

Some Common PC Problems running Windows & *Possible Solutions*

-By Peter Tsang and Helen Perryman, October 22, 2008

PC problems and possible solutions

- *Topics for discussion*

1. Start up and shut-down
2. Some annoying problems with simple solutions, e.g.:
 - CD/DVD *won't ejecting*
 - *Disappearing "Quick Launch bar", "Search", "Run", mixed-up icons on Desktop at reboot*
3. Printer
4. Internet connection
5. Outlook Express/Winmail: - *address book; sending; cannot open*
6. Lost Sound in music players
7. Windows Media Player: - *version conflict, cannot open or re-install*
8. Internet Browser: - *cannot download; cannot go anywhere (but email works)*
9. AVG: - *cannot update*
10. *Some tougher problems – come to HWSIG, have fun and learn together!*
11. Some possibly useful tips and advice

PC problems and possible solutions

Let me tell you my **secrets first** – so you can leave early!






- *My approach for solving problems: -*

- *Go “Googling” for possible solutions to problems*
- *Go to **SmartComputing’s tech support** to look for solutions*
- *Go to our **HWSIG** (Tue 1-4pm) to learn/practice various tricks*
- *Go to various KK’s, SIGs, Classes, Seminars and Workshops to look for ideas/solutions*
- *Try these possible solutions out yourself, **but must first create “system restore point”, working registry, and/or backup copy of drive***
- ***Compile** a collection of “Problems and Solutions” for **future reference***

Note: - So, **now you can all go home, why waste more time here!**

PC Problems and Possible Solutions

- *A Partial Collection of Solutions*

-  Host Files and Blocking Cookies etc '08
-  How to - 2nd repair
-  How to - SP3 Problems and solutions sp3
-  How to access Adm account in Vista
-  How to back up drivers and open attached pic files
-  How to backup all drivers'08
-  How to build a bootable Bart PE CD with functional sfc
-  How to change default location of mydocuments
-  How to change save-as folder location in words
-  How to convert m4p to mp3
-  How to edit boot-ini
-  How to fix missing ie icon after SP3
-  How to fix problem with downloading win defender '08
-  How to fix the OE or IE having to close error
-  How to fix the position of desktop icons
-  How to install a recovery console for startup
-  How to install and activate ext usb drive- not for distribution
-  How to recover missing adm account-welcome screen-no
-  How to release-renew ips in WinXP
-  How to repair HAL-dll problem
-  How to repair ie, file association
-  How to repair Win me that does not boot to safe mode_files
-  How to repair Win Vista
-  How to repair XP internet connection, tcp-ip
-  How to restore missing msconfig
-  How to restore missing Taskbar
-  How to restore Quick-Launch Bar
-  How to restore registry in Dos with Bart's Bootable CD - thanks to Lou
-  How to run System Restore in Windows Dos Command
-  How to send email in hotel or hotspots via outlook
-  How to solve cmdninstall-exe problem
-  How to solve sfc-scannow cd2 problem '08

PC problems and possible solutions

Start up & shut down

Too slow!

- *Before startup: Disconnect USB devices, eject CD/DVDs first*
- *Before shut down: Close all active programs, disconnect USB devices, CD/DVDs*
- *Tune up Windows (remove malware, un-needed programs; run scandisk (chkdsk), defrag....)*

Cannot Shut Down/Restart

- *See above, if all else fails, then Hold Down the power button, till it powers off*
- *Tune up windows*

Cannot start: - the screen is black, no power in?

- *Desktop: Check power cord, I/O switch at the back (wait for an hour or so, if overheated)*
- *Laptop: take the battery out, plug in the power cord; repeat*
- *All else fails, bring pc to **HWSIG** (Tue, 1-4pm)*

PC problems and possible solutions

My CD-DVD won't reject!

- *Right click the CD-drive, select eject won't work either!*
- *If you are burning a CD/DVD, then you must wait till it automatically reject*
- *If the burning process is crashed/frozen, then, try ctrl-alt-del, highlight the CD-burning program, and end it*
- *IF ALL ELSE FAILS:*
 - ✓ *Re-start PC (might have to manually power it off), at booting up, BEFORE booting to Windows, press the CD-ROM's eject button, take out the CD quickly*

PC problems and possible solutions

- *A prerequisite*

You must be able to do the following *first (and actually do it) - before going further!*

Before you attempt any of possible solution - *must first be able to create a “System Restore Point”, at a minimum!*

or better yet:

- *Learn how to do back up:*
 1. *Files/folders*
 2. *Registry (- but do NOT fool around with the registry itself!)*
 3. **Entire drive (program and all)**

– *If you have made a **back up**, then you can **bravely and safely** experiment anything, and **learn!***

PC problems and possible solutions

Windows Media Player has no sound:

- *Check Speaker connection/connector; power, volume*
- *Open various **other music players**, e.g., RealPlayer, QuickTime, and make sure all the volume is NOT **"Muted"***

PC problems and possible solutions

Desktop icons scattered after reboot (WinXP)

- *Download a small **program and install it, **SaveDesktopPosEXE** from:***
<http://www.download3k.com/Install-Save-Desktop-Icon-Pos..html>,
or
 - *Just type in **SaveDesktopPosEXE** in **Google search** to locate the program on the net*
- *Run it*

PC problems and possible solutions

Lost Broadband Internet connection

1. Right-click the “Internet Network Connection” icon in the **SysTray** (- right-bottom corner of Windows Taskbar), click “**Repair**” or “**Diagnose and Repair**”, or
2. Click **Start/Run/cmd**; type **ipconfig /release all**; **ipconfig /renew all**
3. In **Win ME**, **Start/Run/winipcfg**
4. **Restart PC**
5. If all else fails, try the following:
 - Disconnect the power cord of the cable, or DSL Modem (- **remove battery pack**, if there is any), wait for 1 to 1 min
 - Plug back in the power cord, wait for 1 to 2 min. See if that works.
 - If you have also a “Wireless Router”, remove its power cord, too, along with power cord of the cable/DSL modem. Wait for 1 to 2 min, plug back the cable/DSL modem **first**, wait for 1-2 min; then plug back the power cord of the Wireless Router, wait for 1-2 min.
 - Cross your fingers (both hands). If that does not work, **reboot pc**.
 - **If it is still NOT working, then repeat the power cord disconnect ritual**
 - **Anything more serious:**
 - Download “**XPTCPRep.exe**” to repair the TCP/IP which can be downloaded/installed (- come to HWSIG, Tue 1-4pm with your pc, or give Peter a call.)

PC problems and possible solutions

Lost dial-up internet connection

1. *Try restart PC*
2. *Try use system restore to go back to an earlier date*
3. *Check modem status*
 - *Control Panel: Phones and modems options*
 - *Click the modem tab*
 - *Click "Properties", click Diagnostics*
 - *Click Query Modem, if it comes back with a table of lines and numbers, the modem itself is function (does NOT mean its physical connection is working, however)*
 - *Click the "Driver" tab, try rollback, update (better to have Modem CD with driver)*
4. *Re-install TCP/IP*
 - *Locate the dialup dialer icon - Go to Start/Network connections*
 - *Right click the dialup connector,*

PC problems and possible solutions

Update problem with **AVG v.8 AntiVirus/AntiSpyware**

The AVG icon in the SysTray *turns into one with ! - - Unsuccessful update:*

- **Error: Missing .bin:**
 - <http://freeforum.avg.com/read.php?12,142806,backpage=,sv=>

Solutions:

- Uninstall/re-install
- *wait for Grisoft's fix*

Alternative – my **current** recommendation (Oct 2008)

- Install **ThreatFire** (antivirus/antispayware)
 - Care-free, automatic update and scan
 - It's OK to uninstall AVG, Spybot, and AdAware

PC problems and possible solutions

- ❑ Malware keeps on coming back at *reboot* - although *having completely removed them* (- so was reported)
 - Try go to **Safe Mode** and run the AntiSpyware/Antivirus programs (if they allow)
 - *Turn off* “System Restore”, Run AntiSpyware/Antivirus
 - ✓ Vista: Right Click my computer/properties/system protection, uncheck box
 - Use ThreatFire instead of AVG, AdAware, Spybot – *so far so good*

- ❑ *Defrag does seem to finish after 8 hrs!*
 - *Cancel it. Then run it in **Safe Mode***

PC problems and possible solutions

Printer won't print!

- First, make sure that you have the *correct printer selected*, when printing a documents
 - ✓ Within the Words doc, Click File/print
 - ✓ In the print manager box, make sure you have the correct printer selected
- If your printer worked earlier, try to use "System Restore" to restore your windows to that date

- USB printer: *Unplug the usb connector, and plug it into another usb port. Make sure it is securely connected to both sides. If that does not work, restart the PC*
- Parallel printer: *Make sure the printer cable is securely connected, especially the printer side; restart the pc*

If it still does not work, try the following (- make sure you have the original installation CD for the printer, which contains the needed printer driver)

- *Go to control panel/printers, and locate the printer icon for your printer; **delete it, and restart pc. The printer should now have a new driver and work properly again***
- *If that does not work, then we need to re-install the printer driver with that original CD!*
- *If all else fails: - Bring both of your printer & PC to the HWSIG (- if you don't have the CD, we could download it from the internet)*

PC problems and possible solutions

Some annoying problems with simple solutions:

1. Missing “**Quick Launch**” option in taskbar’s menu
 - Go to *C:\Windows\Application Data\Microsoft\Internet Explorer\quick launch*
 - Delete the the “Quick launch” folder, reboot your pc.
2. Missing “**Msconfig**”
 - Download msconfig.zip from: <http://www.thetechguide.com/downloads/msconfig.zip>,
 - Unzip to C:\Windows\System32
3. Missing “**Search**” and “**Run**”
 - Right Click Start\Properties
 - Click “Start Menu”, Customize; Check proper boxes to display desired items
4. Win Vista: - *I can’t see thumbnails of my pics in “My pictures”*
 - Open a pictures folder,
 - On the tool menu on top, find “**views**”, click the arrow next to it, slide the bar upward to magnify the icons until thumbnails show up

PC problems and possible solutions

Internet Browser – *Error message, **Needs to close; or won't go to internet***

Easier fix:

- Revert it back to earlier version:
 - *Control Panel/Add-Remove, or Programs and Features*
 - **“Repair Internet Explorer”, or, “Revert back to an earlier version”.** Then restart pc.
- Un-install Google Toolbar, and Yahoo Toolbar (due to possible update conflicts)

More advanced fix (- let's do this together at the HWSIG, or call Helen):

- Click Start\run
 - Type in `regsvr32 /i shell32.dll` press enter. If that does NOT work, then
 - Type in:
 - » `ie4unit.exe` press enter
 - » repeat, and type in `regsvr32 /i browseui.dll`
 - » Reboot PC
- Repair Windows (2nd Repair; or Repair Vista) - HWSIG

PC problems and possible solutions

- Missing (not just hidden) Windows **Taskbar** – *needs to edit registry (HWSIG)*
- *Let's do this together at the HWSIG:*
 - *Click Start >> Run >> Regedit*
 - **Warning:** *Please backup your registry before making any changes*
 - *HKEY_CURRENT_USER\ Software\ Microsoft\ Windows\ CurrentVersion\ Explorer\ **StuckRects***
 - *Delete the folder and reboot pc*

PC problems and possible solutions

Windows Media Player won't open (- a tougher problem to fix, not for this seminar either!)

– *Error Message: "wmploc.dll version xx.x.x.xxxx expected, but version yy.y.y.yyyy is present"*

Solution (HWSIG, if necessary):

- *Open cmd.exe as an administrator and*
- *"C:\windows\system32\unregmp2.exe /UpdateWMP"*

Note: *Solution was found on internet*

PC problems and possible solutions

Problems with “Administrative Account”

1. Message says I need to log in as “admininstrator” – **but I already am!**
 - Locate your **cmd** dos command icon (Start/Programs/Accessories/System tools/cmd)
 - *Right click it, select “**run as administrator**”*
2. Cannot see the administrative account at welcome screen
 - Go to **Safe Mode** (*at starting up, tap the F8 key repeatedly to get a menu*), login Administrative Account
 - Download and run the “**enableadmin.exe**”
3. Lost “Adminstrative Password”, - *cannot log in Windows*
 - **Not a simple fix**, *come to HWSIG, we’ll fix it with a Password Reset Utility*

PC problems and possible solutions

Outlook Express/WinMail

1. Cannot send/receive email
 - Make sure internet connection is working
 - Check ZoneAlarm, and/or AVG, or Norton
 - Check the incoming/outgoing settings (*tools/account/properties...*)
 - *Delete/re-install account (save needed emails, address book first, or the entire Winmail)*

2. Can receive emails, but **cannot send**
 - *Check outgoing setting (tools/accounts/...), e.g., **smtp.west.cox.net***
 - *Check message, see if one or two of recipient's email address is not correct?*
 - *It takes **ONLY one wrong address** to stop the sending process*
 - *Delete and re-install account (save your needed email and address book first)*
 - **Work around:** - *Try to use the webmail, e.g., **webmail.cox.net** for sending*

3. Cannot open OE/WinMail – with error message – *see next slide*

Note: *if you are NOT **using your own ISP for your laptop**, e.g., you are at the hotel, then, OE/Winmail may not allow you to send email (though you can receive) – a restriction set by your ISP*

PC Problems and possible solutions

Outlook Express/WinMail – *continued*

3. **Cannot open OE/WinMail** – *with error message of some sort*

Fix No.1. (Error with Winmail.exe)

- Search for the “**local folders.dbx**” (Click Start/run/search **local folders.dbx**)
- Right-click the file, select properties, UN-CHECK the attribute “**read only**”

Fix No.2 (Error with Address Book, WinMail/OE won't open)

- **Win** Vista/WinXP
 - ✓ Locate **wab.exe**; right-click, **copy-and-past to a safe location**
 - ✓ **Delete it, close WinMail; Close WinMail/OE, reboot**

PC problems and possible solutions

4. The url Hyperlink does not work in OE

- Press ctrl – then click the link, or
- WinXP: Control Panel; click **Internet Options**; click
 - Programs tab; make certain that IE should check to see if it is the default (check the box); click Apply; click OK
- Vista: start/default programs, select IE
- Now, more **advanced**:
 - Click Folder Options and click the File Types tab.
 - Select (scroll) to "URL:Hypertext Transfer Protocol" in the list of registered file types;
 - Click the Advanced button; in the list of Actions, select open;
 - Click the Edit button; in the list of Actions, select open; click Edit button.
 - The Application used to perform action box should state the following: "C:\Program Files\Internet Explorer\iexplore.exe"
 - If it does not, change it accordingly; click OK, OK.
 - Do the same for file type, "URL:Hypertext Transfer Protocol with Privacy".

PC problems and possible solutions

– *HyperLink does not work in OE – Continued*

- *Alternate:*

- *Start/run/*

- » *Regsvr32 urlmon.dll or*

- *Start/run*

- » *regsvr32 shdocvw.dll*

- » *msjava.dll*

- » *actxprxy.dll*

- » *oleaut32.dll*

- » *mshhtml.dll*

- » *browseui.dll*

- » *shell32.dll*

PC Problems and possible solutions

Useful Tools for OE/WinMail:

How to save Address book:

- *In **Win XP/OE**: Open address book; click export, save as **.wab** file give it a file name (copy it to an External HDD/thumb drive*
- *In Win Vista/WinMail: click File Export/contacts, save as a **.csv** (common separate value), give a file name*

PC problems and possible solutions

How to save the entire email box, i.e., messages, inbox, outbox, messages, etc. (- Come to HWSIG for help on this, if you like):

- **Win XP:** Open OE, click tools/options/maintenance; click the tab “Storage”
 - Copy/remember the path of the storage box, “**Outlook Express**”, find it using Windows Explorer, and make a copy of this “storage folder” and save it
- **Vista:** open OE, click tools/options/advanced/maintenance; storage folder, usually, “**Windows Mail**”
 - Highlight and copy this path to clipboard
 - Click Start/run, paste this path into the box, click OK. The storage folder will show up.
 - Create a **Winmail backup** folder somewhere, and copy the entire contents of the **Windows Mail** folder into the newly created backup **WinMail** folder

Final Solutions: - You can always take *Edith Einhorn, and/or Bill Wilkinson's class/workshop on OE//WinMail*

PC problems and possible solutions

- a partial list of tougher problems

Some other tougher, common problems/tasks we work on in **our HWSIG** - *do come join us at the SIG - let's have fun while learning together!*

1. *Windows cannot start, caused by corrupted boot.ini, or other system files*
2. *Forgotten Administrative Password to login Windows*
3. *Login User Profile Error, cannot login administrative account*
4. *Backing up entire hard drive*
5. *Upgrading PC components*
6. *Repairing/Upgrading Windows*
7. *Restoring disappeared Windows taskbar*
8. *Repairing Windows Media Player*
9. *Etc.*

PC Problems and possible solutions

- So, *what could have caused all those problems?*
 - *Malware*
 - *Incompatible Updates*
 - *Normal wear and tear*

PC problems and possible solutions

- **Great things to know/learn at our HWSIG (Tue, 1-4pm):**
 - Learn how to back up your:
 - Registry
 - **Entire Drive (Acronis TrueImage; Ghost, Casper)**, including programs
 - All the working **Drivers** (Windriverbackup.exe)
 - Learn the **Final Solution** - how to do the following with Windows Installations CD, *without losing data/programs*
 - Repair Vista
 - Repair Win XP/Vista: *Start/run sfc /scannow*
 - Win XP's 2nd Repair *without losing data/programs*

PC Problems and possible solutions

- Some Parting Tips on fixing pc problems

1. Do Google search for possible solutions, and/or
2. Go to **SmartComputing's Tech Support Website** for solutions
3. Attend our own HWSIG (Tuesdays, 1-4pm) – *to fix problems, learn and **help others out***
4. Attend other classes, seminars, and workshops
5. Do "**Preventive Maintenance**" diligently
6. Learn how to use "System Restore"
7. Learn how to go to Safe Mode
8. **Learn how to do back up of** (- Come to HWSIG and let's learn together!):
 1. Files/folders
 2. **Entire drive (program and all)**
 3. Registry (-*but do NOT fool around with the registry itself!*)
 - *If you have made a **back up**, then you can **bravely and safely** experiment anything - and **learn!***