

ANNOYING COMPUTER PROBLEMS

And their solution



Before you do this to your computer read this information. Feel free to print it out.
This will make it easier to reference.

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I have performed service on many computers and this is the advise I leave with everyone whom I have had the pleasure of serving.

Computer Running Slow

This is the most common problem of all so I felt it should be the first on the list. Follow these (8) steps to cleanup your system and keep it clean.

Step 1. Remove Temporary Internet Files and Cookies

Start, Settings, Control Panel, Internet Options, General Tab, Delete Cookies, Delete Files
Or

Start, Control Panel, Internet Options, General Tab, Delete Cookies, Delete Files

This can also be done from Internet Explorer, Tools, Internet Options

*note: If you have other users on your computer you must log into their account to remove their temporary internet files.

Step 2. Run a Virus Scan, Spyware Scan, Adware, Malware Scan

Recommended programs are listed below.

Step 3. Stop unnecessary programs from loading on startup.

There are (4) places you can look to get rid of these.

The windows system utility. MSconfig

The windows startup folder.

My Computer

1. Startup Folder

From the Start menu, select Programs (All Programs in Windows XP) and find the Startup folder. Delete anything that doesn't absolutely need to run automatically all the time.

2. My Computer

Right click on Start, Click on C, Documents and Settings, All Users, Start menu, Programs, Startup

3. To use MSCONFIG

Click | Start | Run | and type msconfig on the text box and click the OK button to start MSCONFIG

ignore the error messages you get about not finding the following files

config.sys

autoexec.bat

win.ini

system.ini

Click the startup tab

Check or Uncheck the check boxes of the programs you want to run or not run

It is best to write down which programs were checked so you can have a copy of them for later reference. Some of the startup entries are from anti-virus programs and must be re-checked after finishing any troubleshooting

Worth While Tip about the contents of the Startup Tab: you can open in a second window a program like Word or Paint, so that one window has MSCONFIG and the other Word. Then when you view the contents of startup in MSCONFIG press the PrintScreen key on the top right corner of the keyboard (on some systems it only works if you also press the Shift key ie <Shift> < PrintScreen>).

Pressing PrintScreen places a copy of the screen on the clipboard, then you can switch to the other program (ie Word) , create a New blank document (ie | File | New | Page |) and from the top menu select | Edit | Paste | , this will paste a picture copy of the viewable portion of the startup window, then you can go back, scroll to more startup items and again press PrintScreen, switch to word and paste that window as well, then save the Word page or print it out to the printer for future reference.

4. The Registry

Warning; You must use the registry with caution otherwise your system could be harmed. You should not access the registry unless it is absolutely necessary.

Open the Registry Editor by going to the Start menu, choosing Run, typing regedit and pressing ENTER. (NOTE: Use caution whenever you edit your Registry. Some tips in the following articles involve editing the Registry, a critical file in your OS. Always back up your system before making any Registry changes. Registry errors may render your computer unusable, so tips involving Registry changes are for more advanced users.)

Now click the little plus sign (+) next to HKEY_CURRENT_USER. Scroll down and click Software, then Microsoft, then Windows, then CurrentVersion, then Run. Scroll through the panel on the right. One line should show the file name of the offending program. Scroll back to the left, click the beginning of the line and press Delete.

Still looking? There's one more place to check. Go up to HKEY_LOCAL_MACHINE, then choose Software, Microsoft, Windows, CurrentVersion, and Run. That's the last place a startup program might be hiding.

Finally, close the Registry Editor and restart your computer. The program will no longer run at startup.

Step 4. Disk Cleanup

Right click on start, explore, right click on drive C, Properties, click on the General Tab, Disk Cleanup.

Step 5. Defragment

Right click on start, explore, right click on drive C, Properties, click on the Tools Tab, Defragment

Step 6. Schedule a Daily Scan

Start, Settings, Control Panel, Scheduled Task, Add Scheduled Task
Or
Start, Control Panel, Scheduled Task, Add Scheduled Task

Step 7. Remove all unnecessary programs

Start, Settings, Control Panel, Add Remove Programs
Or
Start, Control Panel, Add Remove Programs

Step 8. Remove all unnecessary toolbars – such as yahoo, google

Start, Settings, Control Panel, add remove programs and get rid of them.
Or
Start, Control Panel, Add Remove Programs

That concludes this section on system maintenance. If you perform regular maintenance on your system it will perform much more efficiently.

Internet Explorer Won't Open

This is a most alarming and urgent problem and there could be any number of reasons this could happen but I've find this to be a solution.

You can go to remove your current version of internet explorer and return to the previous version by going to start, settings, control panel, (or start, control panel) add remove programs. Sometimes the system will give you the option of repairing or removing. Note that this program installs with the operating systems and therefore never fully uninstalls. If this doesn't work you can try the Winsock Fix.

WinSock XP Fix offers a last resort if your Internet connectivity has been corrupted due to invalid or removed registry entries. It can often cure the problem of lost connections after the removal of Adware components or improper uninstall of firewall applications or other tools that modify the XP network and Winsock settings.

<http://www.snapfiles.com/get/winsockxpfix.html>

Persistent Spyware and Registry Problems

HijackThis lists the contents of key areas of the Registry and hard drive--areas that are used by both legitimate programmers and hijackers. The program is continually updated to detect and remove new hijacks. It does not target specific programs and URLs, only the methods used by hijackers to force you onto their sites.

http://www.download.com/Trend-Micro-HijackThis/3000-8022_4-10227353.html

No Virus Protection Software

HouseCall is a free online virus scanner offered by Trend Micro, which checks whether a computer has been infected by viruses, spyware, or other malware

<http://housecall.trendmicro.com/>

No Spyware Protecton Software

Spyware X-terminator 2005 is a Spyware Removal product from stompsoft.com, Remove spyware and adware, and restore systems. This software provides monitoring and protection for your computer while browsing the Internet for spyware, adware, dialers, browser hijackers, trojans, cookies, key loggers, trackware and other malware.

<http://www.softsea.com/download/Spyware-X-terminator.html>

No Adware Protection Software

Ad-Aware 2007 Plus provides powerful protection that detects deceptive malware and spyware applications before they integrate into your PC and steal your personal information.

<http://www.lavasoft.com/>

Toolbar Missing – This is located at the top of your screen

Your toolbar is not showing. Go to View, Toolbars, then make sure Standard Buttons, and Address Bar are checked.

Volume icon is no longer on the taskbar – the taskbar is located at the bottom of your screen

You can't raise or lower the volume because the convenient little volume icon is no longer there or never was. To place the volume button on the taskbar go to start, settings, control panel, Sounds & Audio Devices, click the volume tab, check "place volume icon on the taskbar"

No Desktop Icons

There is no desktop icon, though there are icons in the desktop folder, the desktop shows wallpaper but otherwise is blank. the start menu, taskbar, and task tray all appear correctly.

Right click on Desktop, Properties, Desktop page, click Customize and on the Web page make sure 'Lock Desktop' is not checked.
Right click again, Arrange Icons, make sure 'Show Desktop Icons' is

No Sound

1. Open Control Panel.
 2. Double Click to open Sounds and Audio Devices.
 3. Click Sounds tab.
 4. Scroll down to Windows Explorer, which is present under the Programs events.
 5. Select Complete Navigation and Start Navigation.
- Click OK/Apply.**

HOW TO'S

Add Program to Start Menu

Right click taskbar at the bottom of the page, properties, start menu, customize

Click on Advanced Tab – Enable Dragging & Dropping

Remove Items From the Start Menu

Your Start menu is probably has a bunch of shortcuts to programs you never use.

Click Start. Click Settings. Click Taskbar & Start Menu. Click the Start Menu programs tab. Click Remove. Click the item you wish to remove, and then click Remove. Close OK

You can also access the taskbar by right clicking It and then, properties

View all Hardware Installed on your Computer

Right click on start, explore, right click on drive C, Properties, Click on the Hardware Tab, Device Manager.

Check System Memory

Right click on "My Computer" – Properties – Open the General Tab.

Here you will find the installed operating system, CPU Speed, Make & Model of your computer and the amount of RAM – Ramdom Access Memory. So, the next time someone ask you these things you'll know exactly where to go.

Check used and Free space

Right click on start, right click on drive C, Properties, click on the General Tab.

Show Hidden Files & Folders

Right click on start, explore, tools, options, view, show hidden files and folders

HELPFUL TIPS

1. Always have at least (2) browsers such as FireFox or Netscape installed on your computer. This way if Internet Explorer refuses to open you have a backup browser.
2. Create (2) user accounts for yourself. Make yourself administrator on one account and on the other make yourself a non administrator. The reason for this is because a lot of the spyware and viruses that we encounter are contracted because we're out on the net with full rights. It isn't necessary to be on the net as an administrator all the time. The only time it's necessary is when you are downloading software. Before doing this make a note of everything you have on your desktop so that you can create the same shortcuts for your other user account just incase they don't carry over.
3. Always make sure you have backed up your system or have at least put all important information on some type of removable media such as a zip drive. Or if you want to take a complete image of your hard drive so that you don't have to reinstall your operating system plus all of your programs use Microsoft program called "Ghost". If you have photos that you don't want to loose make sure you use a photo storage website such as <http://www.photobucket.com> or <http://www.flickr.com> .
4. Schedule daily maintenance on your computer. You do this by going to "Start, Setting, Control Panel, Scheduled Task, Add Schedule Task. You should schedule a virus scan, and a spyware scan.
5. Remove all unnecessary toolbars. Some of us have Yahoo, Google, Internet Explorer and a host of other toolbars crowding the top portion of our screen. How many toolbars do we really need? Some of these are installed without our even knowing it and the next time we turn on our computers there they are. Go to start, settings, control panel, add remove programs and get rid of them.

Thank you for downloading this information. I hope it has been helpful to you.

I also invite you to visit the site or contact me by phone or email if you would like computer training, service or support.

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