Troubleshooting Your Computer

Sarasota Technology Users Group
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Judy Taylour, President, SCV Computer Club

APCUG Advisor – Regions 10, 11, and International

Member, APCUG's Speakers Bureau

jtaylour (at) apcug.org

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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
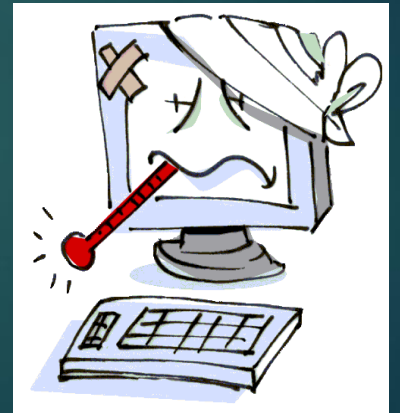
Troubleshooting Your Computer

- 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..
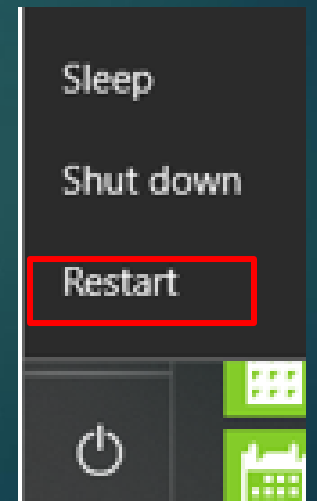
Put Your Thinking Cap On

► 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.

$3.90

Inland 3600 Joules ...
$19.79

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
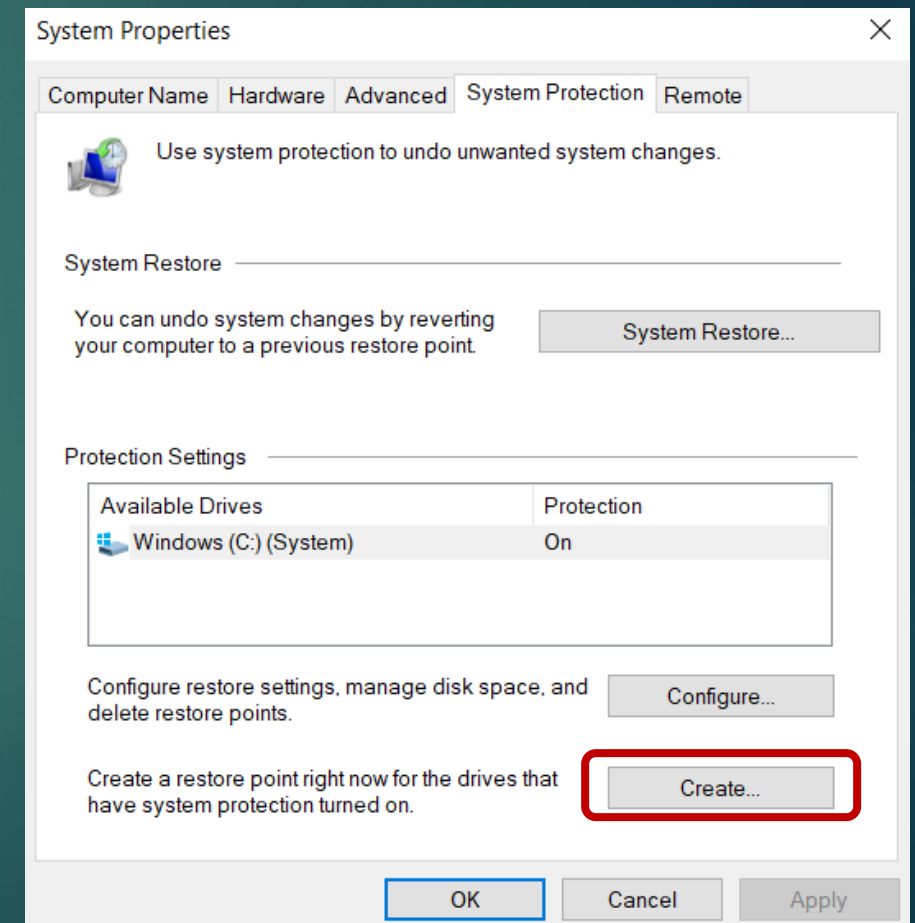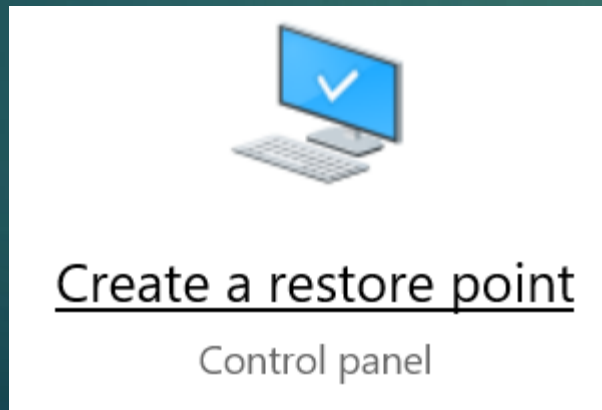
No More Bloat

▶ Uninstall programs you no longer use

▶ Sort by date to see if you have downloaded unwanted programs

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

Organize ▾

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%?

Speakers/Headphones (Realtek(R) Audio)   ∧

🔊 ——————————————————————| 100
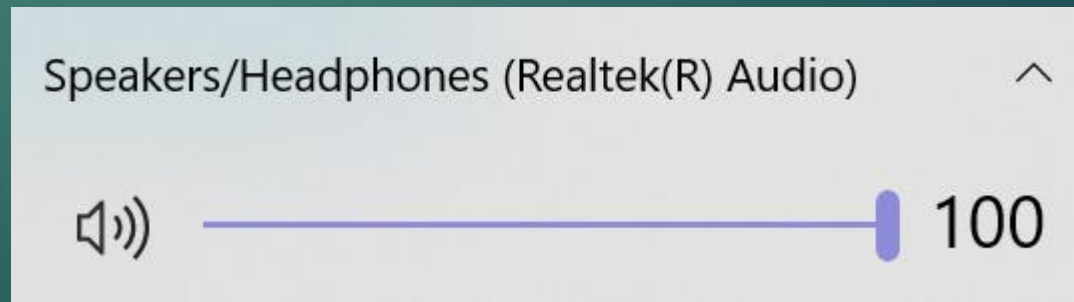
No Sound

- ▶ Settings > System > Sound
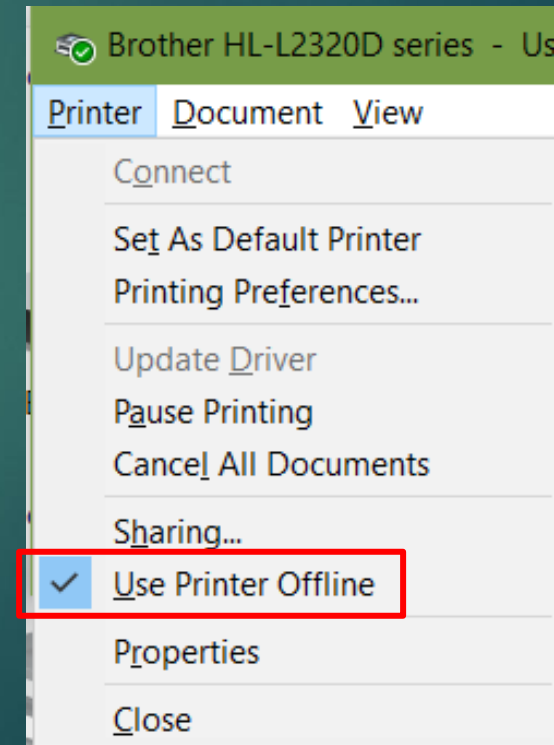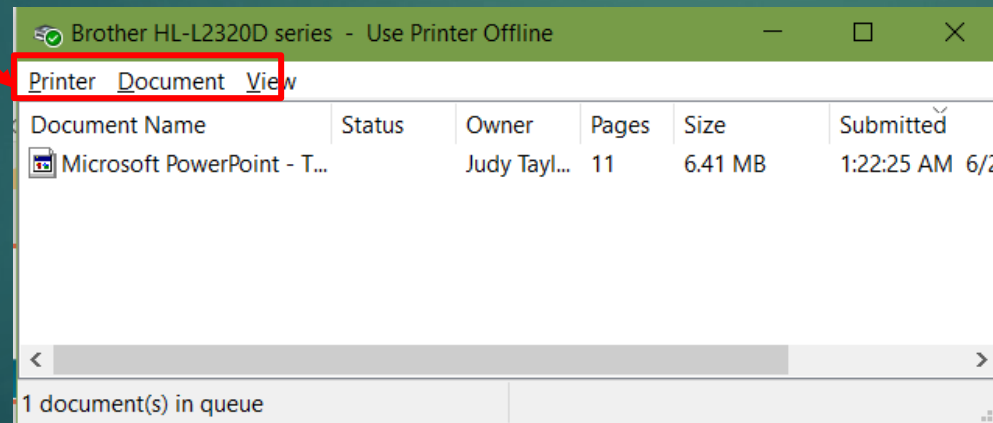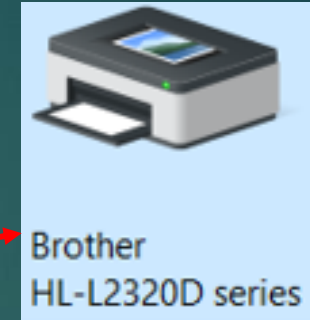- ▶ Is the correct speaker selected?
- ▶ Troubleshoot your speakers

Printer Doesn't Work

▶ Turn it off and on

▶ Control Panel / Devices and Printers

▶ Click on the Default printer

Brother HL-L2320D series

Epson Stylus NX430

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

Open Task Manager

▶ Select Task Manager

▶ Right click on Taskbar

   ▶ Select Task Manager

▶ Right click on Start

   ▶ Select Task Manager

▶ Go directly to Task Manager

Taskbar

Toolbars

Search

Show Task View button

Show Windows Ink Workspace button

Show touch keyboard button

Cascade windows

Show windows stacked

Show windows side by side

Show the desktop

Task Manager

Lock the taskbar

⚙ Settings

Start menu

Programs and Features

Mobility Center

Power Options

Event Viewer

System

Device Manager

Network Connections

Disk Management

Computer Management

Command Prompt

Command Prompt (Admin)

Task Manager

Control Panel

File Explorer

Search

Run

Shut down or sign out

Desktop

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>

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...

☑ Save AutoRecover information every [10] ⌃⌄ minutes
    ☑ Keep the last AutoRecovered version if I close without saving
AutoRecover file location: C:\Users\scvju\AppData\Roaming\Microsoft\PowerPoint\

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.SPSite.get_IISAllowsAnonymous()
    at Microsoft.SharePoint.ApplicationPages.UserRoles.InitPage()
    at Microsoft.SharePoint.ApplicationPages.CBaseAclPage.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
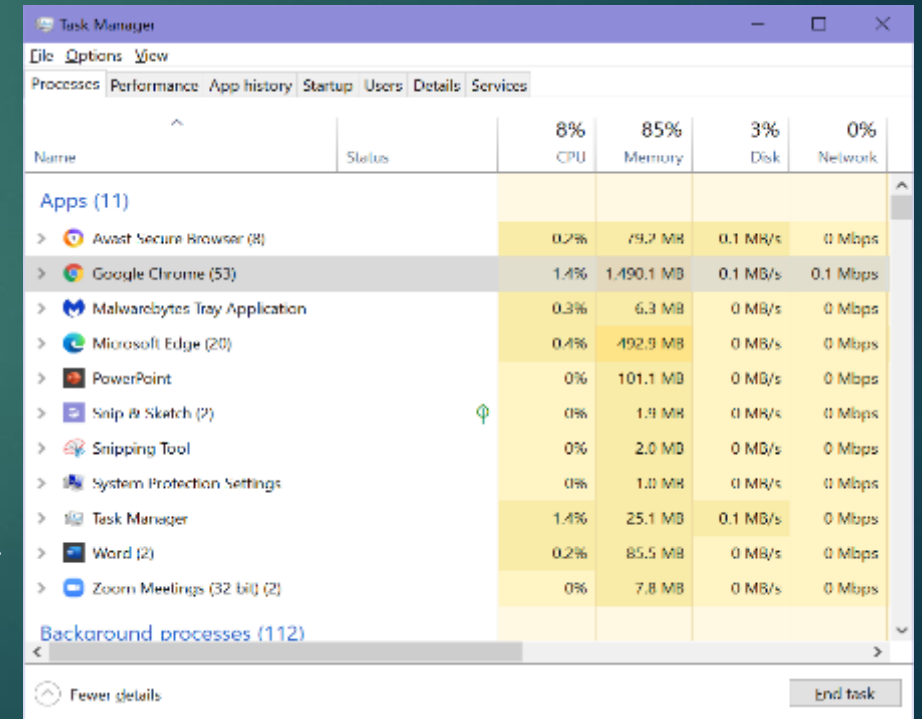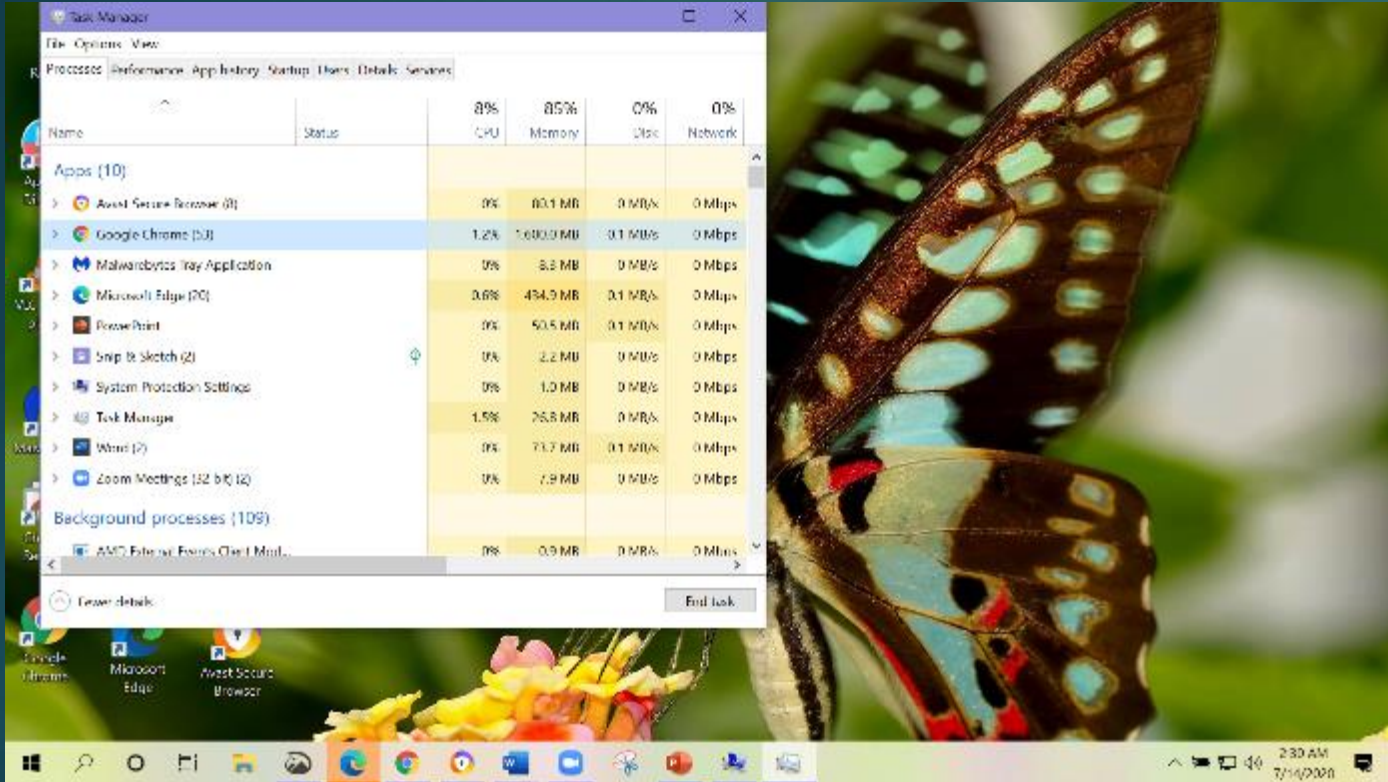
Alt + PrtScr

Snipping Tool

▶ Captures all or part of a window

▶ Type snip in Search Box / click on Snipping tool
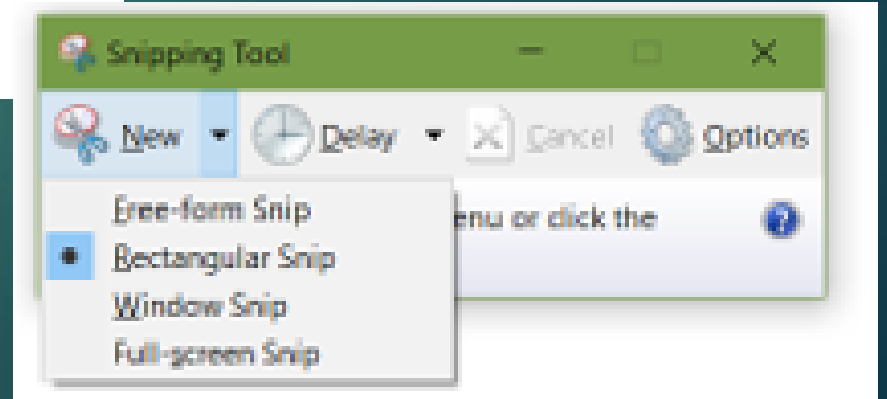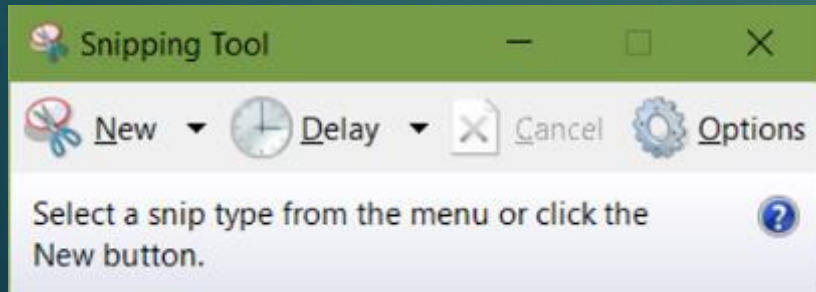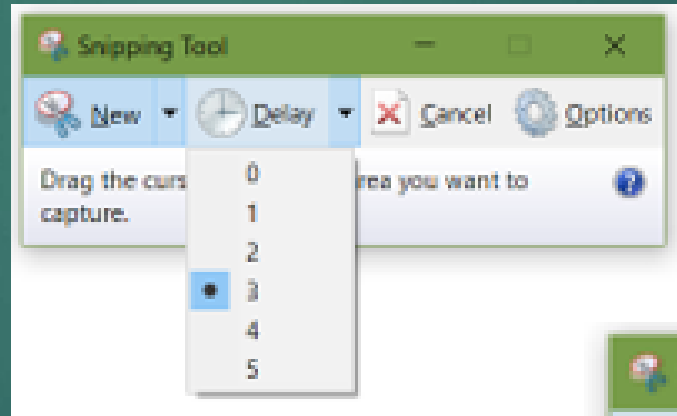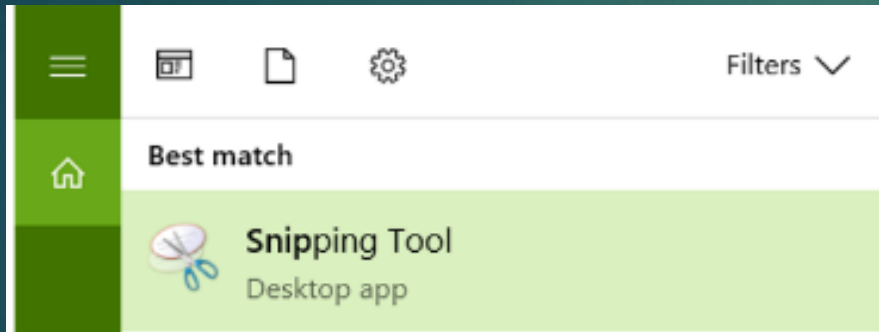
Print Screen / Snip
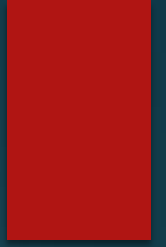
- Paste into…
  - WordPad
  - Word
- Save in Error Messages folder

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

Rectangular   Freeform   Window   Fullscreen   Close

Snip & Sketch

New
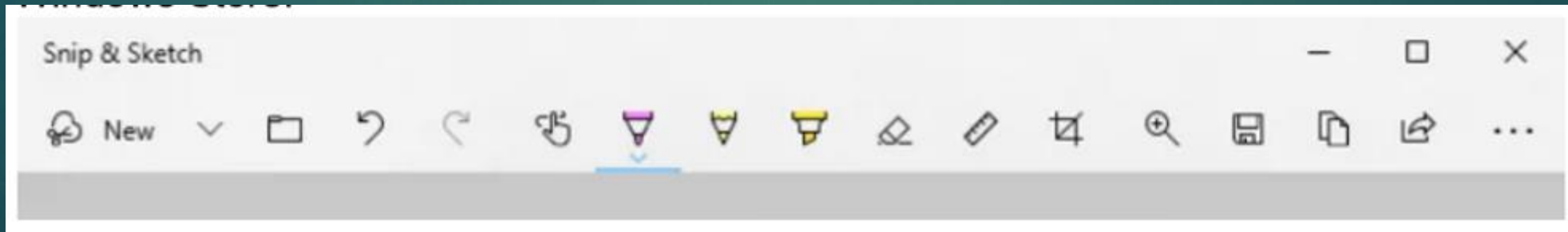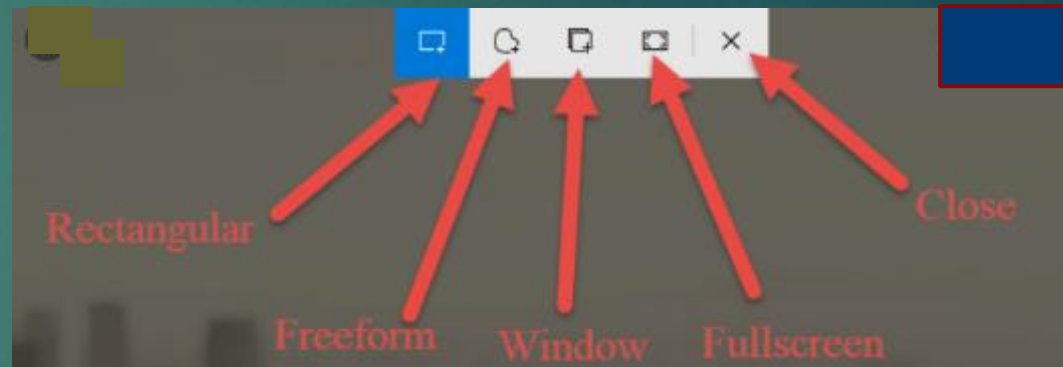
Hard Drive Makes Grinding Noises

► 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 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 - Set time for update restart

  ▶ Settings

  ▶ Update & Security

  ▶ Windows Update

  ▶ Set Active Hours

Computer is Running Slow

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.

Computer is Running Slow

Feature Updates

▶ Now—21(year)H1 (year=1st half or H2 =2nd half)

▶ New versions of the OS, which are available twice a year, during spring and fall time frame. 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

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
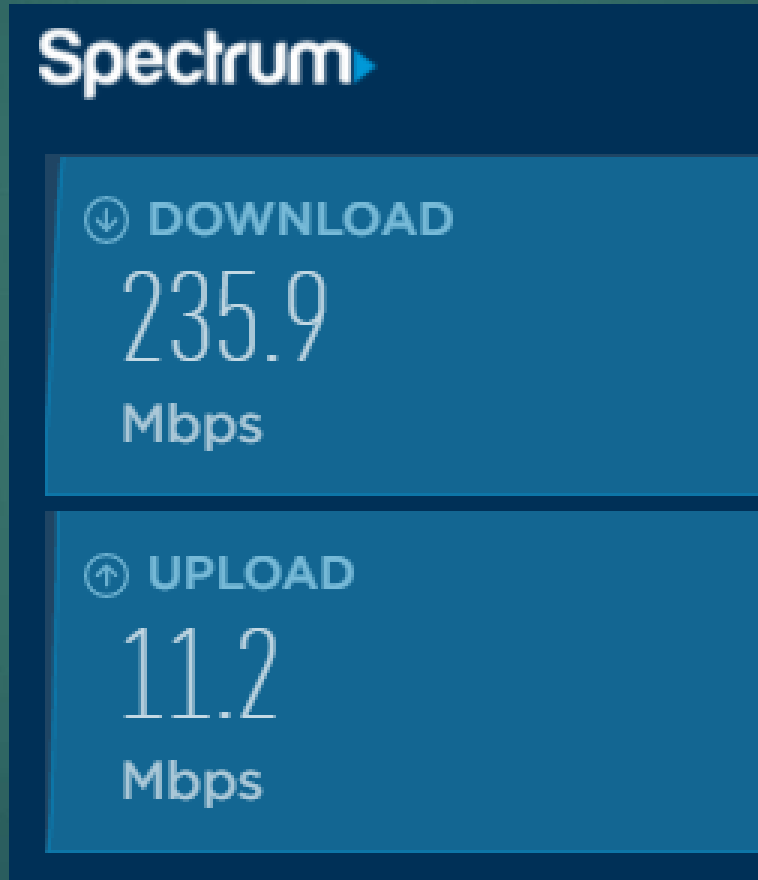
Computer is Running Slow

▶ How many programs are running in the background?

▶ Does is take forever for your computer to start?

▶ Disable any you don't use on a daily basis

▶ Task Manager / Startup
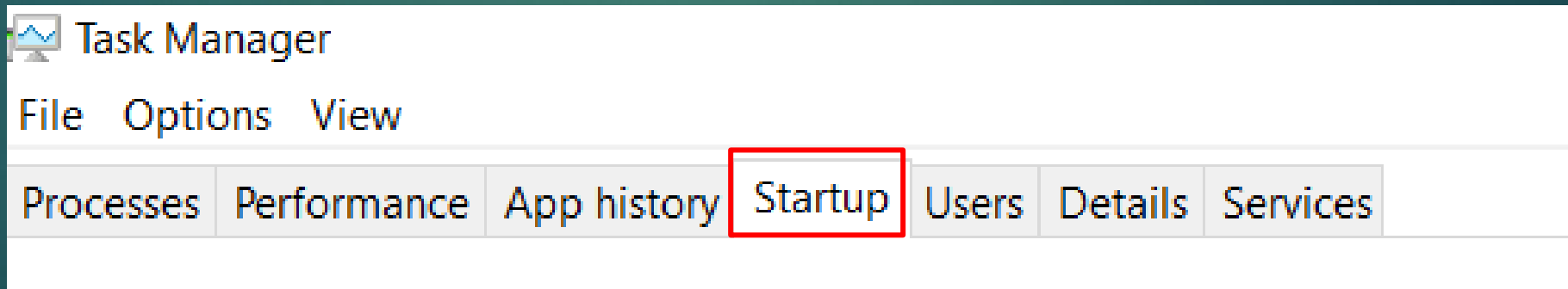
Computer is Running Slow
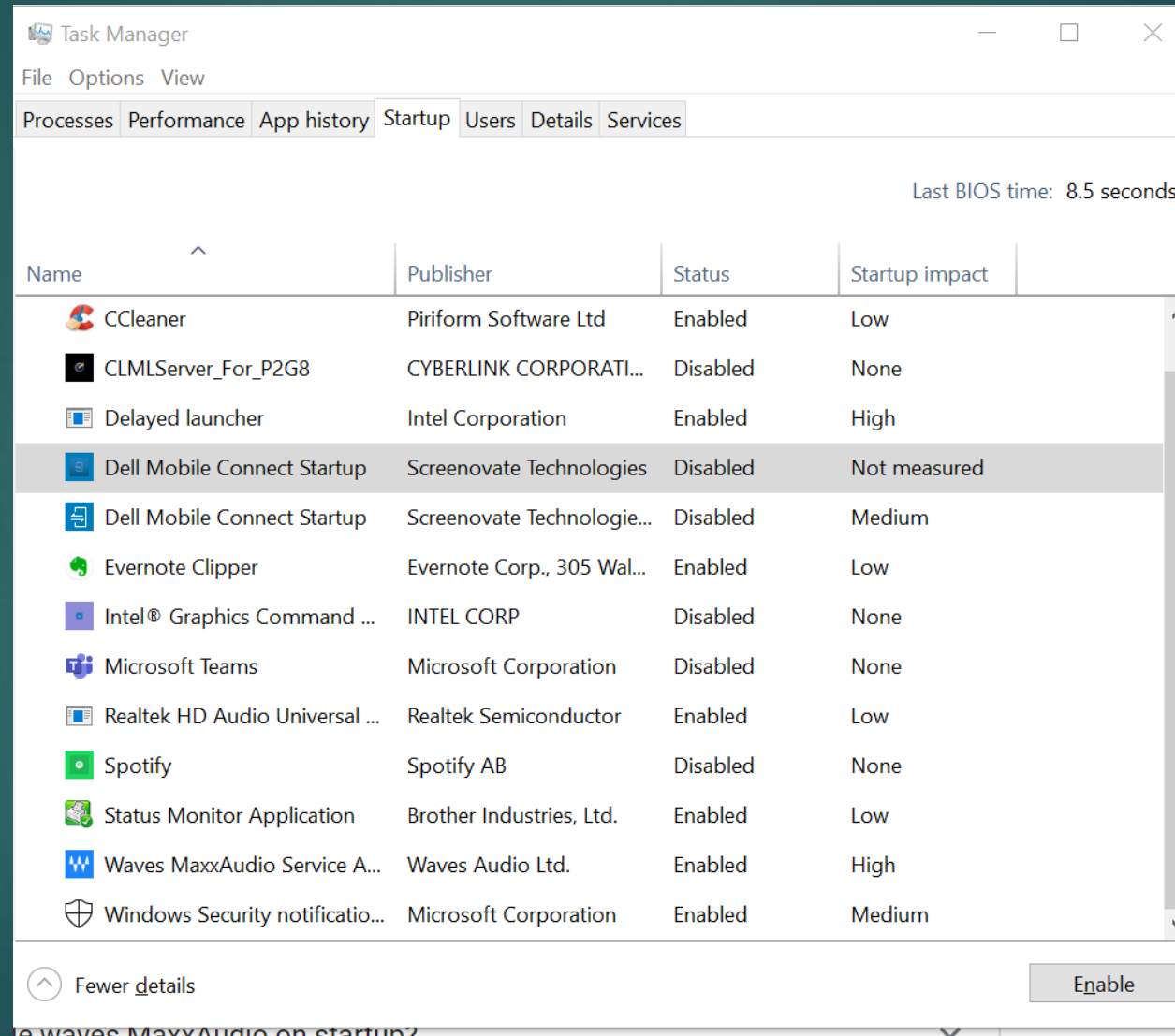
Time to Clean Your Browsers

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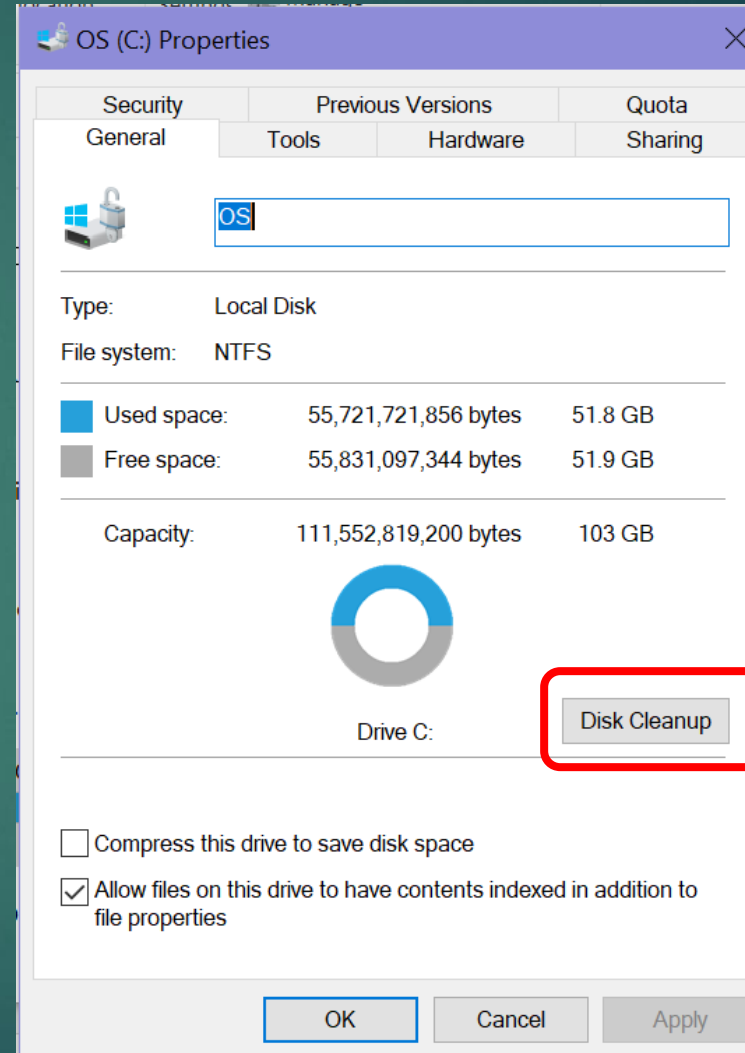- ▶ Click Analyze & Run

Time to Clean Your Browsers

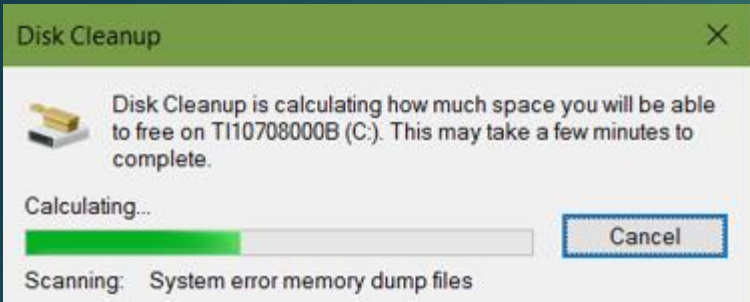# Time to Clean Your HD

▶ This PC

▶ Right click C:\

▶ Click Properties

▶ Click Disk Cleanup

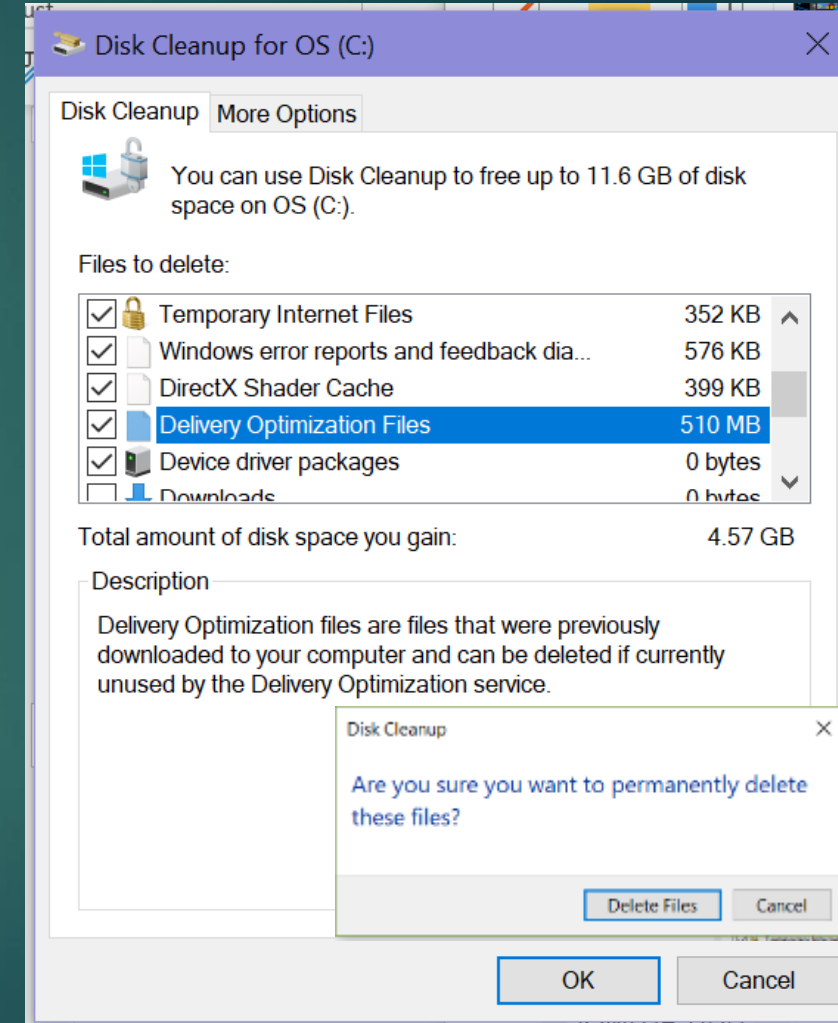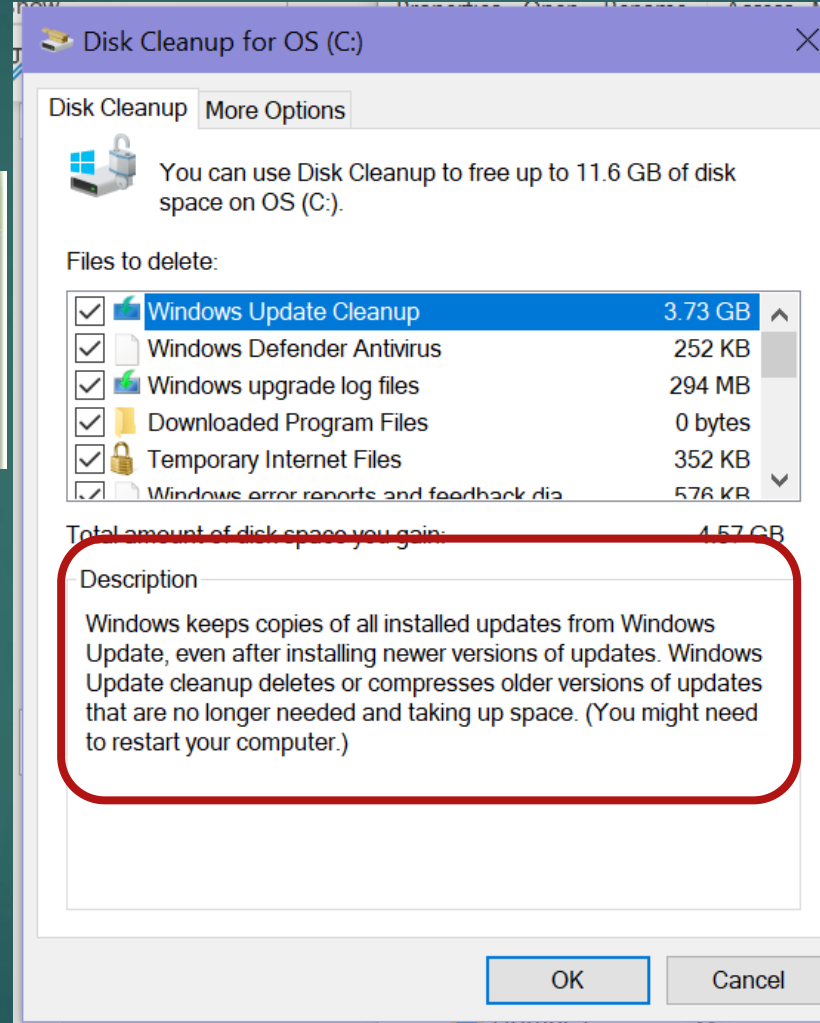# Time to Clean Your HD

If you have Windows ESD installation files, DO NOT delete them. ESD Files are used for "resetting your PC" to its factory settings.
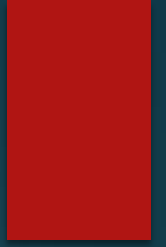
Time to Clean Your HD

Windows 10 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

Windows 10 Storage Sense

► Scroll through list

► Check types of data you want to remove

► Can delete everything listed if computer is working properly

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

⬤ Off

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

Time to Clean Your HD

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

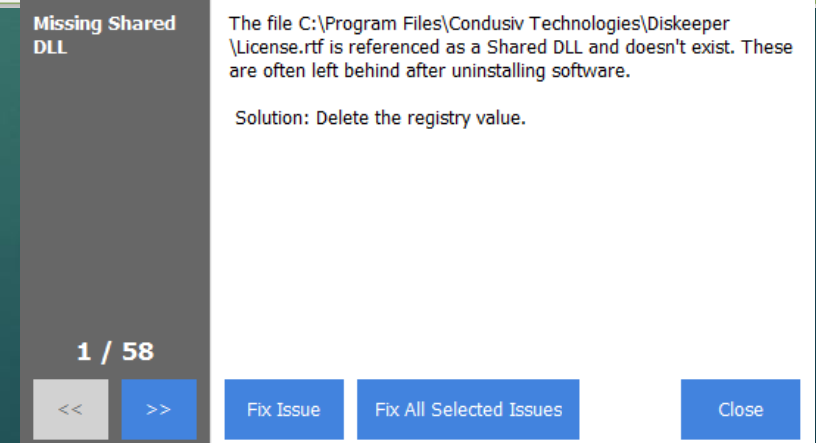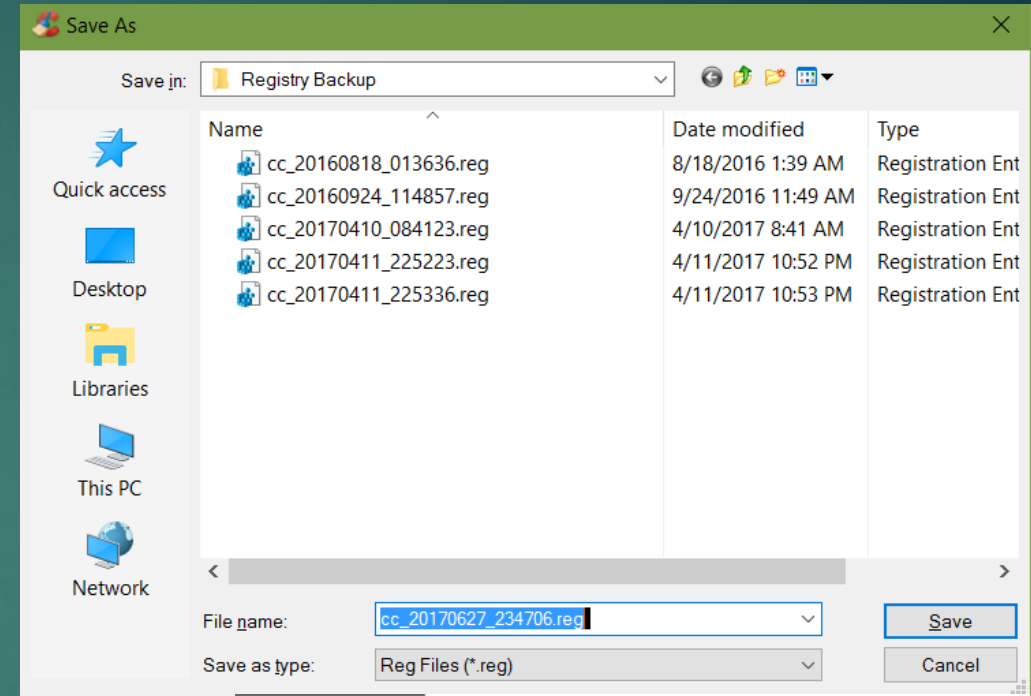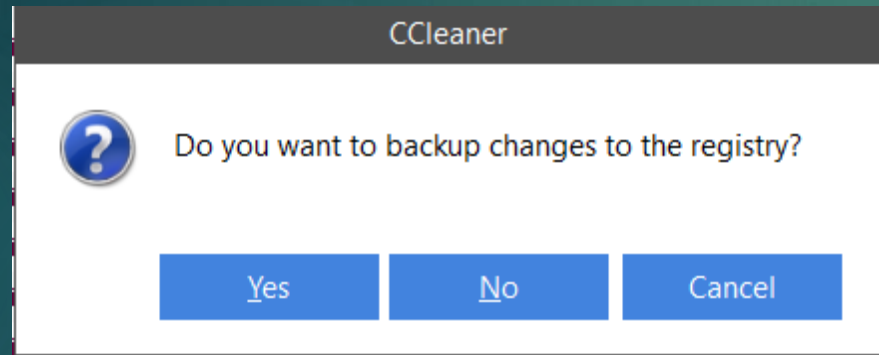# Computer is Running Slow

Created Registry Cleaner Folder

Computer is Running Slow

Missing Shared DLL

The file C:\Program Files\Condusiv 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

58 / 58

`<<` `>>`   Fix Issue   Fix All Selected Issues   Close

Scan for Malware

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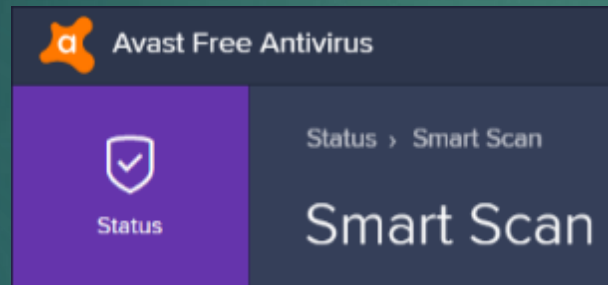
Scan for Malware

▶ Run Malwarebytes

Windows 10 Troubleshooting

Get to know the Win 10 fix-it tool

▶ 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

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
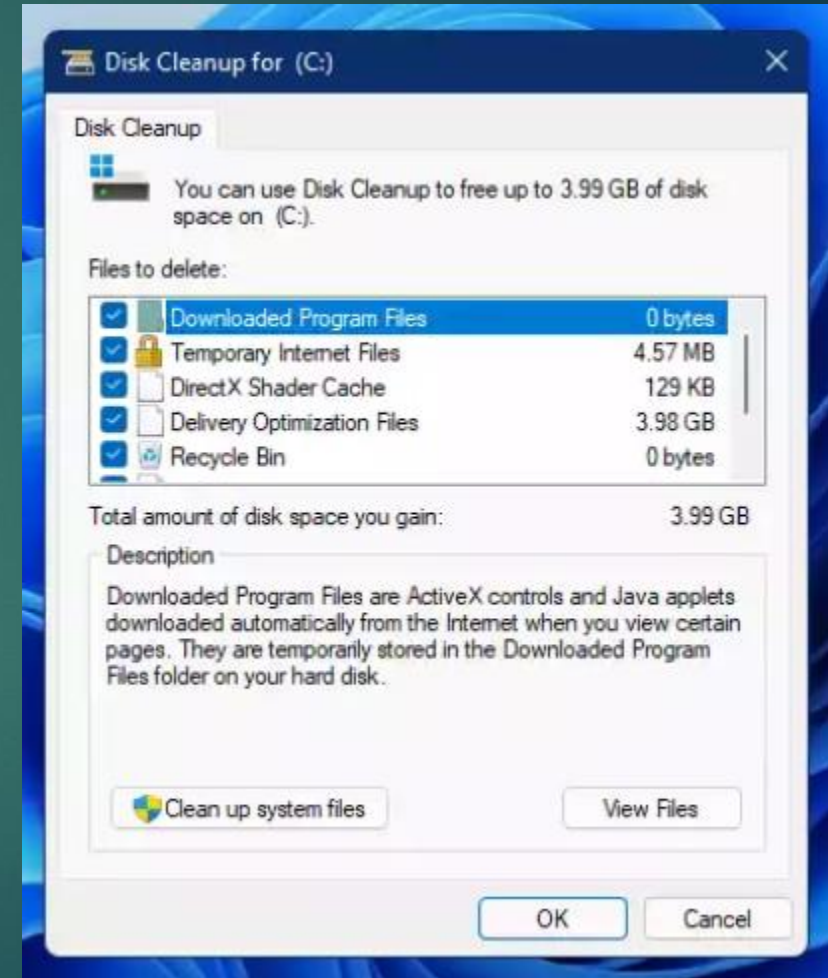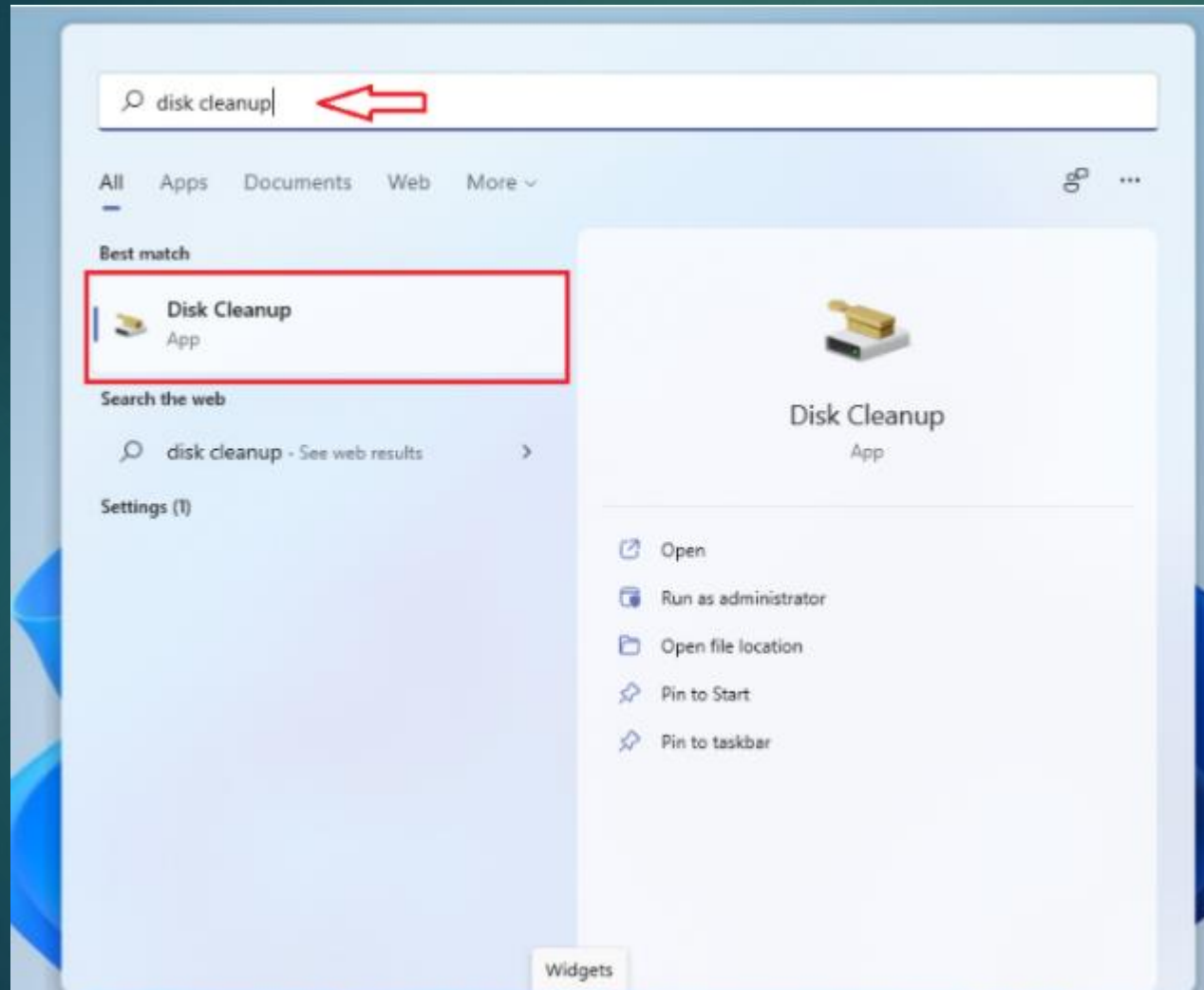
Windows 11 Disk Cleanup
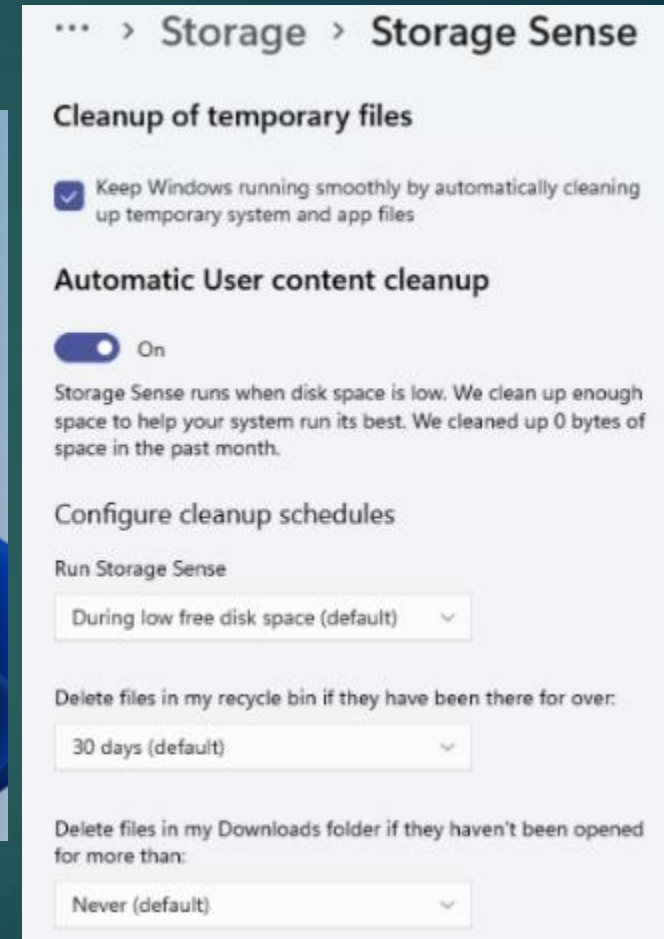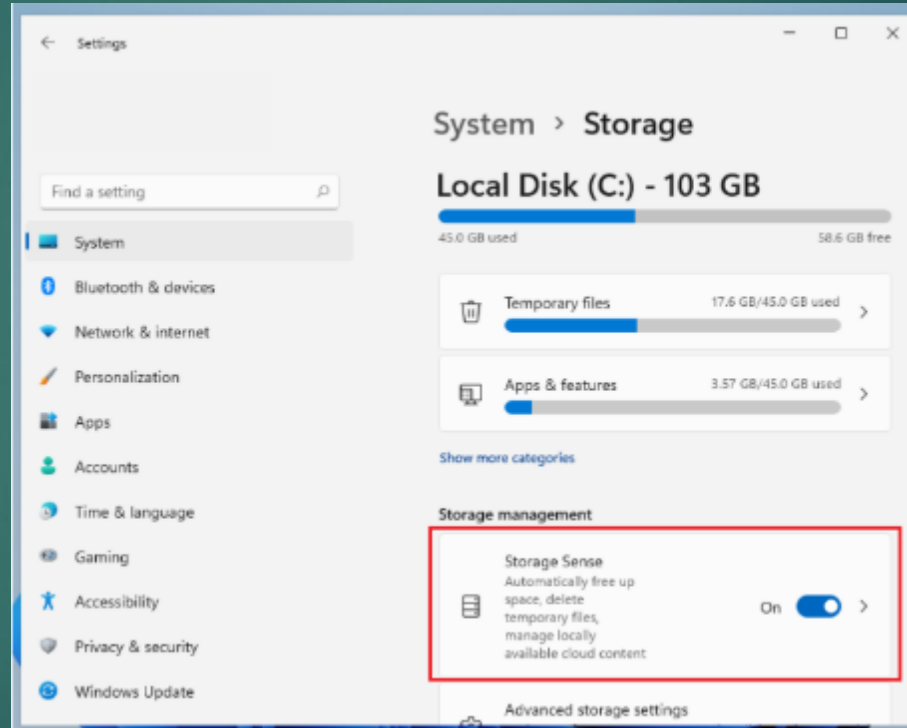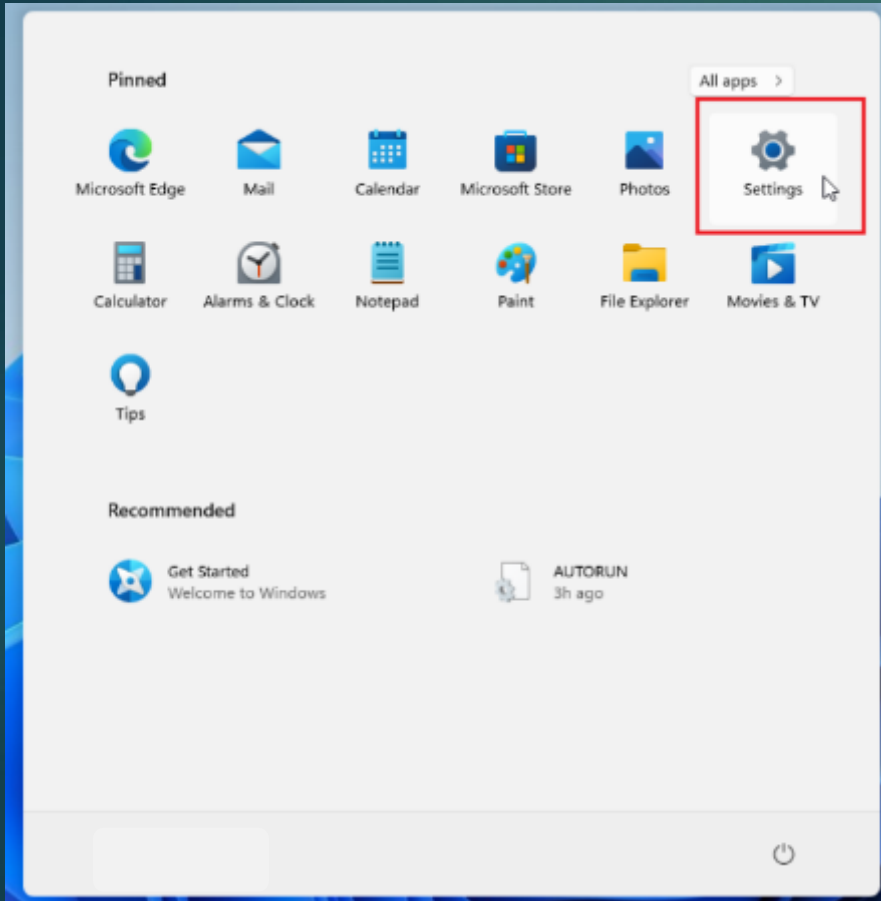
Sometimes You Have to Refresh Your Computer

▶ 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
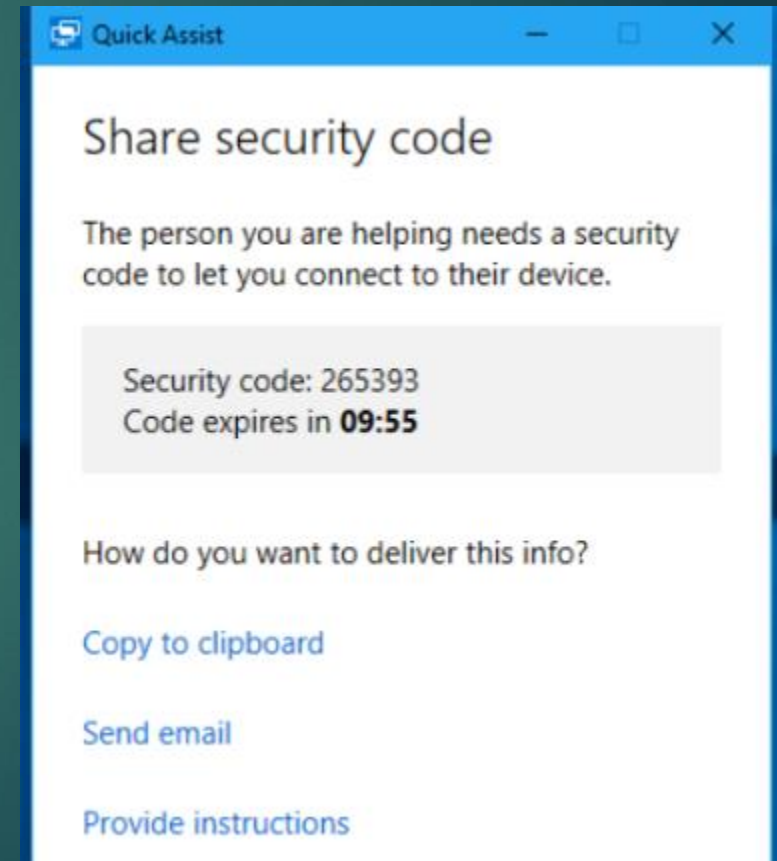
Using Windows' Quick Assist

- Need to 'talk' the 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
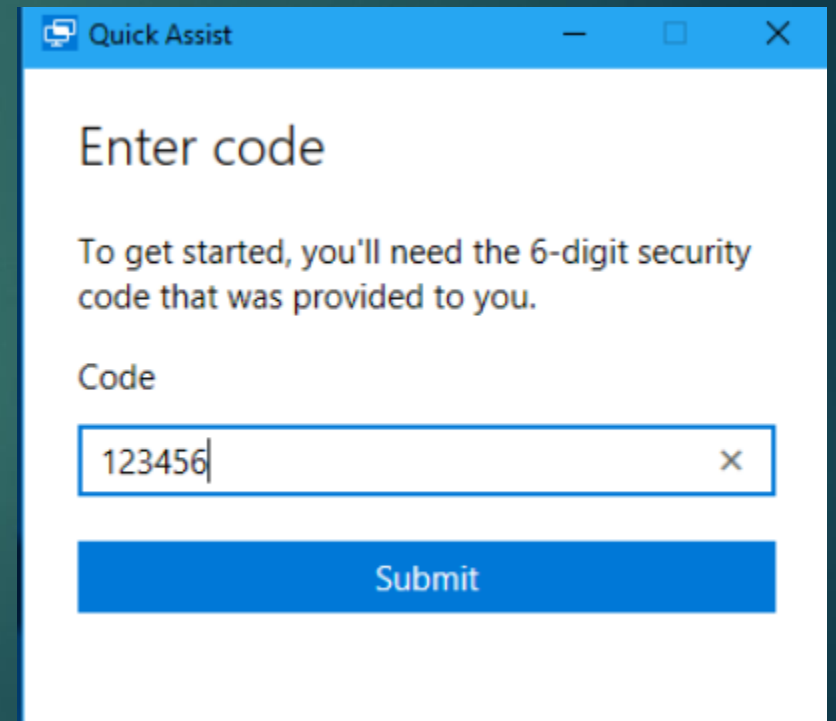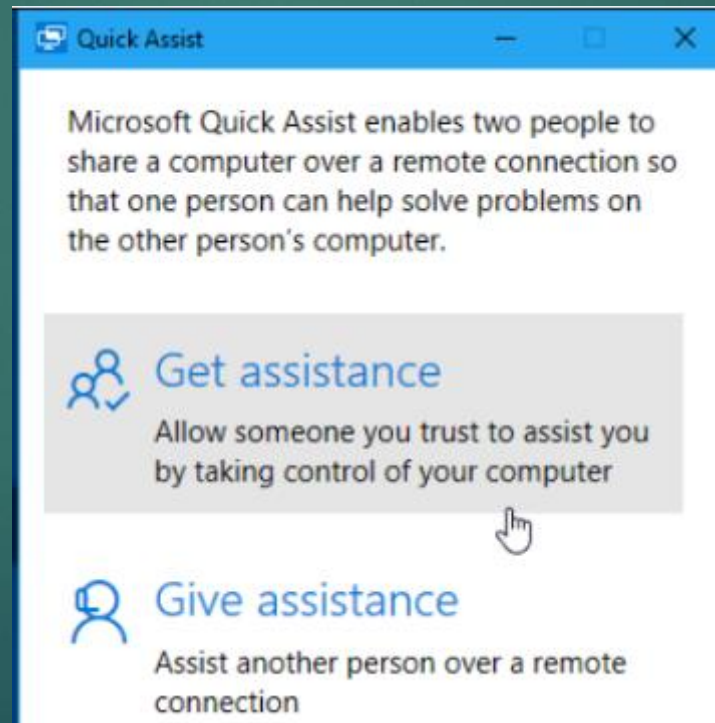
Using Windows' Quick Assist

▶ Connection established

▶ Might take a while for devices to connect

▶ Be patient

▶ You'll see the 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
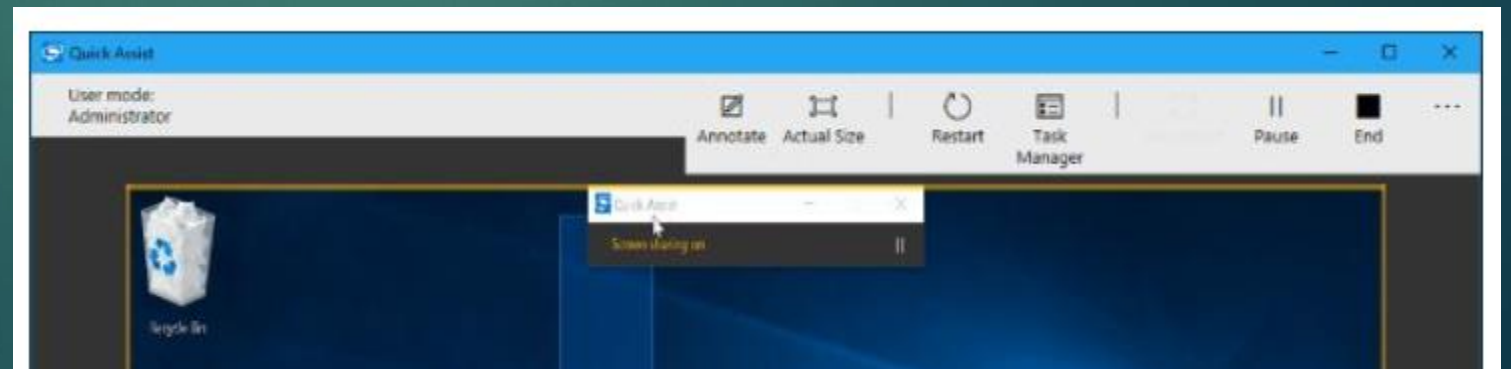
Use TeamViewer or AnyDesk
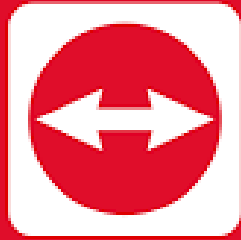
Browse for Help aka Google is your friend

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/

▶ Forum

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 KSUpride			
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

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

Microsoft Support

▶ https://support.microsoft.com/en-us/contactus/

▶ Virtual assistant chat @ Contact Us - Microsoft Support
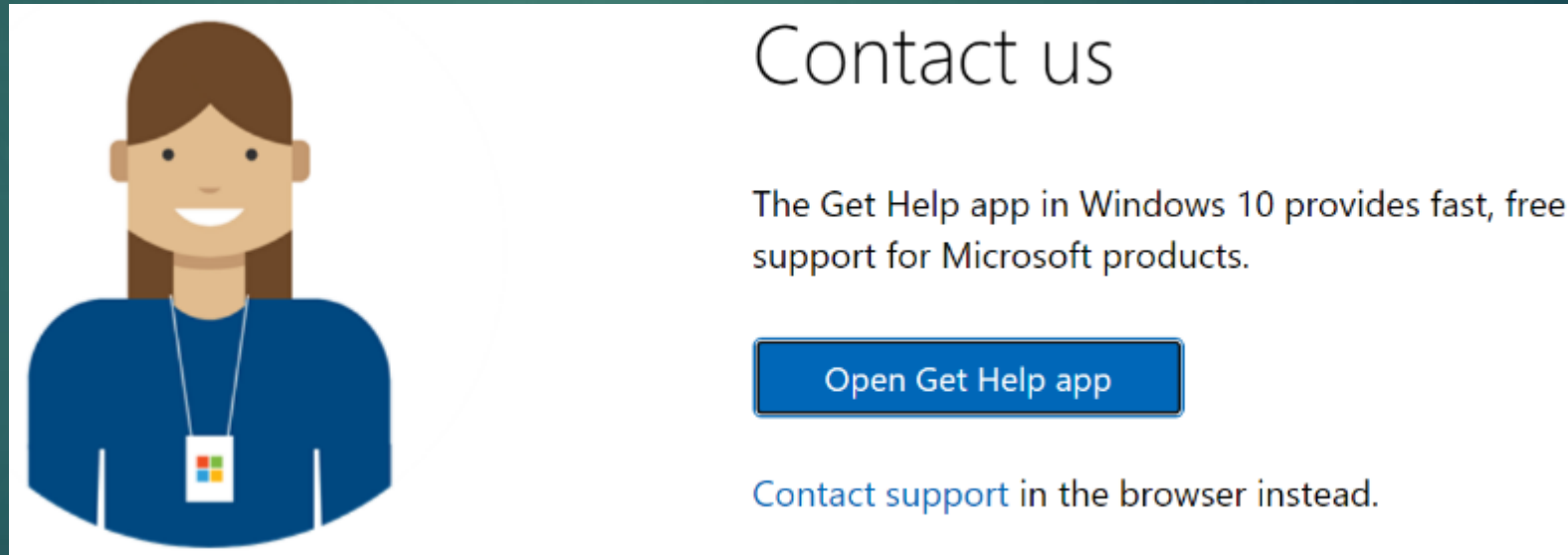
Resources

- Computer Basics: Basic Troubleshooting Techniques (gcfglobal.org)

- Why Does Rebooting a Computer Fix So Many Problems? (howtogeek.com)

- Troubleshooting Windows 10 | Microsoft Press Store

- 10+ Useful System Tools Hidden in Windows (howtogeek.com)

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

Judy Taylour
Jtaylour (at) apcug.org