

# Windows Troubleshooting Tips

## Problem #1

Often the "cure" is worse than the problem. When was the last time you saw someone by the side of the road looking under the hood of the car? Do they really know what they are looking at? Computers fixes are often like that, a stab in the dark without any good plan of action or steps to follow. Not very productive.

## Problem #2

Where do you start? What do I look for? Why did this happen ... again?

## Problem #3

I don't have time to fix it now so I will live with it or work around the problem until I REALLY need to have it fixed!

[Here are several tips for troubleshooting your computer problems before you really mess things up.](#)

1. Try to isolate the problem.
2. What was the last action you performed before the problem occurred?
3. Have you had any youngsters on your computer recently??
4. Try to resolve the problem as soon as possible. Don't wait!
5. Follow the process step by step ... everytime. If you are not sure this is not a good time to guess!
6. Is the problem Hardware or Software?

## Step #1

Check your connections. Make sure your wires and cables are plugged in and tight. I know you might not have moved your computer in ages, but check anyway!

## Step #2

Check for troublesome hardware by accessing the device manager, look for yellow exclamation point or red X

## Windows XP

To access the device manager in Windows XP, follow these steps:

1. From the Start menu, select My Computer. Alternatively, double-click My Computer on the desktop.
2. Under "System Tasks", click View system information.
3. In the System Properties window, click the Hardware tab, then click Device Manager.

## Windows 2000

To access the device manager in Windows 2000, follow these steps:

1. From the Start menu, select Settings, then Control Panel.
2. Double-click the System icon.
3. Select the Hardware tab, and then click the Device Manager... button.

## Windows 95, 98, and Me

To access the device manager, follow these steps:

1. From the Start menu, select Settings, and then Control Panel.
2. Double-click the System icon, and then click the Device Manager tab.

Alternatively, you can do the following:

1. On the desktop, right-click the My Computer icon, and select Properties.
2. Click the Device Manager tab.

## Step #3

Check to see what tasks are running in Task Manager. Click on CPU twice to bring up the one with the most activity. Then keep an eye on them for a couple of minutes to determine the problem application.

In [Windows 95/98/ME](#) you can bring up the Task List by pressing Ctrl+Alt+Del.

In [Windows NT4/2000/XP/2003](#) you bring up the Task List by right-clicking on the Task Bar and choosing "Task Manager".

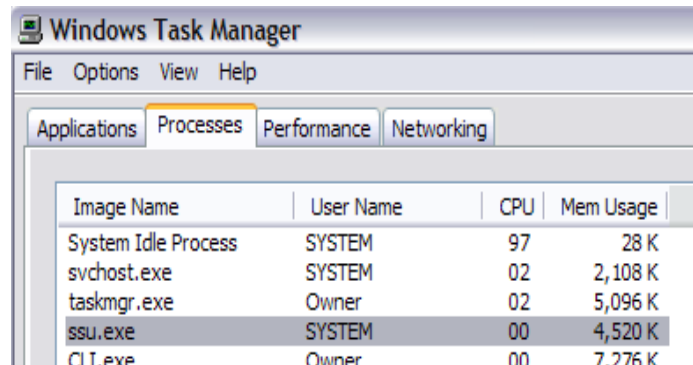


Image Name	User Name	CPU	Mem Usage
System Idle Process	SYSTEM	97	28 K
svchost.exe	SYSTEM	02	2,108 K
taskmgr.exe	Owner	02	5,096 K
ssu.exe	SYSTEM	00	4,520 K
CI.T.exe	Owner	00	7.276 K

## Step #4

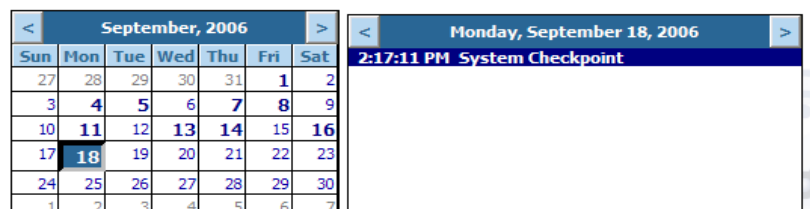
**System Restore is extremely useful in Windows XP when used as soon as you notice the Problem!!!**

1. To get to it go to Start / All Programs / Accessories / System Tools/ System Restore.
2. Click on Restore My Computer to an Earlier time. Select a Date in Bold before the problem started
3. Click Next and follow prompts.

To begin, select the task that you want to perform:

- Restore my computer to an earlier time
- Create a restore point
- Undo my last restoration

1. On this calendar, click a bold date.
2. On this list, click a restore point.



September, 2006						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	<b>1</b>	2
3	<b>4</b>	<b>5</b>	6	<b>7</b>	<b>8</b>	9
10	<b>11</b>	12	<b>13</b>	<b>14</b>	15	<b>16</b>
17	<b>18</b>	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Monday, September 18, 2006	
2:17:11 PM	System Checkpoint