

The background features a light gray circuit board pattern with black traces and circular components. A dark horizontal band is positioned across the middle of the image, serving as a background for the text.

Introduction to Computers

Oct. 28, 2014 – Windows Maintenance and Troubleshooting

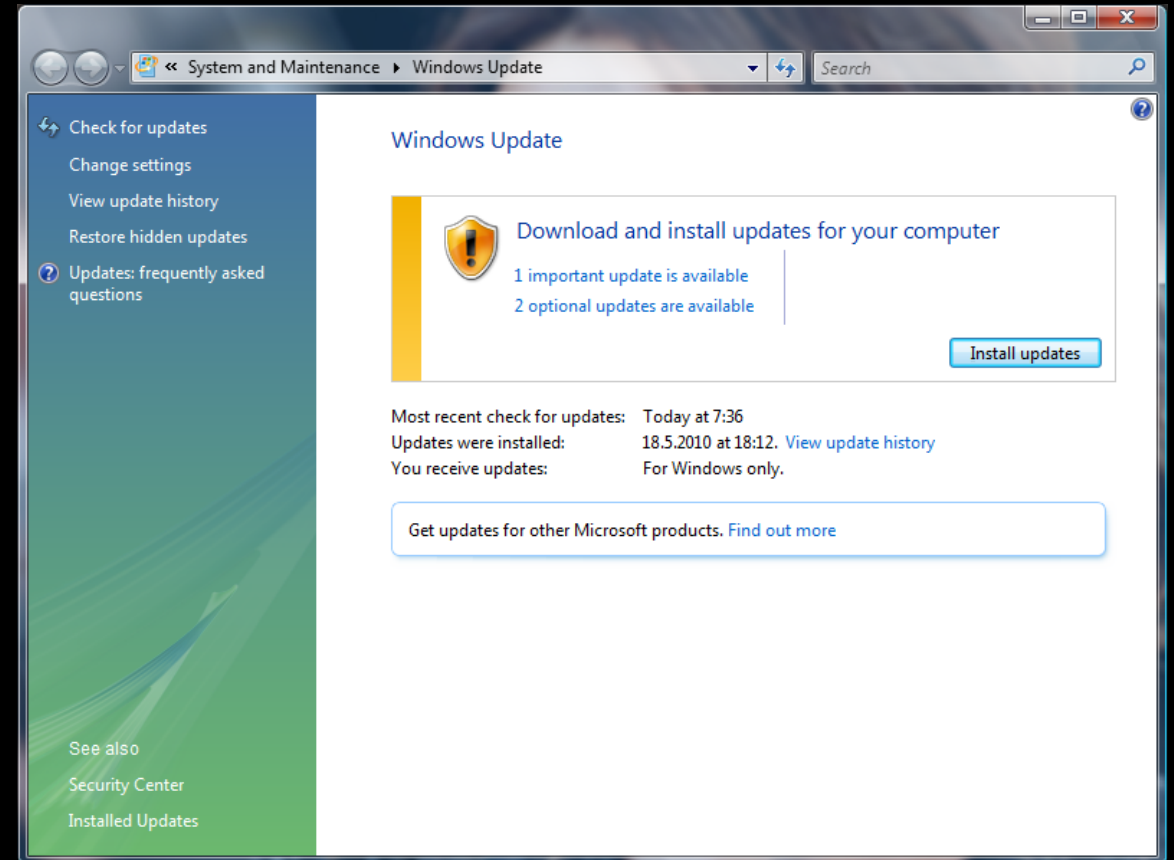
Keeping Your Computer Healthy

- Maintenance Tools
- Adding and Removing Programs
- Adding and Removing Hardware
- Troubleshooting Techniques
- Troubleshooting Tools

Maintenance Tools

Windows Update

- Start | All Programs | Windows Update
- Start | Control Panel | Windows Update
- “Shield” Icon in System Tray



System and Maintenance > Windows Update

Check for updates
Change settings
View update history
Restore hidden updates
Updates: frequently asked questions

Windows Update

Download and install updates for your computer

1 important update is available
2 optional updates are available

Security, Major Bugs
Drivers, Bing Toolbar, Etc.

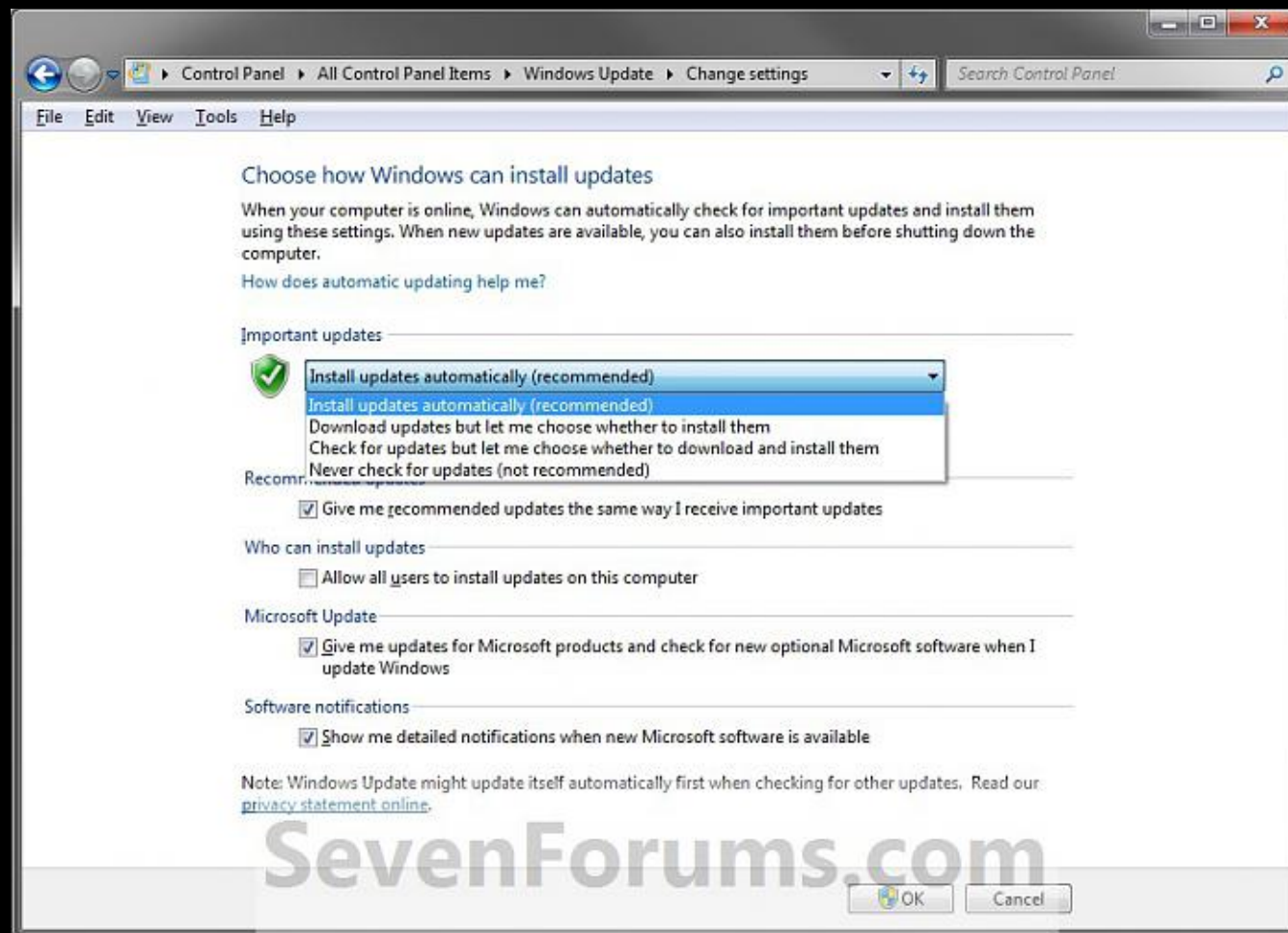
Install updates

Most recent check for updates: Today at 7:36
Updates were installed: 18.5.2010 at 18:12. [View update history](#)
You receive updates: For Windows only.

Get updates for other Microsoft products. [Find out more](#)

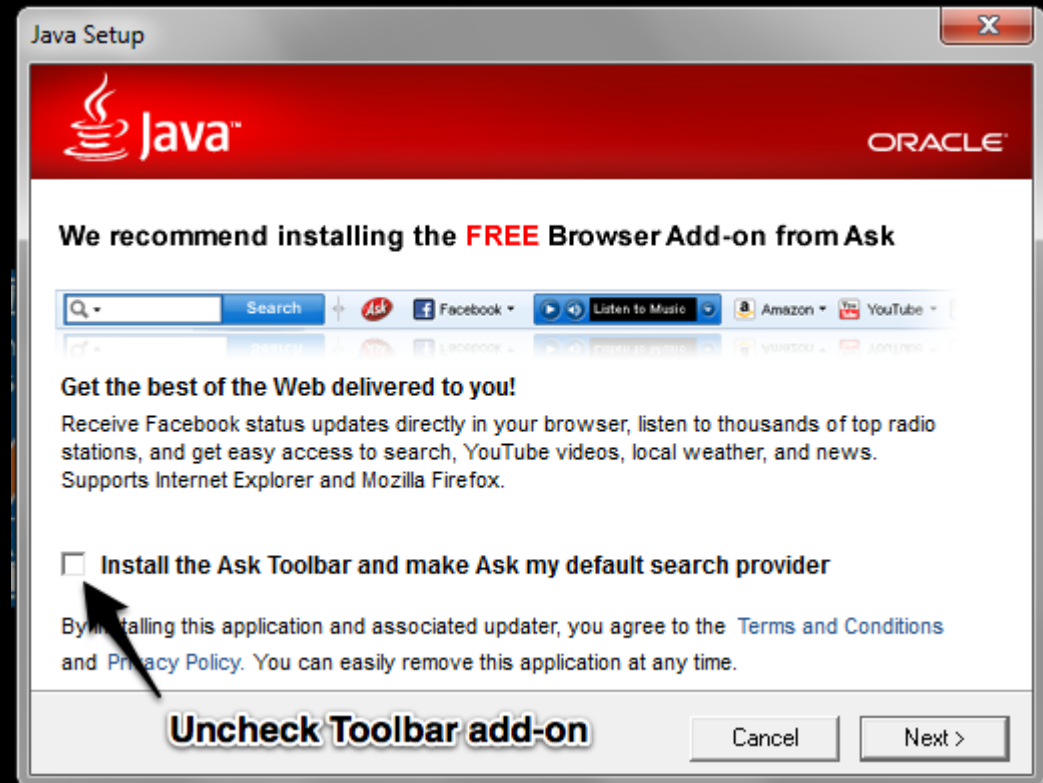
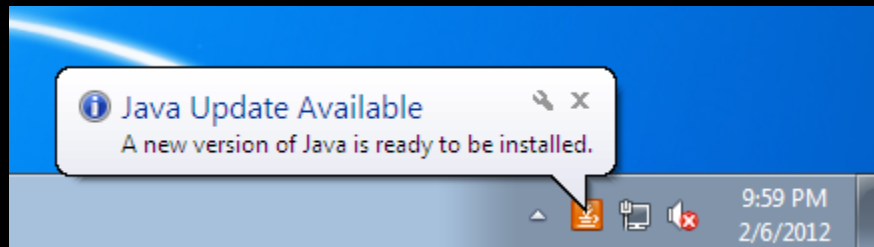
See also
Security Center
Installed Updates

Windows Update Settings



Other Software Updates - Java

- Security Updates and Bug Fixes



Other Software Updates

- Adobe Reader
- Office 2013
- Antivirus/Anti-Malware

Watch Out!

The image shows a screenshot of the Windows 7 Restore Diagnostics window. The window title is "Windows 7 Restore" and it has tabs for "System Status", "Diagnostics", "Recovery", and "Settings & Options". The main heading is "Analyzing PC Performance & Stability" with a sub-message "Please wait. The process may take a few minutes".

The "System safety & performance test" section lists several items with red 'X' icons, indicating errors or warnings:

- ✘ Detecting HDD read/write errors
- ✘ Scanning for junk files and folders
- ✘ Analyzing volumes fragmented
- ✘ Checking files integrity
- ⚙ Verifying private data and stability

Below this, there are three items with yellow warning icons and "Analysis pending..." status:

- ⚠ Scanning for disk errors
- ⚠ Scanning for registry errors
- ⚠ Scanning for registry errors

A progress bar at the bottom shows "53% completed" with a green bar. To the right of the progress bar are "Pause" and "Stop" buttons.

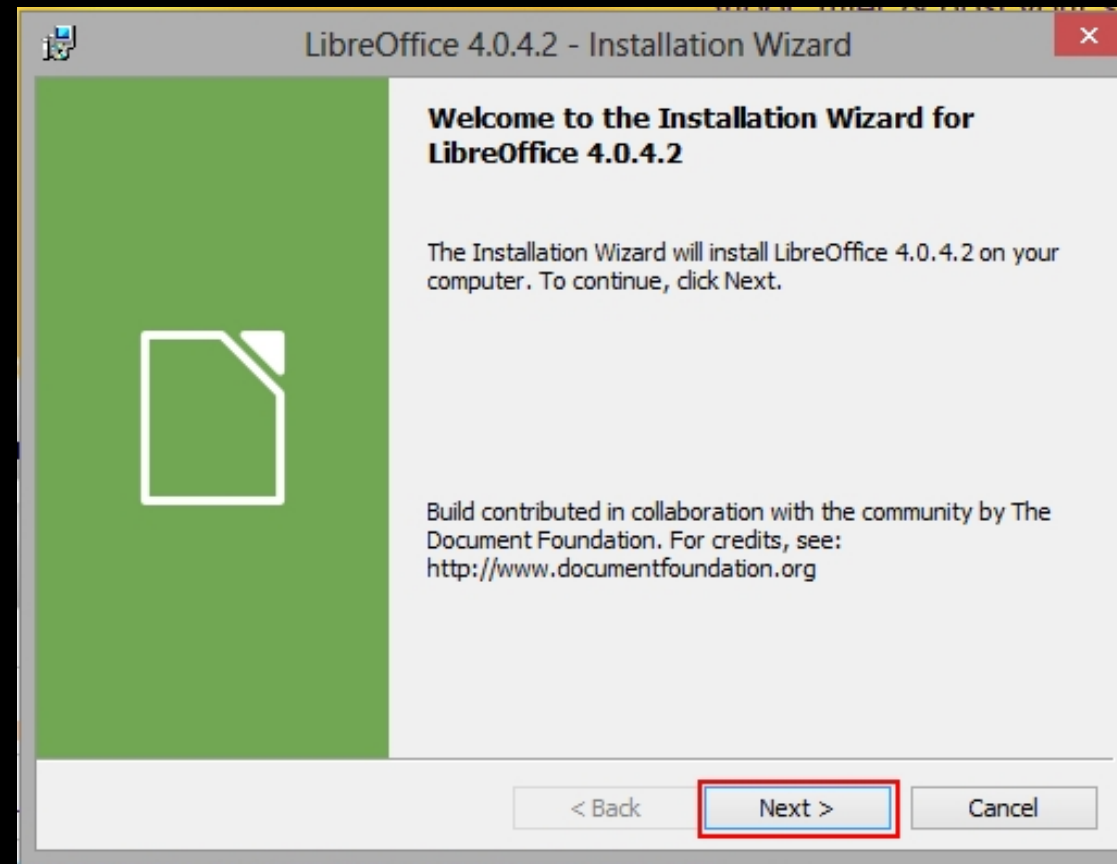
On the right side of the window, there are three module cards:

- Scanner Module**: v1.0.1 upd: 13.06.2011. Status: Success (green checkmark).
- Standard Module**: v1.2.4 upd: 13.06.2011. Status: Success (green checkmark).
- Advanced Module**: Status: Failure (red X). An "activate" button is visible below it.

A large, red, 3D-style "SCAM" watermark is overlaid diagonally across the center of the screenshot.

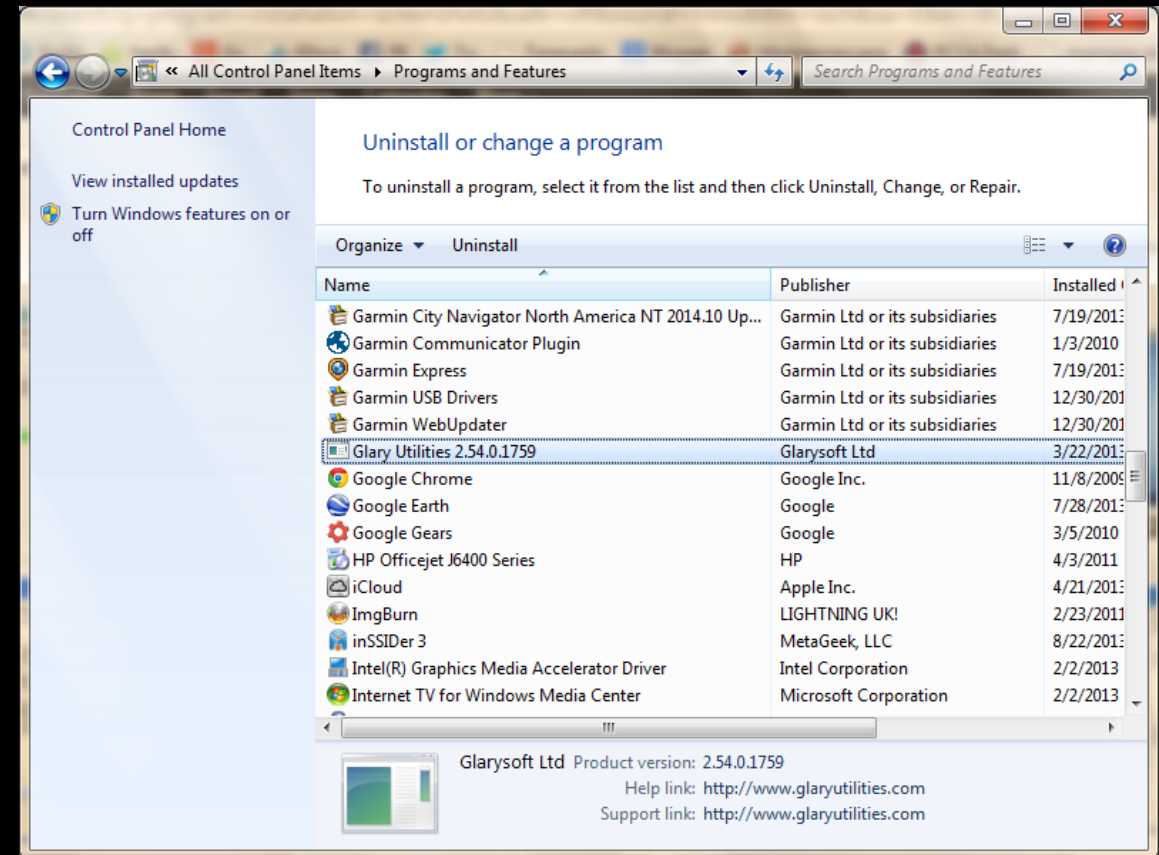
At the bottom of the window, system information is displayed: "TESTBED Workgroup: ENIGMANET Memory: 3 GB Processor: Intel(R) Core(TM)2 Duo CPU..."

Installing Programs



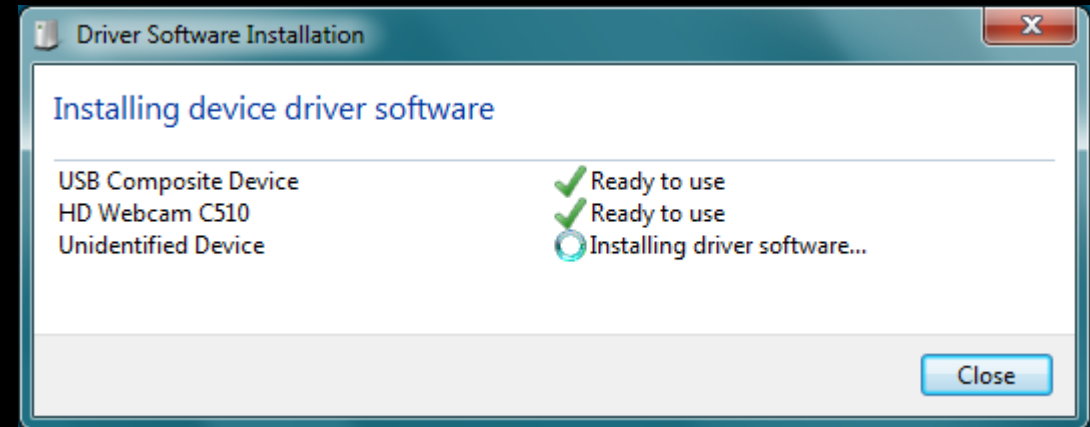
Un-installing Programs

- Start | Control Panel | Programs and Features
- Also turns Windows features on and off



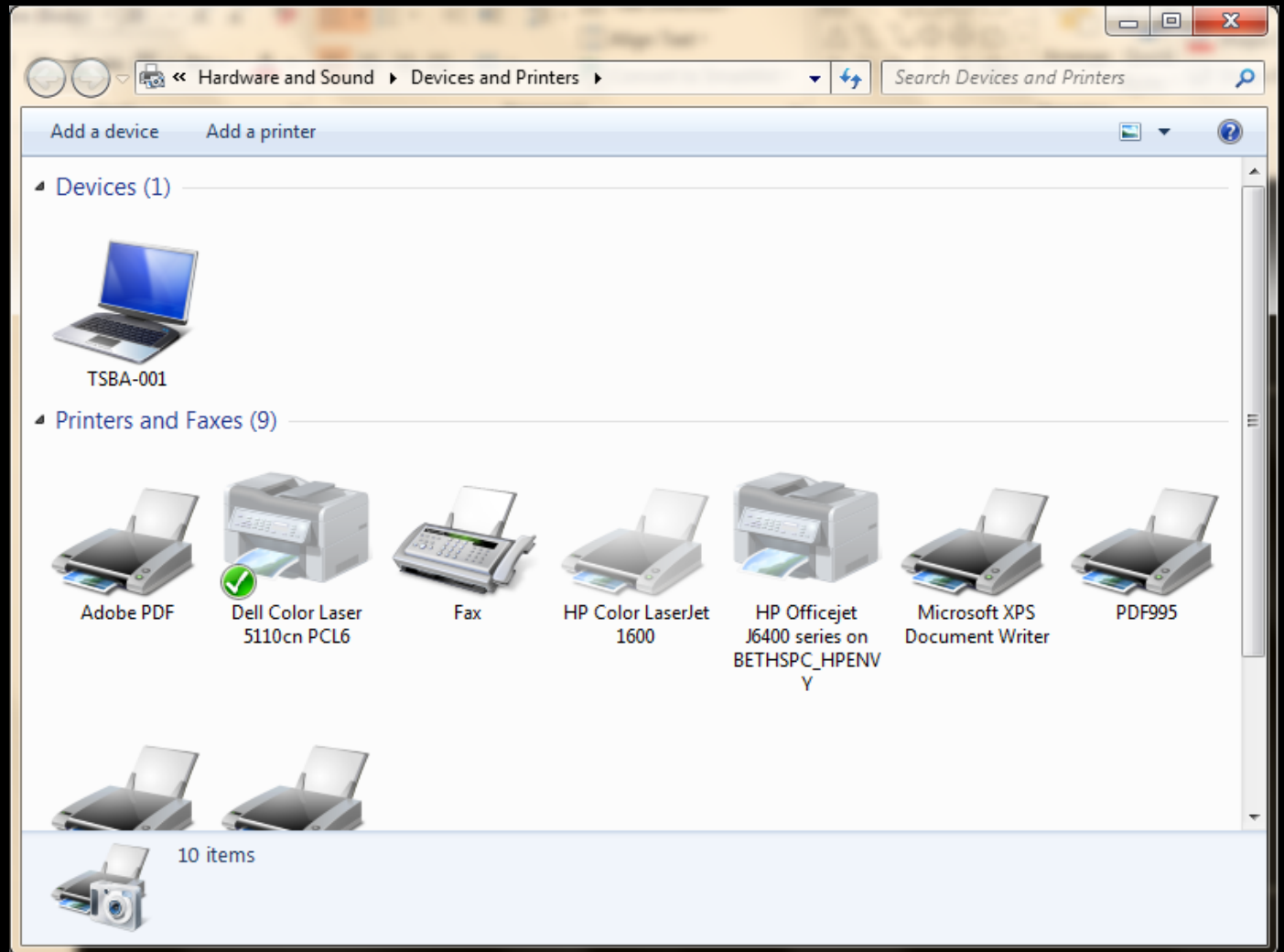
Adding New Hardware

- Driver – software that tells the computer how to use a piece of hardware
- Turn off first - unless USB



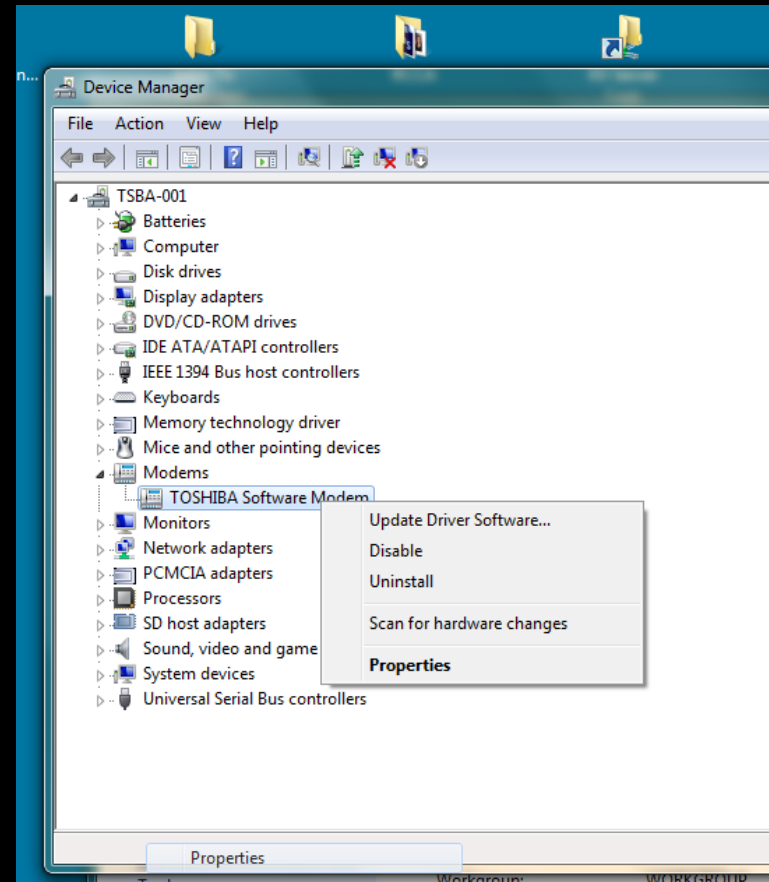
Un-installing Hardware - Printers

1. Start | Devices and Printers
2. Right-click
3. Remove Device



Un-installing Hardware - Other

1. Start | Control Panel | Device Manager
2. Select Category
3. Select Hardware
4. Right-click



Troubleshooting

Troubleshooting Tools

- Task Manager
- Device Manager
- Network and Sharing Center
- Action Center
- Registry
- System Restore

Troubleshooting Tips

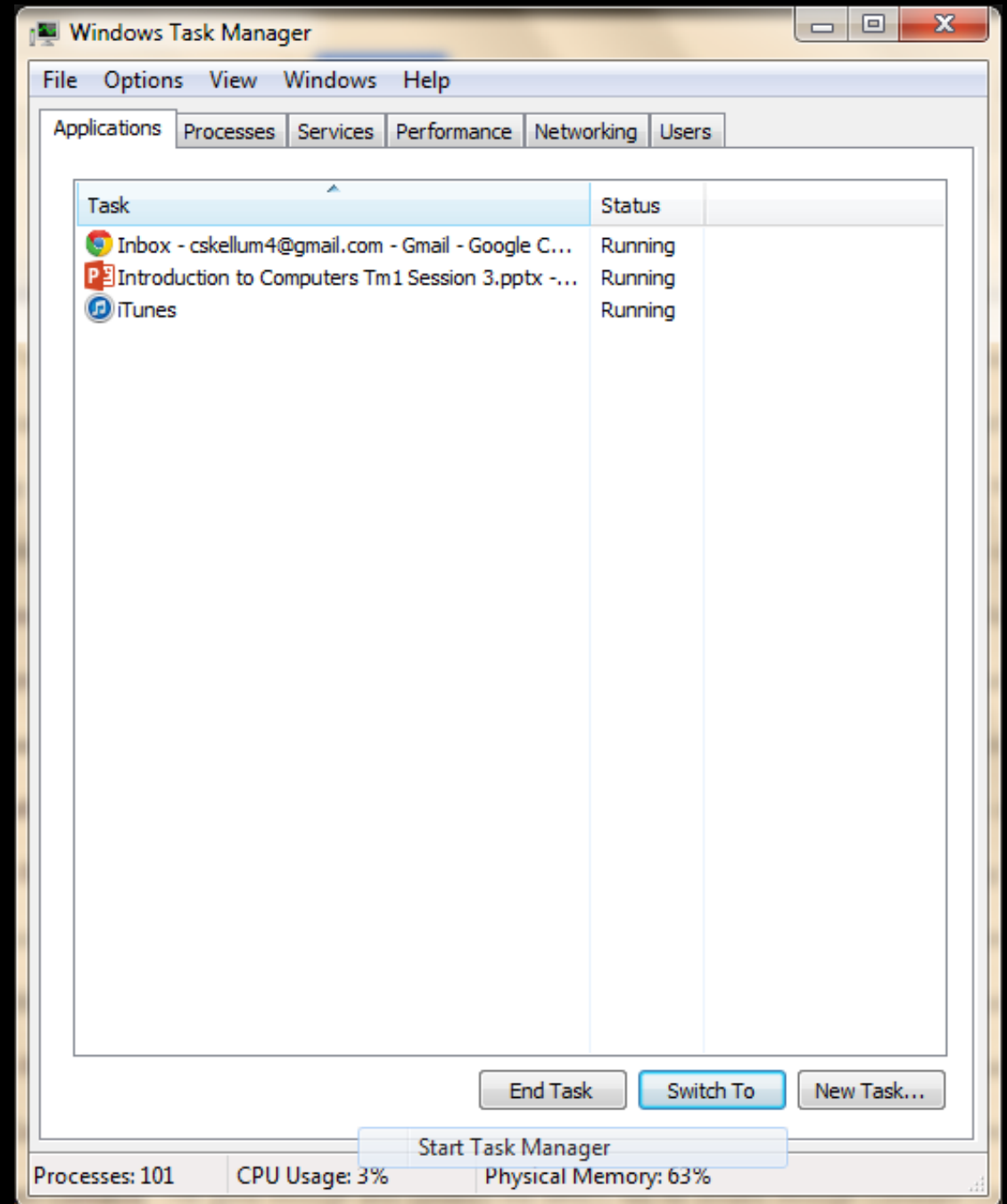
- Restart (Ctrl + Alt + Del)
- Check the cables, batteries, etc.
- Isolate the problem
- Note error messages, especially numbers
- Remember steps taken, or changes made
- Google it

Restarting

- Ctrl + Alt + Delete
- Start | Shut Down arrow
- “Warm boot” – restarts without completely turning off
- Force restart by holding power button 2 seconds or more
- Covers a multitude of sins

Task Manager

- Ctrl + Alt + Delete
- Right-click Taskbar | Start Task Manager
- “Not Responding” status
- End Task



Task Manager

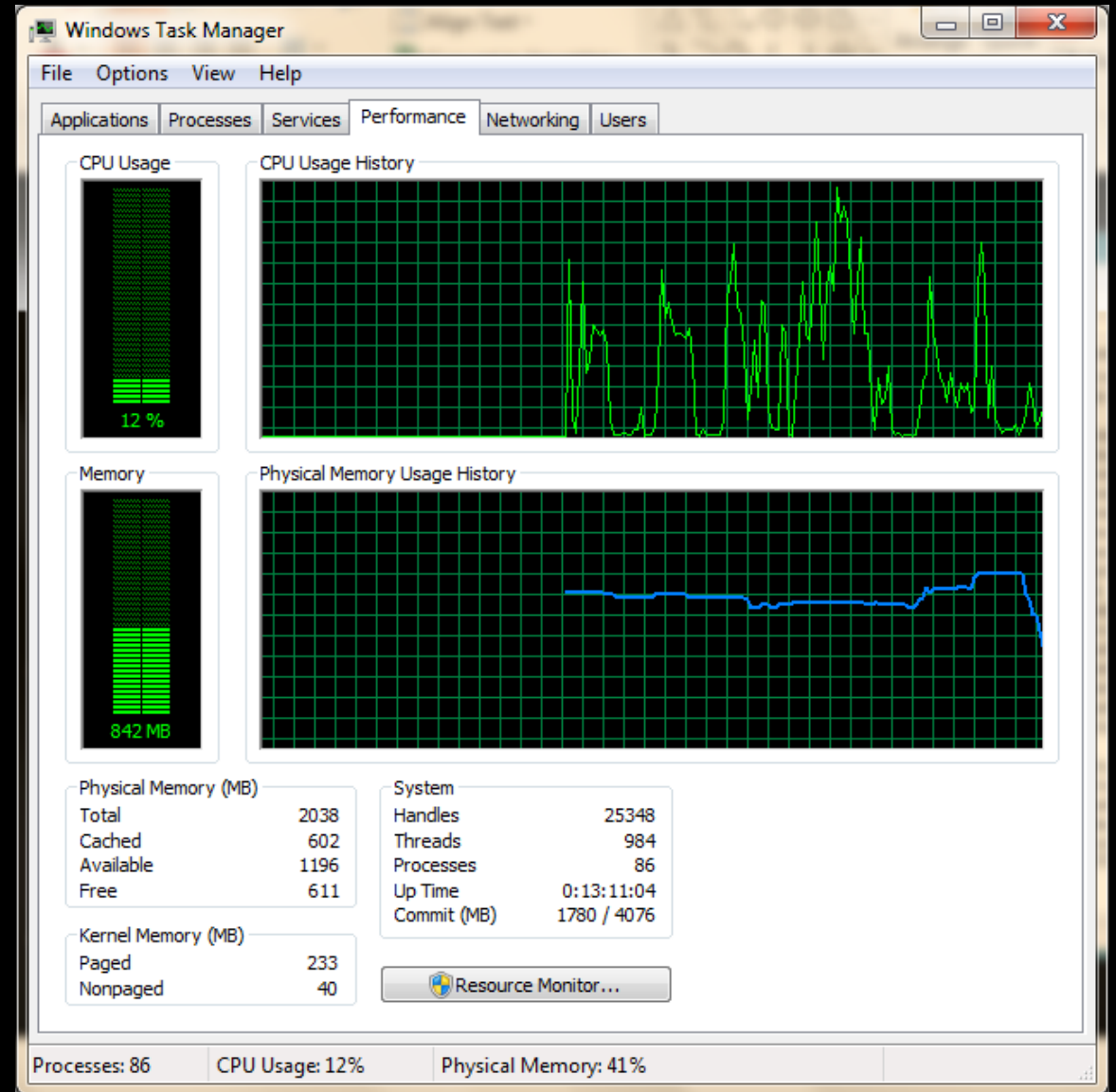
- 'Processes' Tab
- Memory Usage
- Description
- End Process

| Image Name | User Name | CPU | Memory (...) | Description |
|----------------------|-----------|-----|--------------|--|
| CoreSync.exe | CSKellum | 00 | 3,176 K | Core Sync |
| Creative Cloud.exe | CSKellum | 00 | 5,764 K | Adobe Creative Cloud |
| csrss.exe | | 00 | 5,184 K | |
| distnoted.exe | CSKellum | 00 | 1,080 K | distnoted |
| dwm.exe | CSKellum | 00 | 8,824 K | Desktop Window Manager |
| Evernote.exe | CSKellum | 00 | 2,252 K | Evernote |
| EvernoteClipper.exe | CSKellum | 00 | 184 K | Evernote Clipper |
| EvernoteTray.exe | CSKellum | 00 | 180 K | Evernote Tray Application |
| explorer.exe | CSKellum | 00 | 24,432 K | Windows Explorer |
| ExpressTray.exe | CSKellum | 00 | 1,100 K | Express Tray |
| hkcmd.exe | CSKellum | 00 | 180 K | hkcmd Module |
| iCloudServices.exe | CSKellum | 00 | 212 K | iCloud |
| igfxpers.exe | CSKellum | 00 | 156 K | persistence Module |
| igfxsrvc.exe | CSKellum | 00 | 804 K | igfxsrvc Module |
| integratedoffice.exe | CSKellum | 00 | 372 K | Microsoft Office Click-to-Run |
| iTunesHelper.exe | CSKellum | 00 | 276 K | iTunesHelper |
| LWS.exe | CSKellum | 00 | 472 K | Logitech Webcam Software |
| mssecex.exe | CSKellum | 00 | 276 K | Microsoft Security Client User Interface |
| ONENOTEM.EXE | CSKellum | 00 | 180 K | Send to OneNote Tool |
| Pen_Tablet.exe | | 00 | 496 K | |
| Pen_TabletUser.exe | CSKellum | 00 | 176 K | Tablet user module for consumer driver |
| Pen_TouchUser.exe | CSKellum | 00 | 384 K | Touch User Mode Driver |
| powerpnt.exe | CSKellum | 00 | 98,492 K | Microsoft PowerPoint |
| SynToshiba.exe | CSKellum | 00 | 136 K | Toshiba Custom PlugIn Application |
| SynToshiba.exe | CSKellum | 00 | 648 K | SynToshiba TouchPad Enhancements |

Processes: 97 CPU Usage: 3% Physical Memory: 56%

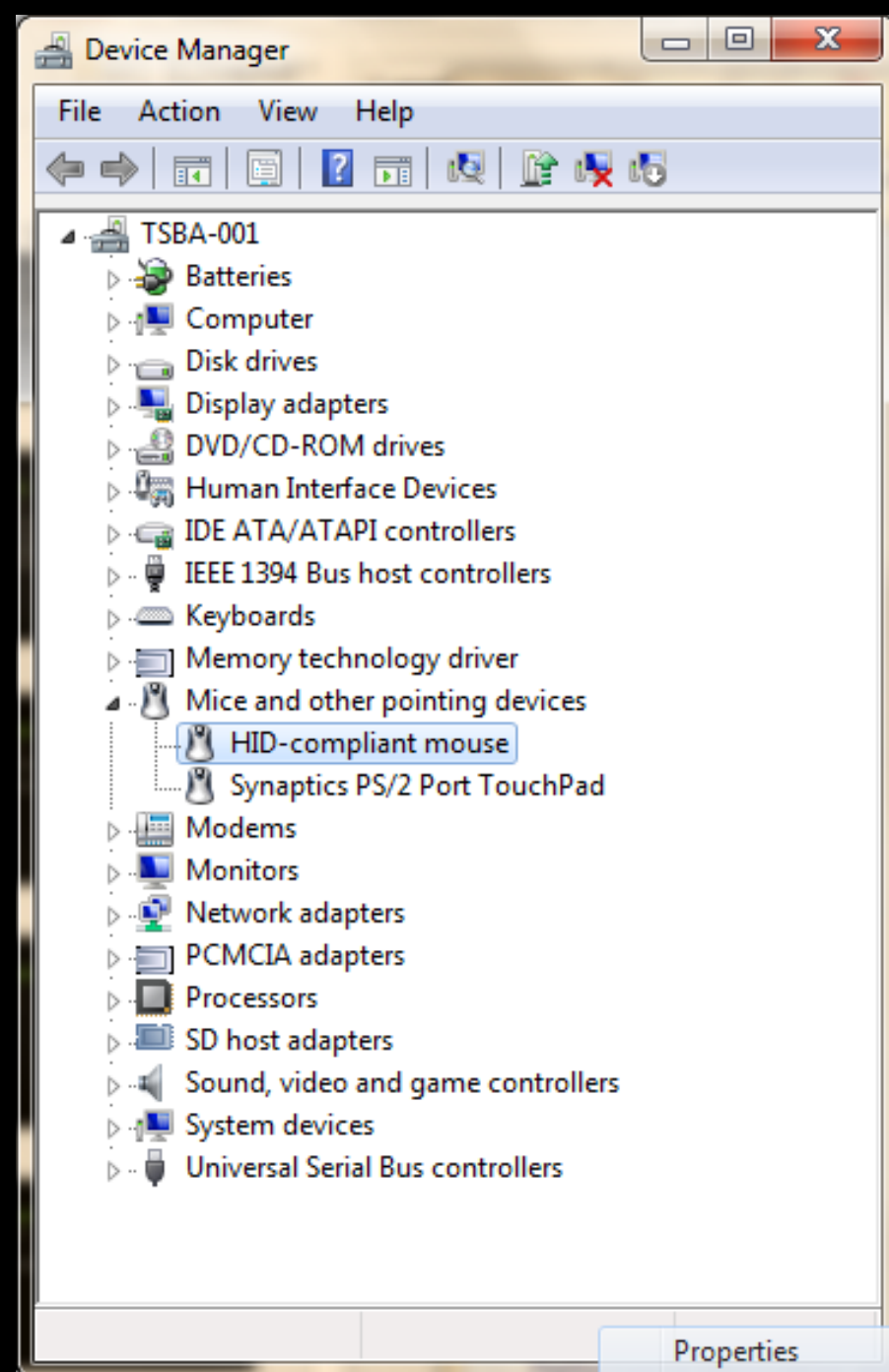
Task Manager

- 'Performance' Tab
- CPU Usage
- Physical Memory (RAM) Usage



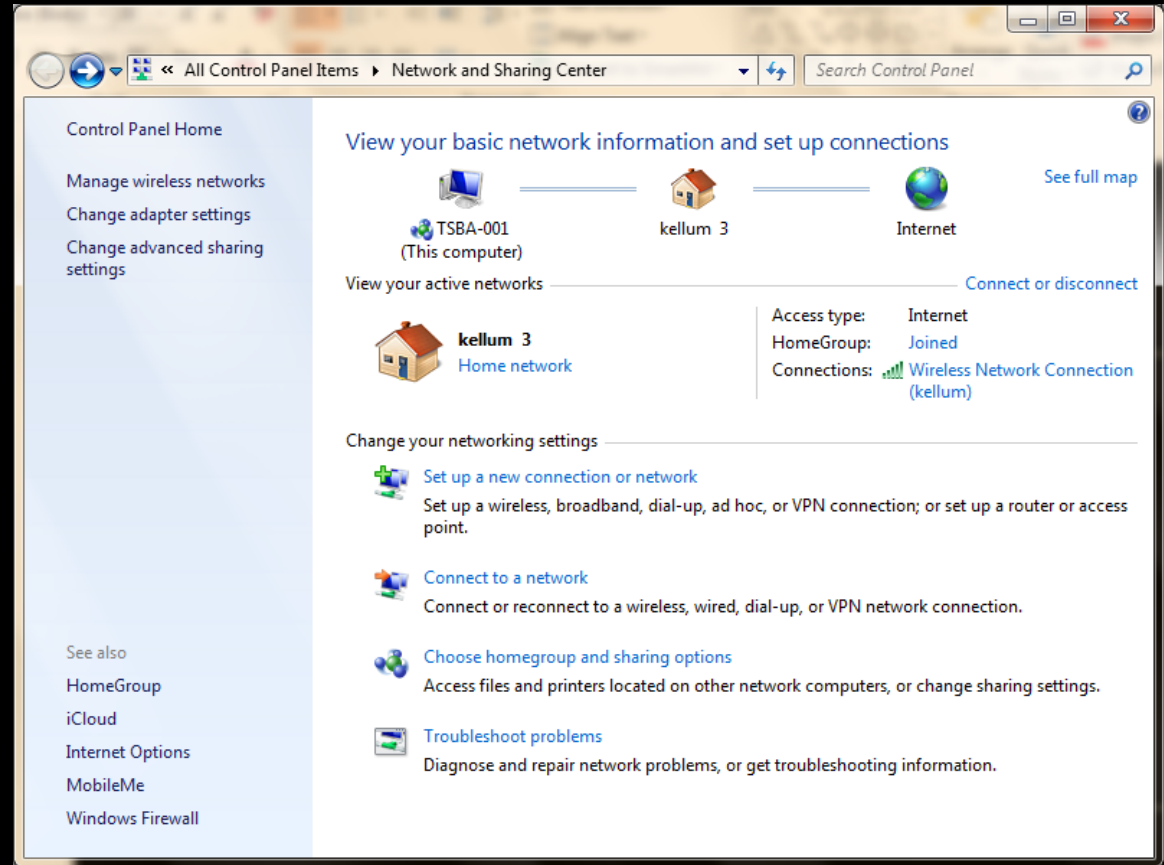
Device Manager

- Start | Control Panel | Device Manager
- Start | Computer (right-click) | Properties | Device Manager
- Uninstall Hardware
- Update Drivers
- Better approach: download driver from manufacturers website



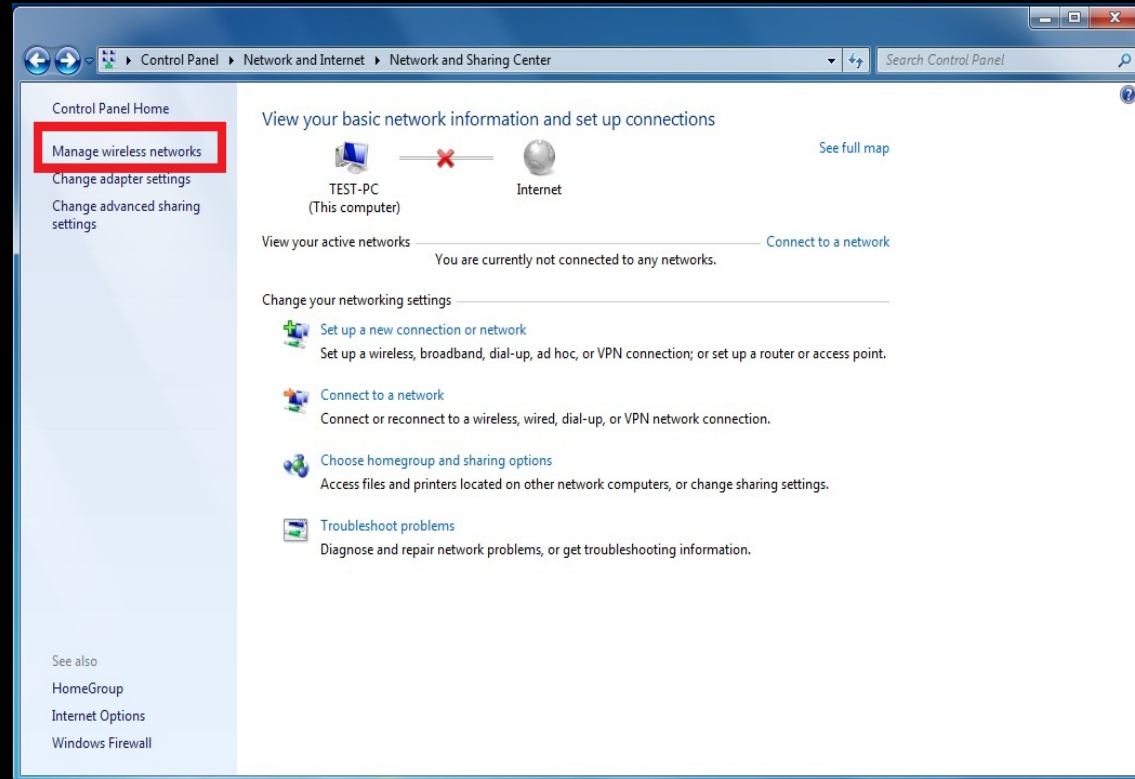
Network and Sharing Center

- System tray icon | Open Network and Sharing Center
- Network name
- Status of connection



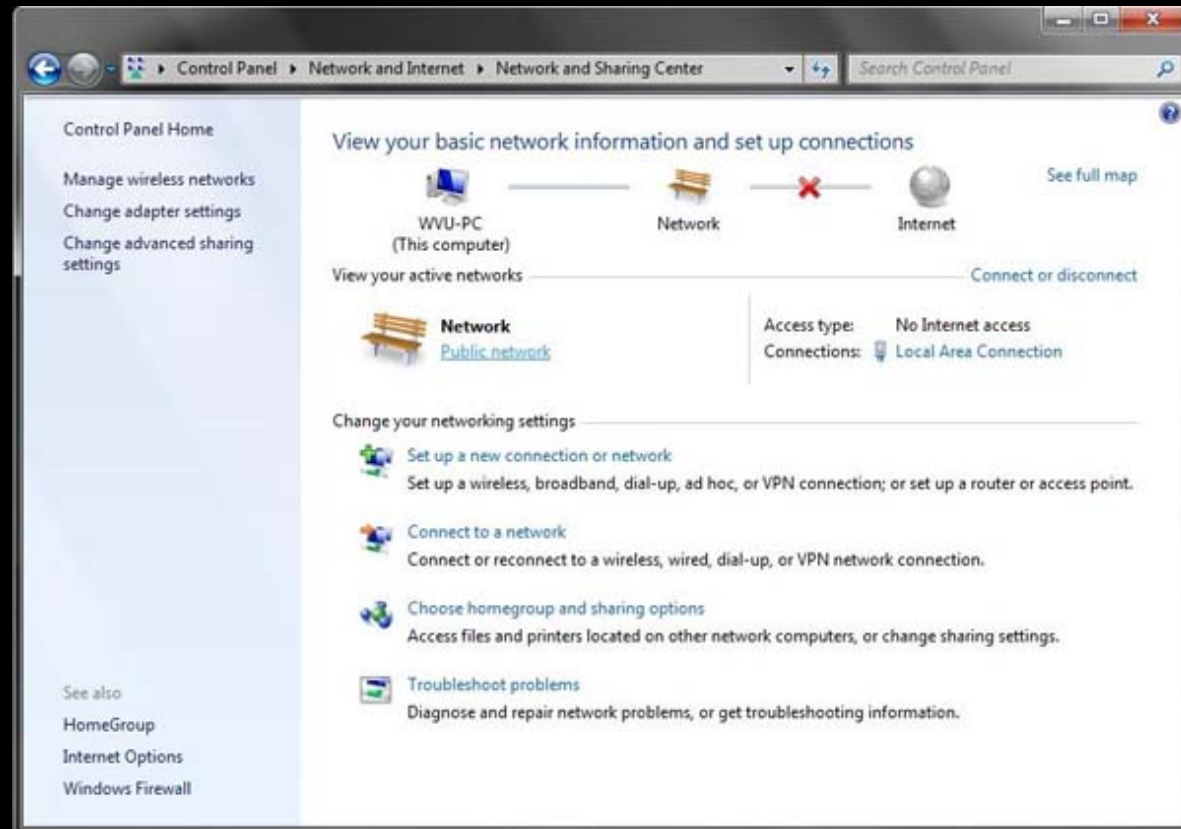
Network and Sharing Center

- No connection to network



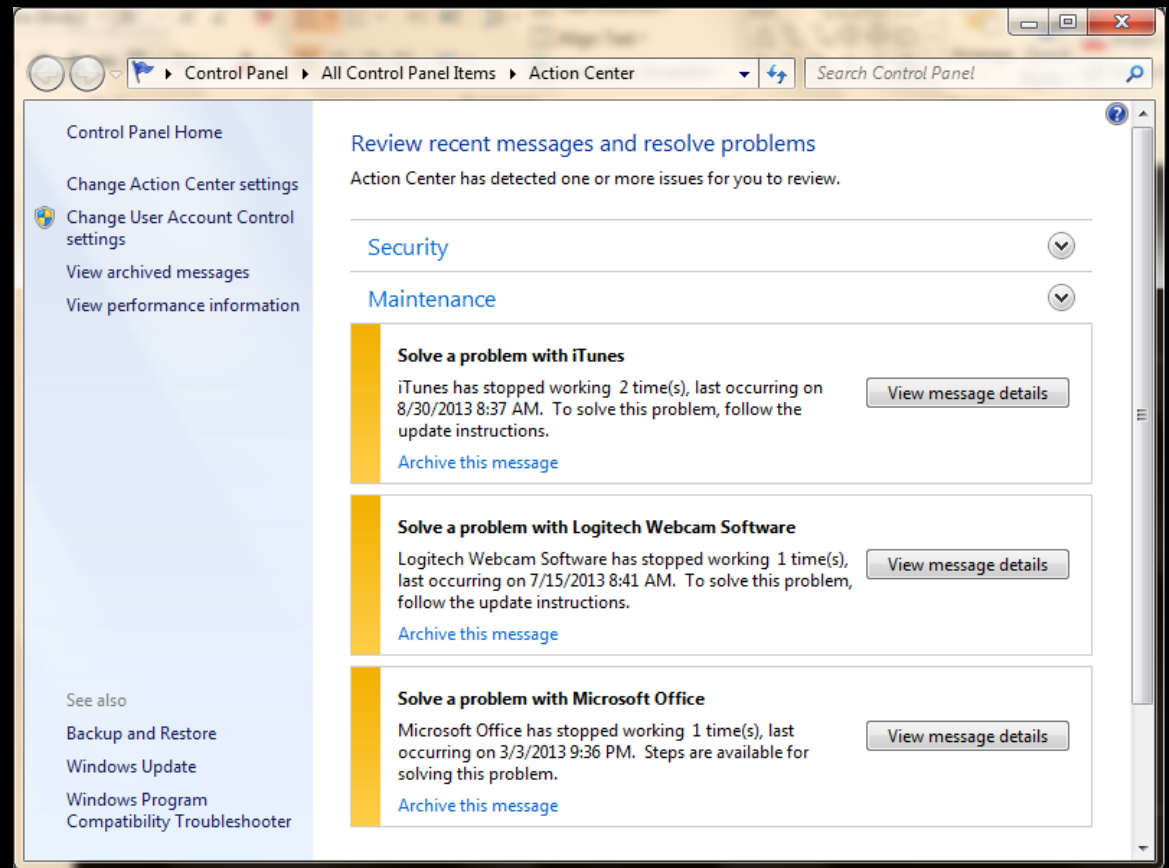
Network and Sharing Center

- Connection to network
- No connection to internet



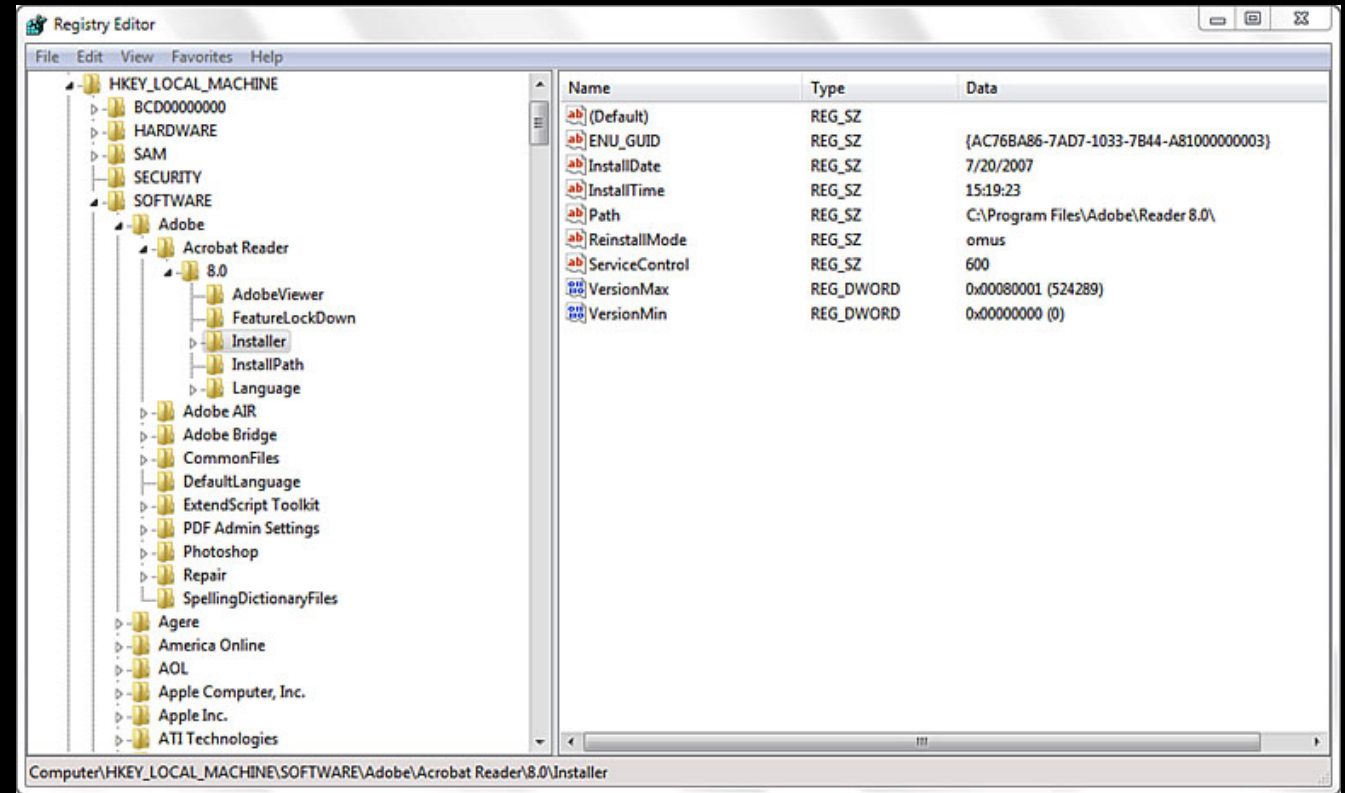
Action Center

- Windows detects problems and offers solutions



Registry

- Settings for all hardware and software
- Use Caution



System Restore

- Start | Control Panel | Recovery
- Takes computer back to a previous state

