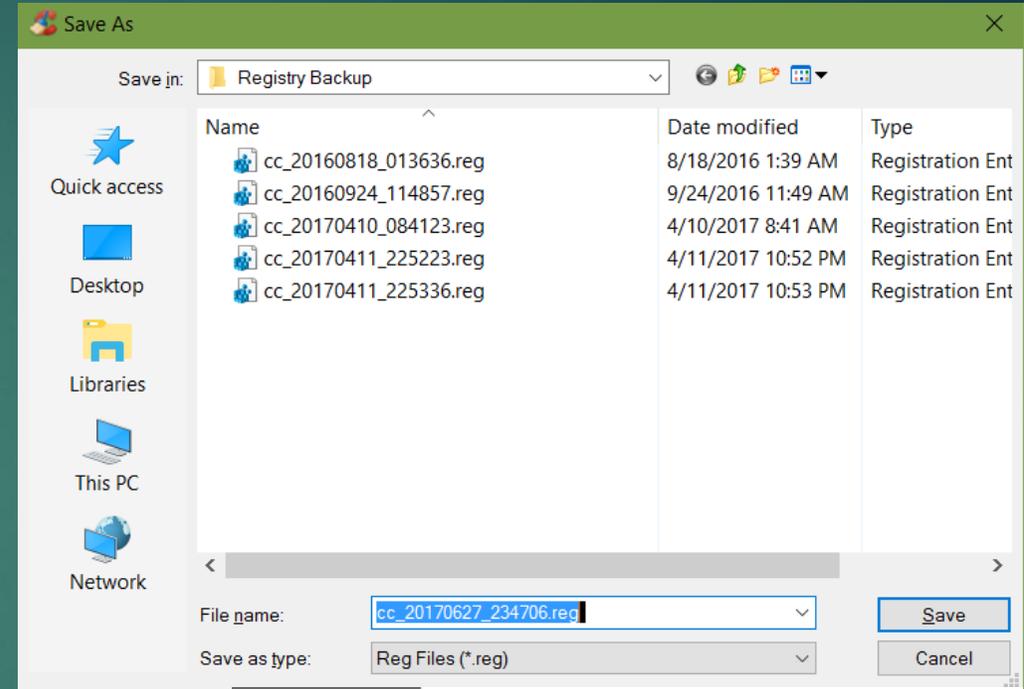
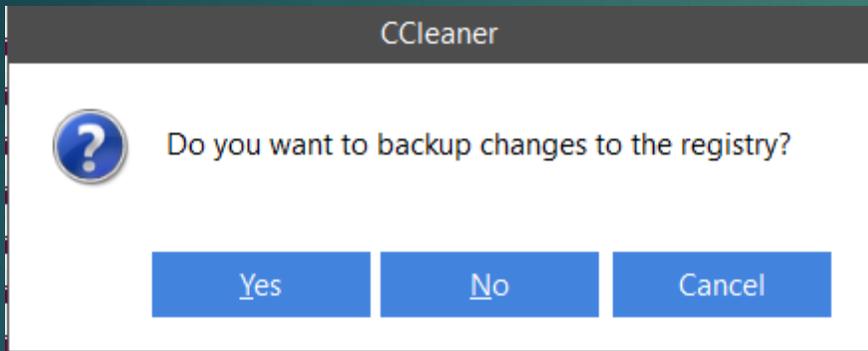
- Missing Shared DLLs
- Unused File Extensions
- ActiveX and Class Issues
- Type Libraries
- Applications
- Fonts
- Application Paths
- Help Files
- Installer
- Obsolete Software
- Run At Startup
- Start Menu Ordering
- MUI Cache
- Sound Events
- Windows Services

<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.W
<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	ivrf
<input checked="" type="checkbox"/>	Invalid or empty file class	meof
<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



Windows 10 Troubleshooting

Get to know the Win 10

- ▶ Settings
- ▶ Update/Security>Troubleshoot

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

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

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

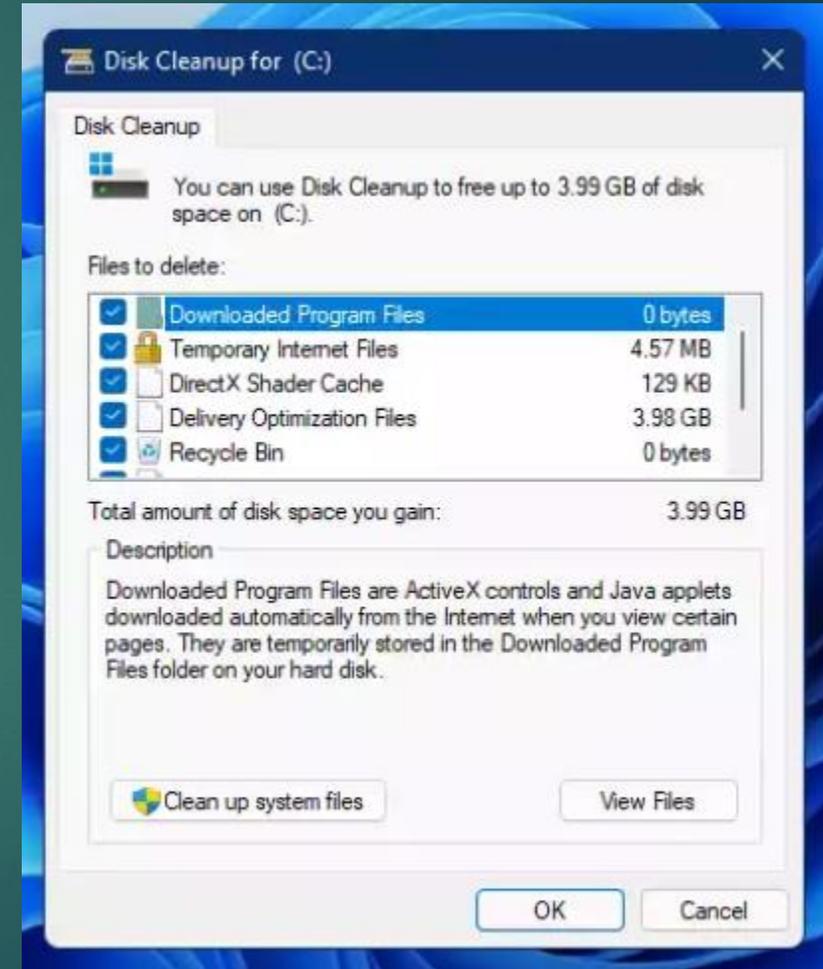
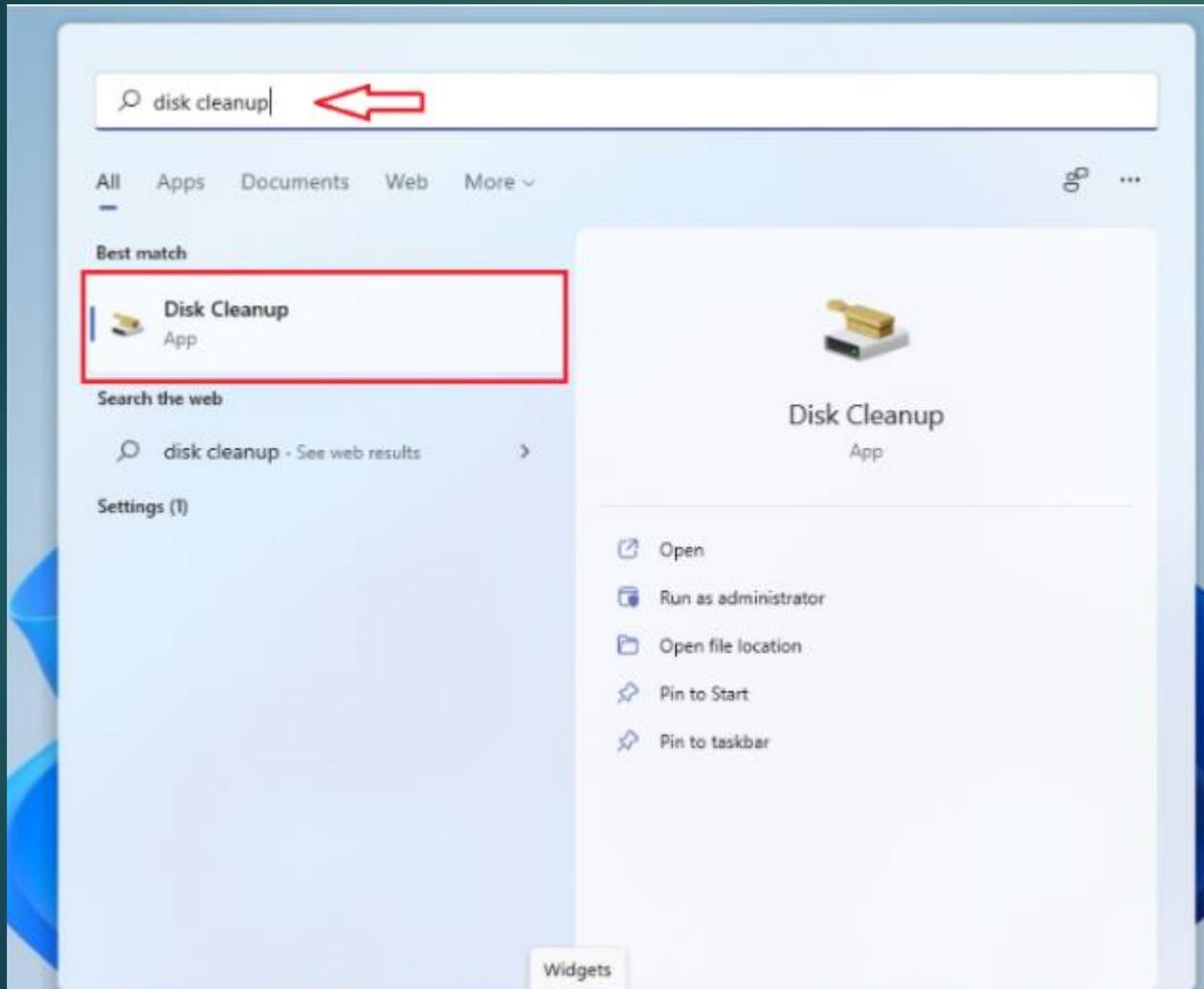
Find and fix problems playing movies, television, and video



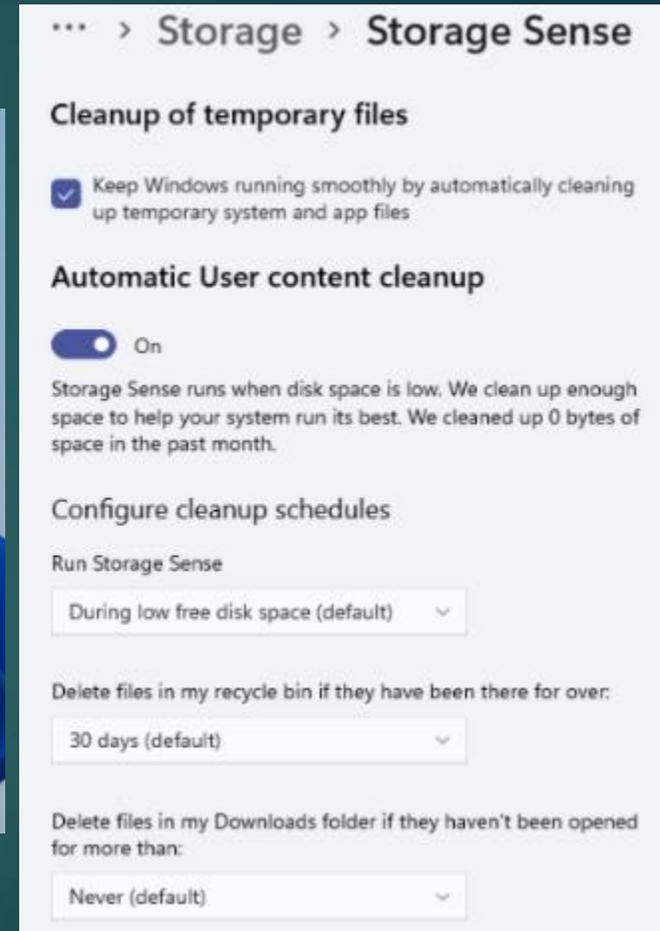
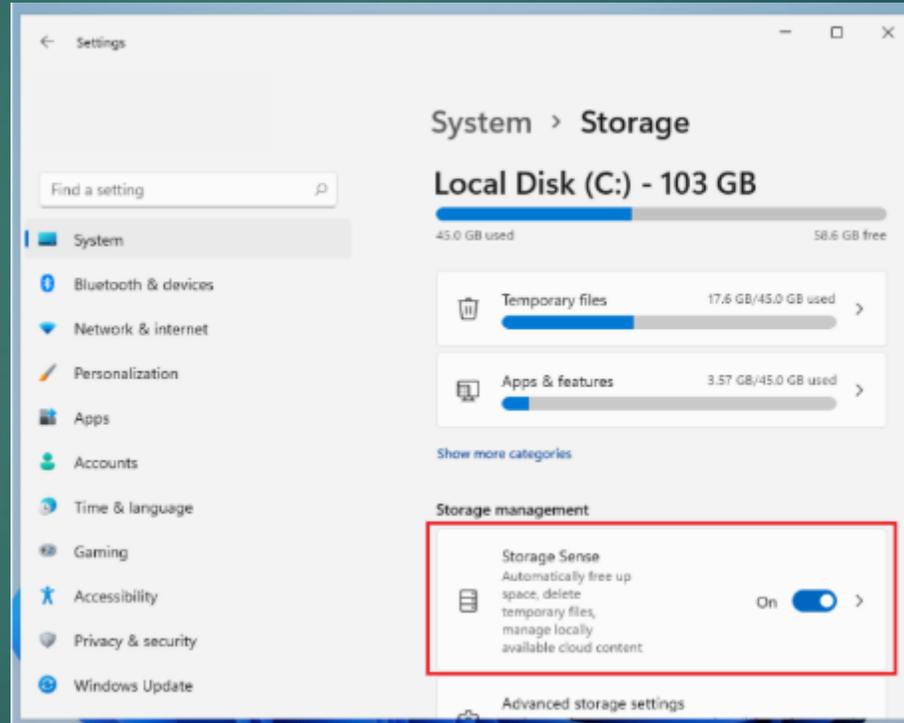
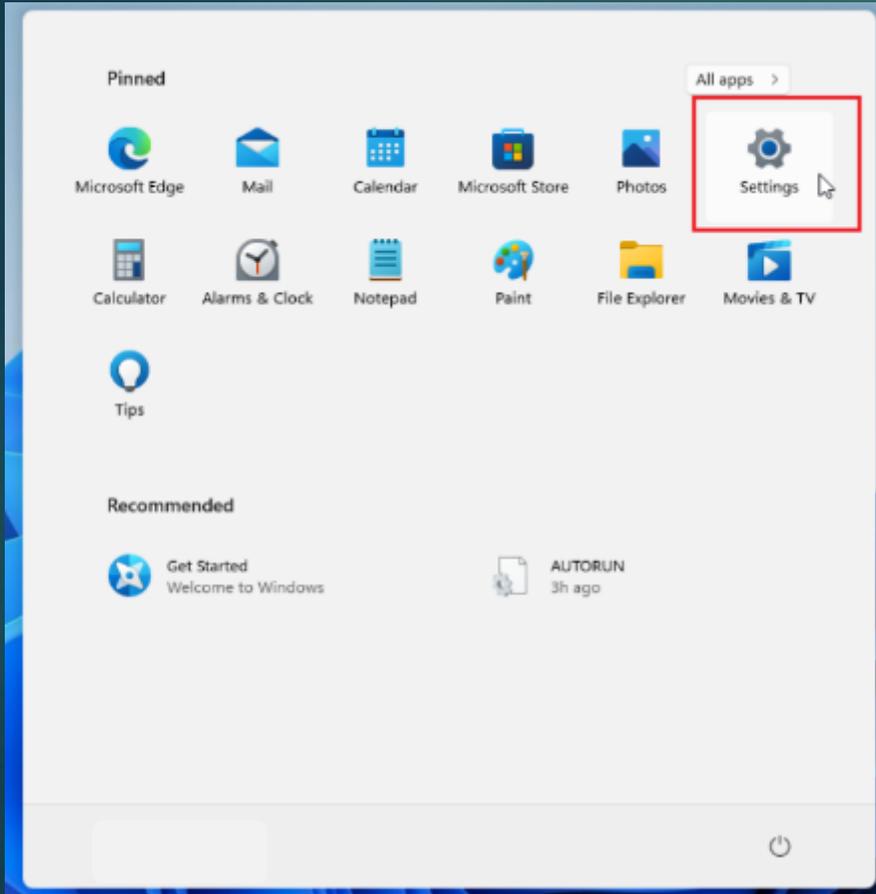
Windows Store Apps

Troubleshoot problems that may prevent Windows Store Apps from working properly

Windows 11 Disk Cleanup



Windows 11 Disk Cleanup



Scan for Malware



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

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.

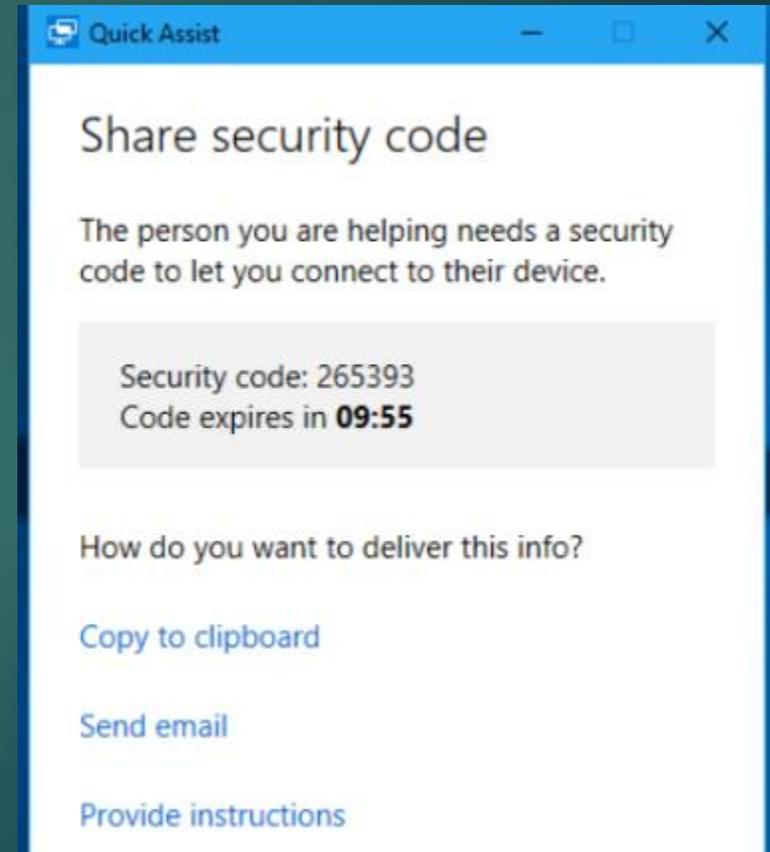
- ▶ Click Get Started
- ▶ Follow the instructions

Using Windows' Quick Assist

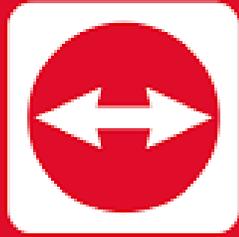
- ▶ Enables two people to work together over a remote connection
- ▶ Allow someone you trust to assist you by taking control of your computer
- ▶ Or, for you to assist another person

Using Windows' Quick Assist

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



Use TeamViewer or AnyDesk



TeamViewer



AnyDesk

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 KSUpriide			
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 CANT 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

Resources

- ▶ [Computer Basics: Basic Troubleshooting Techniques \(gcfglobal.org\)](http://gcfglobal.org)
- ▶ [Why Does Rebooting a Computer Fix So Many Problems? \(howtogeek.com\)](http://howtogeek.com)
- ▶ [Troubleshooting Windows 10 | Microsoft Press Store](http://Microsoft Press Store)
- ▶ [10+ Useful System Tools Hidden in Windows \(howtogeek.com\)](http://howtogeek.com)

Resources



- ▶ [Why Hard Drives Fail - Secure Data Recovery Services](#)
- ▶ [Should I defrag my SSD? | PC Gamer](#)

Resources

- ▶ [5 Warning Signs Your SSD Is About to Break Down and Fail \(makeuseof.com\)](#)
- ▶ [How to Check Your Hard Drive's Health | PCMag](#)
- ▶ [How to Remotely Troubleshoot a Friend's Windows PC Without Any Extra Software \(howtogeek.com\)](#) – Quick Assist
- ▶ [The Best Way to Clean Windows 10: A Step-by-Step Guide \(makeuseof.com\)](#)
- ▶ [How to Free up Drive Space in Windows 11 • Website for Students](#)



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