

Computer Troubleshooting and Maintenance

Presented by
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PC Essentials

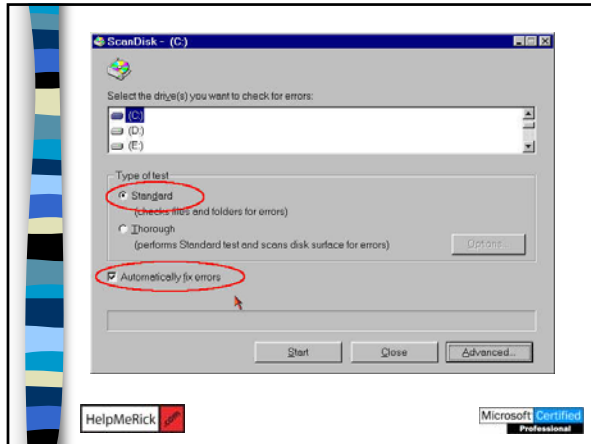
- Maintenance
- File Backup
- Anti-virus protection
- Troubleshooting

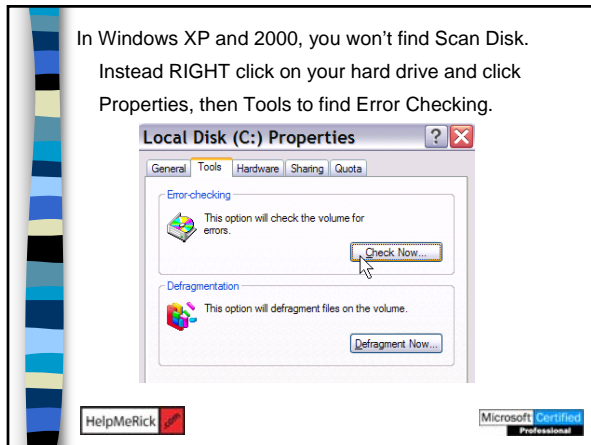


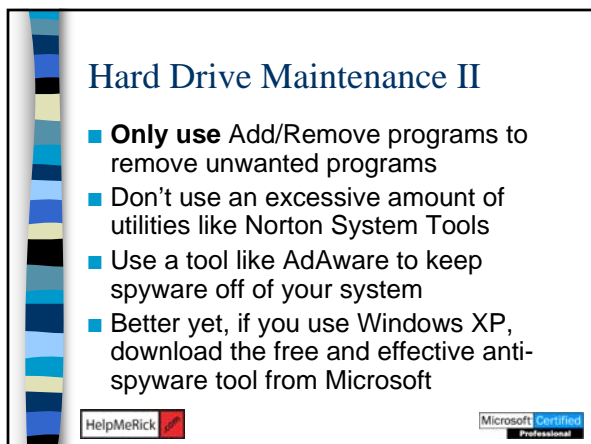
Hard Drive Maintenance

- Run Scan Disk (*error checking in Windows XP*) every 2-4 months
- Run Disk Defragmenter every 6-9 months
- Keep at least 2X free disk space as you have RAM
 - check disk space by double clicking on My Computer, right click on your hard drive and then click on properties
 - Scan Disk and Defrag can also be accessed by right clicking on your hard drive as above





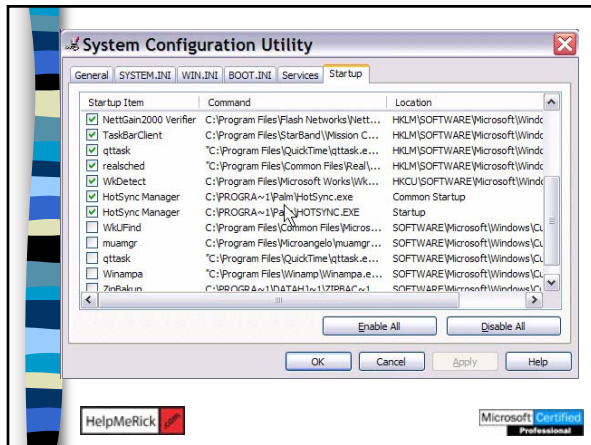




Hard Drive Maintenance III

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





General PC Safety Hints

- Keep PC ventilated
- Make sure fan is not obstructed
- Clean glass screen with screen wipes or PRE-moistened soft rag
- Use a \$20+ surge protector
- Clean mouse ball every 6 months
- Change mouse pad at least every two years
- During periods of heavy storms, unplug the computer completely
- Always install Microsoft updates or visit the update center manually



File Backup

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

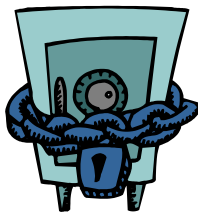


Steps to Effective Backup

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



Steps to Effective Backup cont'd

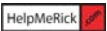


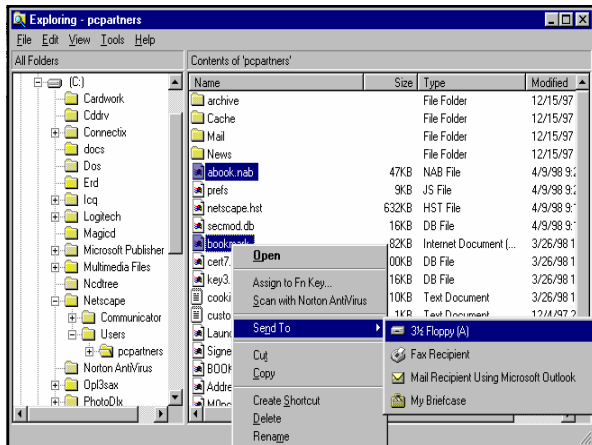
- Use flash memory drives (thumb drives) for quick and easy backup
- Keep at least two copies of backups
- Consider a second hard drive
- CD's are great for archiving data




Some Good Backup Software...

- NTI Backup Now
www.ntibackupnow.com
- Backup Plus
www.backupplus.net
- Second Copy
www.secondcopy.com






Virus Protection


- 
- Currently, I like AVG AntiVirus the best
 - Update your anti-virus "definitions" weekly
 - Scan all foreign disks (if your anti-virus does not have auto-protect)
 - Be wary of email attachments... especially from friends and family
 - Strongly consider using an alternative browser like Firefox
 - Also consider using a full-time anti-spyware program







Troubleshooting

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


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Illegal Operation

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


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Blue Screen of Death

- A severe version of an illegal operation
- Follow the same advice as the illegal messages
- If this type of error continues to occur at random times and in random programs, Windows will most likely need to be reinstalled or the disk formatted and reinstalled

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System Restore

- Starting with Windows Me and above, System Restore will take your computer back to a happier time
- Use this tool when you can isolate the problem to a specific day or event
- Windows 98 users can try using System File Checker (Start → Run → Type: sfc)



Mouse/Keyboard Freeze



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



Computer or Monitor won't start

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



Modem won't dial or connect

- Click cancel on your dialer, close the dialer and retry
- Shut computer down and restart
- Check phone cord at both ends... should be plugged into jack marked "line"



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High Speed Modem (Cable/DSL)



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

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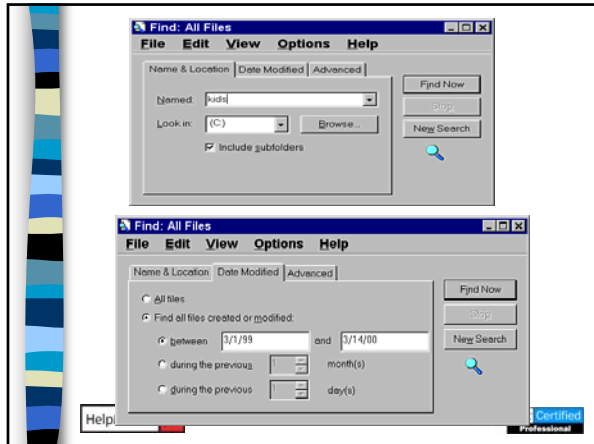
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Can't Find a File

- Start the program you created the document in; Click File from the menus, then look at the bottom of the menu for the most recently used files
- Click on File & Open
- Use the Start → Find (Search) and Files/Folders function
- Search for the name
- Search for the date
- Search for the type

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If you are really in a bind, call Rick at 257-0825!



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Thank you

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