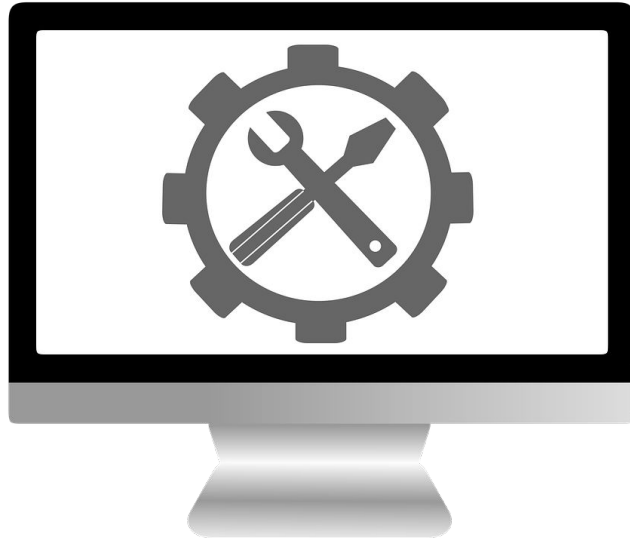


Fixing PC Problems

Presented by Maxx Mittelstadt



Subjects

- A. Backup Files
- B. Plug n Play with Drivers
- C. 15 Common PC Problem Guides
- D. Before Calling Support
- E. Top 7 Actions for a Better PC

Why Create a Computer Backup?

When an error makes a computer not function. Using a computer backup or clean reinstall will be a simple solution.

- **R**ecover files
- **U**ndo mistakes
- **S**ave money
- **T**ime saver

Different types of computer backups:

1. Individual Files
2. Complete System
3. Cloud Service

Digital Value Items

- **Operating Systems**
 - Windows
 - Macintosh
 - Linux
- **Software**
 - Microsoft Office
 - Adobe Creative Suite
 - anti-virus
- **Paid files**
 - audio and digital books
 - taxes
 - passwords
- **Personal items**
 - photos
 - home videos
 - private documents
- **Product keys**



<https://www.youtube.com/watch?v=Vjd6c7wdOhI>

The Beginner's Guide to PC Backup

Hacks and data failures happen. Don't lose your photos, documents, music, or other important files. Ahead of World Backup Day, here's how to secure your data.



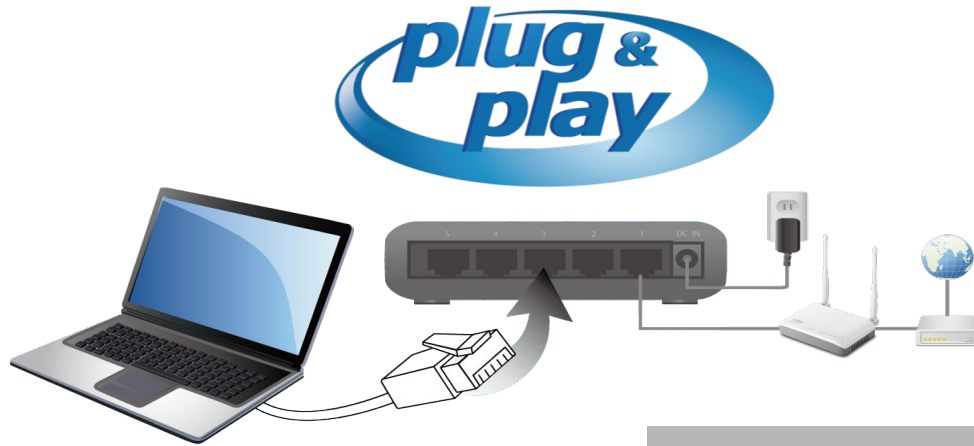
By Eric Griffith March 26, 2019 12:00PM EST

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<https://www.pcmag.com/article/250364/the-beginners-guide-to-pc-backup>



When the device is connected into a computer and recognized to be able to communicate.

Instantly the device will start to send it's drivers to the computer so that they can communicate.

Software and operating systems might have preload list of drivers making the process faster.

If a device isn't Plug and Play and don't have a CD/DVD.

Try to the manufacturer's website for driver downloads

- Dell
- HP
- Sandisk
- AMD
- Intel

System Drivers

a **DRIVER**, a **DEVICE DRIVER**, or **HARDWARE DRIVER** is a group of files that enable a hardware device to communicate with the computer.

Without drivers, the computer wouldn't be able to send and receive data to unfamiliar devices.

DRIVER CONFLICT is when the driver for a device isn't working because:

1. It's for the wrong device
2. Wrong Operating System
3. Multiple and different drivers are installed.
Causing conflict with the PC and not knowing which driver to use.

Dell Drivers and Utilities CD



Adjust your computer's settings

- Administrative Tools
- Color Management
- Device Manager
- File Explorer Options
- Indexing Options
- Java
- Network and Sharing Center
- Recovery
- Sound
- System
- Windows Defender Firewall

Device Manager

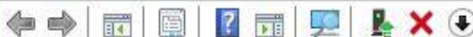
File Action View Help



- ALPL801
 - Audio inputs and outputs
 - Cameras
 - Computer
 - Disk drives
 - Display adapters
 - DVD/CD-ROM drives
 - Human Interface Devices
 - IDE ATA/ATAPI controllers
 - Keyboards
 - Memory technology devices
 - Mice and other pointing devices
 - Monitors
 - Network adapters
 - Portable Devices
 - Ports (COM & LPT)
 - Print queues
 - Processors
 - Security devices
 - Software devices
 - Sound, video and game controllers
 - Storage controllers
 - System devices
 - Universal Serial Bus controllers
 - Universal Serial Bus devices

Device Manager

File Action View Help



- IDE ATA/ATAPI controllers
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 - \\alpls5\G
 - \\alpls5\Ir
 - \\alpls5\Ir
 - CutePDF
 - Microsoft
 - Root Print Queue
- Processors
 - Intel(R) Core(TM) i5-4570S CPU @ 2.90GHz
 - Intel(R) Core(TM) i5-4570S CPU @ 2.90GHz
 - Intel(R) Core(TM) i5-4570S CPU @ 2.90GHz
 - Intel(R) Core(TM) i5-4570S CPU @ 2.90GHz
- Security devices
- Software devices

Update driver

Disable device

Uninstall device

Scan for hardware changes

Properties

Launches the Update Driver Wizard for the selected device.



Mouse not working & sticky keys

Process

1. Check the physical connection.
2. Are the batteries low?
3. Clean the mouse and keyboard.
4. Replace the mouse and/or keyboard.

Monitor not Working

Process

1. Check cable connections.
2. Make sure monitor is ON.
3. Computer might be asleep. Try moving the mouse, pressing any key, pressing power button.
4. If the image is dim brighten screen using monitor buttons or OS settings.
5. Worst case the monitor needs replaced.

No Network Connection

Process

1. Look at the modem and router.
2. Restart modem and router.
3. Check the systems network & internet settings.
4. Restart the computer or device.
5. Wiring and wi-fi adapter check.

Missing Files and/or Lost Saved File

Process

1. Search for the file name
2. Use the program and find the last saved location.
3. If lost during click and drag double check nearby folders and libraries.
4. See if file is saved to backup or thumb drive.
5. Recover file using backup.

Problem Receiving & Sending Email

Process

1. Has inbox received email size limit?
2. If so delete or archive old emails.
3. If using an email program has any setting been changed?
4. Reset the password and email program settings.
5. POP and IMAP settings might need reconfigured.

Printer Does Not Work

Process

1. Printer has to be installed for the user and PC.
2. Paper and toner have to be in supply.
3. Correct printer must be selected to print to it.
4. If computer just recently had an update or changed OS. Printer might have to be reinstalled or require new updated printer driver.
5. Go to the printer's manufacturer's website for any recent/new downloads and fixes.

PC is Slow

Process

1. PC is currently installing updated or running a program in background.
2. Run Anti-Virus and Anti-Maleware in SAFE MODE.
3. Low RAM aka memory.
4. Hard Drive is going bad.
5. Add more RAM and switch out old hard drive.

No Sound

Process

1. Make sure that sound isn't muted on PC.
2. Double check the monitor or speaker dials or buttons.
3. The wires plugged in are in good condition.
4. Speakers or headphones are selected as audio out.
5. Go to sound configuration settings on PC.

User Can't Log-in

Process

1. Is it the right password?
2. Is CAPs Lock on? Is Number Lock on?
3. Can password be reset online?
4. Use a password reset disk.
5. Log-in to computer as an administrator and change users password.
6. Use a third party software and find the local login.

Restart for No Reason

Process

1. Computer is installing delayed updates.
2. Computer isn't receiving enough power.
3. Hardware failure do to replacing new parts.
4. New Graphics card or RAM was recently installed.
5. Roll back or uninstall new updates or device drivers.

Wi-Fi Internet Slow

Process

1. Is the time the day during “Prime Time”?
2. Are many devices being used?
3. Place the wi-fi router in the center of the home.
 - a. If not possible try a wi-fi extender or additional wi-fi access point.
4. Device might not be able to run fast internet speed.
5. Thick walls and large structures of metal weaken internet signals.

Internet Down

Process

1. Check modem and router
 - a. Turn it off and on again
2. Look for loose plugs and cables
3. Try another device. Maybe it is just the website that is being visited or a setting on the other device.
4. Check you network option on the PC.
5. Call your internet service provider (ISP). Maybe someone is getting internet in the area or a local problem is down.

Overheating

Process

1. Remove dust, hair, and dirt.
2. Keep PC on a solid surface. (Not on carpet or pillow)
3. Make sure all fans are operating.
4. Check to make sure programs are not overclocking.
 - a. photoshop, video game and
 - b. high demand software
5. Keep vents clear

PC screen crash or freeze

Process

1. Check system log and run system diagnostics.
2. Check software and hardware being used.
3. Is there any error messages upon rebooting?
4. Software Error usually with graphics.
5. PC virus check

can not open file

Process

1. Identify the file extension.
2. Try to open file using a similar program.
3. Incorrect file association.
4. Anti-virus program prevents opening file.
5. Compatibility issues.

updating software

Process

1. Run OS system updates
2. Use the developers software update directly
3. Only run reliable sources
4. Do **NOT** use *UNKNOWN* software or pop-ups



<https://www.youtube.com/watch?v=6OhSIEPcZDk>

Top 7 Things to do right now with your PC

1. Uninstall old and not wanted programs.
 - a. Cleanup your web browser
2. Organize your files.
 - a. Then make a backup
3. Defrag the hard drive.
4. Clean your e-mail inbox
5. Have an up-to-date passwords and logins
 - a. Notebook and/or password manager
6. Take note of any special setting or options on programs.
7. Update then run the anti-virus followed by updating any web browsers and operating system updates.