

# Things to try before u give up

***Basic Troubleshooting & Answers to some of your nagging questions.***

**What threatens my computer?**

**Worms Trojans Keyloggers Ad-ware Spyware Viruses  
Bot Popups Security vulnerabilities**

***<http://computer.howstuffworks.com/virus.htm>***

***<http://www.datadoctors.com/help/columns/21651-What-is-the-difference-between-viruses-worms-Trojans/>***

# What you need to protect your computer?

- **Virus protection** – either a free version or retail
- **Anti- spyware** - already included in the operating system
- **Software firewall** – already included in the operating system
- **Hardware firewall** – a router –security enabled
- **Automatic install of Windows updates**

listed of programs to avoid or risk infection at:

[http://www.datadoctors.com/help/approved\\_software.cfm](http://www.datadoctors.com/help/approved_software.cfm)

# Popup blockers

- **Popup blockers are generally a good thing.**
- **However, some popup blockers in toolbars such as Yahoo or Google, or even the one installed in Internet Explorer, may block access to certain pages.**
- **If you click a link on a web page and you are unable to reach the new page, temporarily turn off your popup blocker to see if that is what is blocking your access.**

# ***Why does it take so long for my computer to start up?***

- **Spyware and Adware - Viruses - Too little Memory (RAM)**
- **Too many programs in startup - Fragmented hard drive**
- **Norton, McAfee, and other huge utility programs (Resource Hogs)**
- **Your computer is old and getting ready to crash and/or**
- **it is time to reinstall the operating system**

# Turn off extra start up programs with Software Explorer in Windows Defender.

- Click Start, All Programs, Windows Defender.
- Click Tools, Software Explorer.
- In Vista, click “Show for all users”. The category at the top should indicate Startup Programs.
- Each item listed in the left pane starts when your computer starts. As you highlight the item on the left, a description of the item appears on the right pane.
- Click the Disable button to prevent the program from starting during the boot process. Only disable those items which you are absolutely sure are not system files.
- Some examples of items that can be disabled are Quicken, Microsoft Money, Microsoft Office, Microsoft Works, Event reminders (unless you use them), Picasa, and many others. These items can easily be started by clicking the desktop icon when you need the program to run.

# **Why does it take so long for my computer to shut down or it won't shut down at all?**

- **Antivirus may be scanning on shutdown**
- **Hard drive is fragmented**
- **Non responsive programs and services**
- **Unnecessary programs running in the background**
- **A damaged exit sound file**
- **Incorrectly configured or incompatible hardware.**
- **Conflicting programs**
- **Incompatible or conflicting device driver**
- **Your computer is old and/or it is time to reinstall the operating system**

# Don't panic and pull the plug!!

- If you have given the computer sufficient time, and it still won't shut down, then press in and hold the "On/Off" button on the computer until it turns off. This requires about 10 seconds.
- You may get an error message on the next start up, "that the computer was shut down incorrectly." Try a normal startup.
- See more causes and problems at:  
<http://www.aumha.org/win5/a/shtdwnxp.htm>

## **Why do I get page not found on my browser?**

- **Internet connection has been interrupted.**
- **The web page is no longer valid or available.**
- **The wrong URL was typed in the address bar.**
- **Did you have a power surge or outage?**

# Why is my Outlook Express, Windows Mail giving me an error?

- **The internet connection was interrupted.**
- **The mail server is down.**
- **There is a typo or incorrect entry in your account setup.**
- **You are using an incorrect password.**

# Rebooting your modem/router

- If your electricity goes off, your computer shuts down unexpectedly, or your internet provider is not working temporarily, you may need to reset your cable modem.
- Shut down your computer using the Start, Shut down. Remove the power cable from the back of the modem. (usually the small round plug). Wait 10-20 seconds. Re-plug and reboot your computer. *This may restore service.*
- If you have a router as well as a cable modem, you may also need to reset the router using this same process.

# Why won't the printer print?

- **If you have tried to print a document and received an error, but then tried to send other documents to the printer, there may be too many documents queued up to print.**
- **First try Cancel Printing and clearing the print queue.**
- **If that doesn't work, you may need to reset the printer.**

# Clearing the Print queue

- **Go to Control Panel, double click on the Printers and Faxes icon.**
- **Find your printer in the list and double click it to open the queue.**
- **If you have documents listed, click on the menu, Printer, and cancel all documents.**

# Printer reset

- **If you get a document stuck in the print queue that just won't delete, then try a reset.**
- **Unplug both the USB and the electricity from the back of the printer.**
- **Shut down the computer.**
- **Restart the computer, then re-plug both the USB and the electricity to the printer.**

# Are your documents printing with very small print?

- Any changes to printer settings that you want to make permanent must be done via the Control Panel.
- Go to Control Panel and open the Printers folder. Right click on your default printer, click Properties.
- On the General tab, click Printing Preferences, then the Page Setup tab. If you have Page Layout options, choose the Scaled Printing option, and then change the percentage to 120 or 130 percent. Click Apply, OK.
- On some printers, the changes may need to be made on the Effects tab, Resizing Options. Change the print size to 120 or 130 percent. Click Apply, OK.
- These options will not work on all printers.

# Changing Default Print Options

- Other print options which you might want to make permanent are choosing a draft or grayscale as your permanent option. This will save on ink.
- As above, go to Control Panel and get to the Properties. Open Printing Preferences and make the changes. Close all dialogs.
- You can then make changes to individual print settings when you want to print photos or a business letter that needs a better print quality.

# Using the Print option in Internet Explorer 7

- To change the print size in Internet Explorer 7, use the toolbar to print web pages.
- Click on the drop down next to the printer on the right side toolbar of your browser.
- Click Print Preview to view how the printed web page will look.
- If the print is very small, click the drop down to the right of “Shrink to Fit”, and select 120 or 130 percent. This will be the printed size.
- Use the page layouts in the upper left to choose paper orientation. Use the margin marks to reduce the margins.
- Use the page selector at the bottom to view all pages before printing.

# What happened to my toolbars/file folders, etc?

- The View menu controls many of the parts of your display, whether in a word processing program or your email client (Windows mail, Outlook express, etc.) installed on your computer.
- To get a toolbar back in Word, Excel, etc., click View, Toolbars. Each item you want visible should have a check mark.
- To get file folder, etc. back in an email program, click View, Layout. Each item you want visible should have a check mark.
- <http://www.coolnerds.com/Newbies/Toolbars/toolbars.htm>.
- Office 2007 – The Ribbon – see help at
- <http://office.microsoft.com/en-us/help/HA100898951033.aspx>

# Why do I get a red X instead of pictures?

The **red x** is your computers way of telling you "I can't display the picture."

**Here are some of the reasons.**

- The "Show Pictures" setting has been turned off in Internet Explorer.
- In Internet Explorer's Tools menu, click Internet Options, then click the Advanced tab. Make sure the Show Pictures and Play Animations In Web pages check box is selected under Multimedia, then click Apply/OK.
- Your anti-virus or firewall settings are set too high.
- Check to see if your anti-virus or firewall software has a privacy setting to "disable web bugs". Uncheck or turn it off. Read more about web bugs at [http://www.eff.org/Privacy/Marketing/web\\_bug.html](http://www.eff.org/Privacy/Marketing/web_bug.html)
- Your Internet Explorer security settings are set too high, preventing you from accessing the web site which hosts the image.
- Reset to the default security settings. In Internet Explorer, click on Tools , Internet Options, Security, Default Level.
- The Block Images setting is turned on in your HTML email security.
- Click on Tools, Options, Security. Then UNCHECK the "Block images and other external content" check box, and click Apply/OK.

# Why doesn't System Restore work?

- *The System Restore utility on the Windows operating system has never worked 100% of the time.*
- Having a Norton/Symantec product installed on your computer may be preventing the system restore from working correctly as some Norton products prevent changes to system settings.
- If your System Restore is not working, it is possible to reinstall it. All existing restore points will be deleted.
- System Restore can also be run in Safe Mode
- Instructions for the experienced user are found at:  
<http://bertk.mvps.org/html/reinstall.html>
- More information on troubleshooting System Restore can be found at:  
<http://support.microsoft.com/default.aspx?scid=kb;en-us;302796>.

# System Restore – reliability – what it restores

- System Restore was first introduced with Windows Me. It records key changes to a computer's configuration.
- By default, Windows XP makes one restore point each day. (if you have your computer turned on that day).
- It creates extra restore points each time you make significant changes to your configuration, such as installing a device driver, hotfixes or application.
- System restore does not retrieve deleted data files or programs.
- *Over a period of time, as the computer ages, the system restore may not work correctly.*
- If your system restore is not working, it may be time to delete all the current restore points and start fresh, or there may be underlying operating system problems that would benefit from a reinstall of the entire operating system. (After backing up all your data files, documents, financial, pictures, videos, music, etc.)

# Do I need Flashplayer?

- **Adobe FlashPlayer is a browser add on that provides functionality on web pages.**
- **Should you update to the latest version? Yes, if it is required by programs or web pages that you use.**
- **Be sure and remove the check mark from extra items that you do not want to download.**

# What to do about AVG/Antivirus warnings?

- Many of these warnings are cookies but can also be suspicious registry keys, hidden files, password protected files or archives. Most of these files do not present a threat to your computer security and no action is necessary.
- If you want to see what these warnings are, open your AVG program and click History, Scan results.
- Click the date of any scan, then click View Details. Any serious threats will be listed as an infection. Depending on your settings, these should automatically be moved to the Virus Vault, where they cannot harm your computer.
- Click on the Infection or Warning tab and you can see a list of the items.
- If you want to view items in the Virus Vault, click History, Virus Vault. To get rid of these items, click “Empty Vault”.
- For more information on warnings, go to <http://www.avg.com/support#tba5> and click on “Warning in test result”.

# **My antivirus won't update.**

- ✓ **Obscure reason but it happens. Check the system date and time.**
- ✓ **If the date and time is incorrect, the antivirus and other security programs will not update or do their scans.**

# McAfee Site Advisor codes

- Red - not safe, may have malicious downloads or many spam messages
- Yellow – beware, may not be entirely safe
- Green – Safe surfing

# Is this an email from Microsoft?

- *The answer is that Microsoft does not send updates via your email program.*
- Please note that the words are not used correctly. *“Please notice, we strongly recommend you to install, distribution of this update through official website would have result in efficient creation of a malicious software and others.”*
- If you click on the executable file which was attached, you most likely download spyware, a Trojan, a keylogger, or some other malicious software.

SAMPLE

# What updates should you do?

- **Windows Security/Operating System updates**
- **Antivirus updates**
- **Antispyware updates**
- **Java updates**
- **Adobe reader updates**
- **Adobe Flashplayer updates**
- **Software program updates, such as HP, Roxio**
- **Driver updates.**

# Things you should never do

- **Never** do any free scans offered by pop-ups.
- **Never** do any free downloads offered by pop-ups.
- **Never** click on .exe files or links purported to be updates from Microsoft.
- **Never** download and use a registry optimizer.
- **Never** open SPAM messages.
- **Never** click on those items in SPAM mail that promise to remove you from the mailing list.
- **Never** spend a lot of time and money repairing an old computer.
- **Never** upgrade your Operating system if the current one is having problems. (upgrades do not fix problems).

# Things you should do

- **Backup to an external media your personal data that you can't afford to lose.**
- **Use Software Explorer to turn off un-necessary start up programs.**
- **Delete cookies and cache files**
- **Disk cleanup regularly**
- **Download free software only from safe sites.**
- **Disk Defragmentation – earlier than Vista**
- **Install RAM on a slow computer (if less than 4 years old) given that everything else works normally.**
- **Reinstall the operating system periodically**
- **Subscribe to “Smart Computing”**
  
- **Call tech support help for something you can't handle.**