

# FACUG Cruise 2011

## Troubleshooting your Computer

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# Troubleshooting your Computer

- What You should learn this session:
- 1. Easy Steps for your own PC Repair.
- 2. Free Troubleshooting from Microsoft.
- 3. How to save error messages.
- 4. How to use Print Screen.
- 5. Self troubleshooting (3 fingered salute)
- 6. How to use the 'task manager'.
- 7. Google It.

# Troubleshooting your Computer

- Fix Common PC Problems.
  - your new device won't appear on your desktop,
  - an application you added won't run,
  - you see an error message,
  - your computer is refusing to start up,
  - your PC is acting funny,
  - the keyboard & mouse do not respond,
  - Your PC will not start-up.

# Troubleshooting your Computer

- **Microsoft Can Help**
- To check the options that are available, visit the following Web site: **<http://support.microsoft.com>**
- Or, visit the following MS Web site to find the computer manufacturers' contact information: **<http://support.microsoft.com/oemphone>**

Microsoft Support - Mozilla Firefox

File Edit View History Bookmarks Tools Help


http://support.microsoft.com/

Microsoft Support

Experience a more beautiful web

United States Change | All Microsoft Sites

Microsoft Support

Search Microsoft Support 

Support Home Solution Centers Advanced Search Shop

Home User IT Professional Developer Small and Medium Business

### Fix a Technical Problem

Find Solutions to your technical problems in our Support Solution Center. To get started, click the button below.

Visit our Solution Centers

**NOTICE:** Support for Windows Vista without any service packs installed ended on April 13, 2010. For more information, see [Support is ending for some versions of Windows](#).

**Latest News**

- RSS Feeds for Top Issues and Recently Published KB articles
- Get the latest Windows help and how to information
- Try Microsoft Fix it Center Online

**Office** Microsoft®  
Get It Now

**Free antivirus software**  
Microsoft Security Essentials  
FREE Download

**Key Resources for Home Users**

http://support.microsoft.com/search/?adv=1

C:\Users\Jere\Docu... Microsoft PowerPoi... Microsoft Support - ...

7:54 AM

# OEM Phone Numbers

The screenshot shows a Mozilla Firefox browser window displaying the Microsoft Support page for 'Computer Manufacturers' Contact Information'. The page header includes the Microsoft logo, the text 'Experience a more beautiful web', and navigation links for 'United States', 'Change', and 'All Microsoft Sites'. A search bar with the Bing logo is also present. The main content area features a navigation bar with 'Support Home', 'Solution Centers', 'Advanced Search', and 'Shop'. Below this, the title 'Computer Manufacturers' Contact Information' is displayed. A paragraph explains that support may be available from the manufacturer and provides a link to the Microsoft Help and Support site. A section titled 'Top manufacturers' contact information: (All phone numbers are in the U.S. unless noted.)' lists various manufacturers and their phone numbers. At the bottom, there is a link to a list of manufacturer's contact information and a Microsoft Store logo with text about help and technical support for PCs purchased at the Microsoft Store. The Windows taskbar at the bottom shows the system tray with the time 7:52 AM and several open applications.

Computer Manufacturers' Contact Information - Mozilla Firefox  
http://support.microsoft.com/?LN=en-us&x=12&y=11&scid=gp%3Ben-us%3Boempl

United States | Change | All Microsoft Sites

Search Microsoft Support

Support Home | Solution Centers | Advanced Search | Shop

## Computer Manufacturers' Contact Information

Support may be available from your computer manufacturer. Please contact the manufacturer for details. If your computer manufacturer states that they are unable to help you, visit the [Microsoft Help and Support](#) site for additional assistance.

**Top manufacturers' contact information: (All phone numbers are in the U.S. unless noted.)**

Acer	(800) 816-2237	Lenovo - Idea & Value Line Products	(877) 4-Lenovo (453-6686)
Compaq	(800) 652-6672	Maxdata	(626) 935-0050
Dell	(888) 560-8324	MDG Canada	(877) 466-3634 (Canada)
EMachines	(866) 586-2237	Medion	(866) 633-4660
Fujitsu	(800) 831-3183	NEC Corp	(800) 338-9549
Gateway	(800) 846-2301	Panasonic	(800) 527-8675
Gericom AG	<a href="http://www.gericom.com">www.gericom.com</a>	Samsung	(800) SAMSUNG (726-7864)
Hewlett Packard	(800) 474-6836	Sharp	(800) 237-4277
IBM	(800) 426-7378	Sony	(888) 476-6972
Lenovo - Think Products	(866) 96-THINK (968-4465)	Toshiba	(800) 457-7777

Looking for a computer manufacturer not listed above? Check our list of manufacturer's contact information.

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) [Other](#)

Microsoft Store Help and Technical Support for PCs purchased at the Microsoft Store

# Troubleshooting your Computer

- **Contact information and hours of operation**
- To contact Microsoft Customer Service and Support, telephone (800) (642-7676).
- Microsoft Customer Service hours of operation:
  - Monday through Friday, 5:00 AM - 9:00 PM Pacific Time
  - Saturday and Sunday, 6:00 AM – 3:00 PM Pacific Time
  - **Do Not mention any App that does not belong to MS.**

# Troubleshooting your Computer

- **Call PC Safety** - need help with your computer because of a Virus, Malware, Spyware, some type of infection???
- Toll free, call 1-866-727-2338, a free Microsoft service to help you with your PC problems.
- First it is a good idea to Go To: [safety.live.com](http://safety.live.com) - and run the free scan on your computer. It is not really required, but can tell you if you have a virus, or what problems exists.
- You must be using "Internet Explorer" as your internet browser to get the scan to work. It will not support Mozilla FireFox or other browsers..
- A full scan is available, or a fast scan. The full scan may take a few minutes to a couple hours depending on how big is your hard drive

# PC Safety

The screenshot shows a Mozilla Firefox browser window displaying the Windows Live OneCare safety scanner website. The browser's address bar shows the URL <http://onecare.live.com/site/en-us/default.htm>. The website's navigation bar includes links for Home, Hotmail, Spaces, OneCare, and MSN, along with a search box. The main content area is titled "Safety scanner" and features a sidebar with navigation options: Safety scanner, Protection, Clean up, Tune up, Community, and What's new. The main content is divided into three sections:

- Get a free PC safety scan**: A section describing the Windows Live OneCare safety scanner as a free service designed to help ensure the health of your PC. It includes a bulleted list of benefits:
  - Check for and remove viruses
  - Get rid of junk on your hard disk
  - Improve your PC's performanceIt also mentions that Windows Vista and Windows 7 users should try the Windows Vista and Windows 7 edition of the scanner. A note for Firefox users directs them to special instructions for running the scanner using Firefox.
- Fix specific PC issues**: A section advising users to use the full service scan to check everything and to turn to individual scanners for specific problems.
- Microsoft Security Essentials**: A section promoting Microsoft Security Essentials as a high-quality, hassle-free antivirus protection for home PCs. It states that Microsoft Security Essentials provides real-time protection against viruses, spyware, and other malicious software, and encourages users to download Microsoft Security Essentials.

At the bottom of the page, there are three icons: a shield, a hand holding a green object, and a key. The Windows taskbar at the bottom shows the system tray with the time 8:09 AM and the taskbar with several open applications, including Windows Live OneCare.

# Troubleshooting your Computer

- Is your PC **showing an error message**?
  - write down the exact number and wording of the error message, and search for it on the Microsoft Fix it Solution Center.
- [http://support.microsoft.com/gp/cp\\_fixit\\_main#tab0](http://support.microsoft.com/gp/cp_fixit_main#tab0)
  - Make a copy of the error message - ‘Prnt Scrn’
    - PrtSc (on laptops)
    - Ctrl+Alt + Prnt Screen = Window of Concern

# MS Fix it Solution Center

The screenshot shows the Microsoft Fix it Solution Center website in a Mozilla Firefox browser window. The browser's address bar displays the URL [http://support.microsoft.com/gp/cp\\_fixit\\_main#tab0](http://support.microsoft.com/gp/cp_fixit_main#tab0). The page features a blue header with the Microsoft Support logo and a search bar. A navigation menu includes links for Support Home, Solution Centers, Advanced Search, and Shop. The main content area is titled "Microsoft Fix it Solution Center" and includes a sidebar with categories such as About Fix it, Windows, Windows Server, Internet Explorer, Enterprise Products, Office, E-mail and Messaging, Windows Media Player, Xbox and Zune, and Games and Consumer Products. The main content area contains a banner for "Microsoft Fix it" with the text "Find and fix common problems" and a link to "Browse our solution categories". Below the banner, there is a message thanking users for their interest and a section titled "Featured Diagnose and Repair Solutions for Windows" with two featured solutions: "Your CD or DVD drive can't read or write media" and "Printing problems and printing errors". The Windows taskbar at the bottom shows the system tray with the time 8:11 AM and several open applications, including Microsoft PowerPoi... and Microsoft Fix it Solu...

Microsoft Fix it Solution Center - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://support.microsoft.com/gp/cp\_fixit\_main#tab0

Microsoft Fix it Solution Center

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Microsoft Support

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Microsoft Fix it Solution Center

About Fix it

Windows

Windows Server

Internet Explorer

Enterprise Products

Office

E-mail and Messaging

Windows Media Player

Xbox and Zune

Games and Consumer Products

Microsoft Fix it

Find and fix common problems

← Browse our solution categories

Select a different language

Thank you for your interest in Microsoft Fix it. We're working hard to automate solutions to common software problems in an easy, intuitive way that is available when and where you need it. So whether you are looking for a solution in help or support content, or an error report, Fix it provides a way to apply automated fixes, workarounds, or configuration changes so you don't have to perform a long list of manual steps yourself.

**Featured Diagnose and Repair Solutions for Windows**

Microsoft Fix it Your CD or DVD drive can't read or write media  
Automatically fix problems with your CD or DVD drive when trying to read or burn media in Windows Vista.

Microsoft Fix it Printing problems and printing errors

Done

C:\Users\Jere\Docu... Microsoft PowerPoi... Microsoft Fix it Solu...

8:11 AM

# Troubleshooting your Computer

- Steps to perform – Self Troubleshooting:
- 1. Close open programs and windows that you're not currently using.
- 2. Uninstall or delete unwanted programs.
- 3. Stop programs in System Configuration Start-up File. (Run - MSCONFIG)
- 4. Defragment your hard drive. Run Registry Cleaner.
- 5. Scan for viruses and spyware. Anti-virus & Malwarebytes.
- 6. Reboot your computer and try loading the program again.
- 8. Uninstall the software and then reinstall it from scratch.
- 9. Reboot again.

# Troubleshooting your Computer

- **Control-Alt-Delete** (often abbreviated to **Ctrl-Alt-Del**, also known as the "three-finger salute")
  - a computer keyboard command to summon the 'task manager '
  - Right Click Task Bar.
- **How to troubleshoot issues with Windows Task Manager** –
  - to view a dynamic display of programs running on your PC.

# Task Manager

Windows Task Manager

File Options View Help

Applications Processes Services Performance Networking Users

Image Name	User Name	CPU	Memory (Private Working Set)	Description
System Idle Process	SYSTEM	92	24 K	Percentage of time the processor is idle
svchost.exe	SYSTEM	05	3,052 K	Host Process for Windows Services
TeaTimer.exe	Jere	01	97,264 K	System settings protector
AtService.exe	SYSTEM	01	17,044 K	AFSS Service
taskmgr.exe	Jere	01	1,900 K	Windows Task Manager
RBroker.exe	Jere	00	1,144 K	RegBroker Module
POWERPNT.EXE	Jere	00	13,156 K	Microsoft Office PowerPoint
mswinext.exe	Jere	00	30,436 K	MSN® Toolbar
firefox.exe	Jere	00	91,544 K	Firefox
OfficeLiveSignIn...	Jere	00	1,108 K	Microsoft Office Live Add-in Sign-in
unsecapp.exe	Jere	00	1,212 K	Sink to receive asynchronous callbacks for WMI client application
MailWasherProAp...	Jere	00	7,216 K	MailWasherProApp.exe
Dropbox.exe	Jere	00	40,408 K	Dropbox
MailWasherPro.exe	Jere	00	81,772 K	MailWasherPro
explorer.exe	Jere	00	34,324 K	Windows Explorer
sprtcmd.exe	Jere	00	552 K	Dell Support Center Updates
dwm.exe	Jere	00	21,068 K	Desktop Window Manager
taskeng.exe	SYSTEM	00	1,800 K	Task Scheduler Engine
WebcamDell.exe	Jere	00	3,604 K	Dell Webcam Central Application
taskeng.exe	Jere	00	4,636 K	Task Scheduler Engine
WmiPrvSE.exe	SYSTEM	00	2,096 K	WMI Provider Host
WUDFHost.exe	LOCAL SERVICE	00	1,252 K	Windows Driver Foundation - User-mode Driver Framework Host Process
msseces.exe	Jere	00	3,680 K	Microsoft Security Essentials User Interface
WLIDSVC.M.EXE	SYSTEM	00	592 K	Microsoft® Windows Live ID Service Monitor
SDWinSec.exe	SYSTEM	00	5,324 K	Spybot-S&D Security Center integration
SearchIndexer.exe	SYSTEM	00	24,148 K	Microsoft Windows Search Indexer
WLIDSVC.EXE	SYSTEM	00	3,628 K	Microsoft® Windows Live ID Service
svchost.exe	SYSTEM	00	1,084 K	Host Process for Windows Services
svchost.exe	LOCAL SERVICE	00	2,692 K	Host Process for Windows Services
sprtsvc.exe	SYSTEM	00	1,012 K	SupportSoft Agent Service
SeaPort.exe	SYSTEM	00	2,812 K	Microsoft SeaPort Search Enhancement Broker
svchost.exe	NETWORK SERVICE	00	1,648 K	Host Process for Windows Services
MMF.FXF	SYSTEM	00	1,184 K	Machine Debut Manager

Show processes from all users

End Process

# Troubleshooting your Computer

- **Processes Tab -**
- The **Processes** tab displays processes that are running on the computer.
  - Click on Show Processes from all Users button.
  - Click on the CPU column heading to see amount of usage for each process.
  - Click 'View' – Update Speed to slow down display.

# Troubleshooting your Computer

- Google it.
  - Run the error code through Google Search.
  - Run the error message through Google Search.
    - Run Parts of the Error Message through Google.
  - Run your Question through Google Search.
    - Be Specific as Possible.
      - Use Model Numbers.
  - If you just downloaded a program, Google that program for Review, problems, troubleshooting.

# Troubleshooting your Computer

- **error codes**
  - enumerated messages that correspond to faults in a specific software application.
- Example: error 0x80072f7d

# Troubleshooting your Computer

The screenshot shows a Mozilla Firefox browser window with the title "0x80072f7d error - Google Search - Mozilla Firefox". The address bar contains the URL "http://www.google.com/search?q=0x80072f7d+error&ie=utf-8&oe=utf-8&aq=t&rls=" and the search bar contains "0x80072f7d error". The search results page shows "About 1,850 results (0.40 seconds)".

On the left sidebar, there are navigation links for "Everything", "Images", "Videos", "News", "Shopping", "Discussions", and "More". Below these is a location indicator "Bassville Park, FL" and a "Show search tools" link.

The main search results area displays several entries:

- [Active Sync Error Code Support Code Phone](#) WOT Safe Search [x]
- ▶ 0x80072F7D in PocketPC Active Sync**   
9 posts - Last post: Aug 10, 2007  
I get the same **error** when I sync OTA or using desktop passthrough. ... Fix for Active Sync **error 0x80072F7D** with mobile 6.1 and ...  
[www.eggheadcafe.com/software/aspnet/.../0x80072f7d.aspx](#) - [Cached](#) - [Similar](#)
- [Active Sync just working 1x, then Error Code 0x80072f7d in ...](#) - Jun 23, 2010
- [Error Code 0x80072f7d in PocketPC Active Sync](#) - Oct 6, 2009
- [Windows Mobile 6 and certificate installation in PocketPC](#) - Mar 29, 2008
- [ActiveSync Error 0x80072f7d in WM6 in PocketPC Active Sync](#) - Mar 26, 2008
- [More results from eggheadcafe.com >](#)
- 0x80072F7D**   
Aug 10, 2007 ... Fix for Active Sync **error 0x80072F7D** with mobile 6.1 and Server/Exchange 2008. I suddenly started having problems synchronizing when I ...  
[www.pocketpcjunkies.com/Uwe/Forum...pc.../0x80072F7D](#) - [Cached](#) - [Similar](#)
- [ActiveSync Error 0x80072f7d in WM6](#)   
Mar 26, 2008 ... ActiveSync **Error 0x80072f7d** in WM6. Tech-Archive recommends: Repair Windows Errors & Optimize Windows Performance ...  
[www.tech-archive.net > ... > 2008-03](#) - [Cached](#) - [Similar](#)
- Error Code 0x80072f7d**   
3 posts - 2 authors - Last post: Oct 20, 2008  
I have no idea why it won't sync up but I'm getting the same **error** code as brian jones up there. Support Code **0x80072f7d**

The taskbar at the bottom shows the Start button, several open applications including "Apple Software Update", "C:\Users\Jere\Docume...", "Microsoft PowerPoint n...", and the current browser window "0x80072f7d error - ...". The system tray shows the time as 9:15 AM.

# Follow-up

- Email me for a copy of this Presentation.
  - PDF, Power Point, Wordpad.
  - Tell me what format you want.
- [PUB1LSCS@comcast.net](mailto:PUB1LSCS@comcast.net)
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- Program Director
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