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 mp4 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-Lauch 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!

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

\underline{or better yet:}

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

- \textit{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, SaveDeskIconPosEXE from:
  http://www.download3k.com/Install-Save-Desktop-Icon-Pos..html,
  or
  – Just type in SaveDeskIconPosEXE 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:**  

**Solutions:**
- Uninstall/re-install  
- wait for Grisoft’s fix

**Alternative** – my current recommendation (Oct 2008)
- Install **ThreatFire** (antivirus/antispyware)  
  - Care-free, automatic update and scan  
  - It’s OK to uninstall AVG, Spybot, and Ad Aware
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 document:
  - 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

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• 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 “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 (2\textsuperscript{nd} 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.xxxxx expected, but version yy.y.y.yyyyy 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 “admininistrator” – 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
    » mshtml.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 thise “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
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 (AcronisTrueImage; 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!*