

**Medford Public Schools
Medford, Massachusetts**

**Technology Department
2009 – 2010**

Resource Handbook

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General Information

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TROUBLESHOOTING TECHNOLOGY

Websites/Best Practices



:: General Troubleshooting ::

Free online computer reference site. Various help topics including A to Z Computer Help.

<http://www.computerfreetips.com/index.html>

PC Guide: Troubleshooting and Repair Guide

<http://www.pcguides.com/ts/index.htm>

Troubleshooting PCs: What to do when you don't know what to do

<http://www.internet4classrooms.com/support.htm>

Finding device drivers

<http://www.driverguide.com/> (drivers all)

Windows Critical Updates <http://www.microsoft.com>

(click on Microsoft Updates)

Trend Micro

<http://www.trendmicro.com/en/home/us/personal.htm>

Computer Troubleshooting Guides

<http://www.everythingcomputers.com/troubleg.htm>

<http://www.daileyint.com/hmdpc/manual.htm>

<http://www.daileyint.com/hmdpc/repair.htm> (Laptops)

<http://www.directron.com/howtobuildyou.html>

Computer Hope Troubleshooting

<http://www.computerhope.com/basic.htm>

D-A-L: The Computer help Community

<http://www.d-a-l.com/>

Computer Training Tutorials

<http://www.ckls.org/~crippel/computerlab/tutorials/>

Disassembling a PC

<http://www.pccomputernotes.com/assembly/disassembly01.htm>

MalekTips

<http://malektips.com/>

Computer Hardware

<http://help-site.com/c.m/hw/>

Download Computer Software:

Download.com <http://www.download.com/>

Jumbo.com <http://www.jumbo.com>

Stroud's Winsock <http://cws.internet.com>

Version Tracker <http://www.versiontracker.com/>

Internet Help Site

<http://help-site.com/c.m/net/internet/>

Eudora Light Technical Support

<http://www.eudora.com/techsupport/lighttech.html>

Microsoft Outlook Troubleshooting

<http://www.slipstick.com/> and <http://www.slipstick.com/outlook/oltrble.htm>

Troubleshooting Personal Computer Systems

<http://www.oucs.ox.ac.uk/troubles/intro/index.xml?style=text>

General Trouble Shooting

<http://www.computerhope.com/basic.htm>

Windows Troubleshooting

<http://www.windowstrouble.com/basics.shtml>

ZD Net

<http://www.zdnet.com/>

:: Computer Viruses ::

Symantec

<http://www.symantec.com/avcenter/index.html>

Word Macro Problems

<http://virusbusters.itcs.umich.edu/hist-word-macro-viruses.html>

TrendMicro World Virus Tracking Center

<http://www.trendmicro.com/map/>

Microsoft TechNet - Virus protection Strategies -

<http://www.microsoft.com/technet/security/topics/virus/default.mspix>

Free Antivirus, Pop-Up Blocker, Spyware

<http://www.cnet.com> **(Downloads)**

:: Hardware Support ::

Apple Computers Support

<http://www.apple.com/support/index.html>

Compaq Technical Support

<http://h20000.www2.hp.com/bizsupport/TechSupport/Home.jsp>

Desktop FAQs

<http://www.compaq.com/support/faqs/desktops.html>

Gateway Support Site Map

<http://support.gateway.com/support/map/index.shtml>

Dell Support

<http://service.dell.com/dell/>

:: Microsoft Windows Support ::

Windows Troubleshooting

<http://help-site.com/>

Computer Reviews and Prices

<http://reviews-zdnet.com.com/?legacy=cnet>

Windows Registry Tutorial - includes Tips and Tricks and Troubleshooting

<http://www.winguides.com/article.php?id=1&guide=registry>

Registry Guide <http://www.winguides.com/registry/category.php/1/>

Tips and Tricks <http://www.winguides.com/registry/category.php/6/>

<http://www.winguides.com/registry/category.php/14/>

::Used Computers::

This site can be used for a reference point in purchasing a used computer or to determine a price for donated hardware

<http://www.daileyint.com/hmdpc/second.htm>

::General Advice::

Google your problem ex: networking printers

Go to the model/brand website ex: Gateway.com

Go to the website of the software program ex: Adobe.com

CNET.com website to find reviews, news, and prices on tech products, as well as free downloads and newsletters.

::BEST PRACTICES::

::PREVENTATIVE MAINTENANCE::

Install AntiVirus Software

Frequency: Once (or anytime that a rebuild of a PC has occurred)

Upgrade the *version* of Antivirus when instructed

Frequency: Yearly

Update AntiVirus Definition Files

Frequency: Daily

Keep up with all Windows Updates

Frequency: Whenever available. Schedule your computer to *automatically* download and install updates.

- From the “Start” button, click on “Control Panel”.
- Find and double-click on the “System” icon.
- Click on the “Automatic Updates” tab.
- In the “Settings” area, click on the “Automatically download the updates, and install them on the “schedule that I specify” choice. Select the “Every day” option and choose a time that won’t interrupt your use of the computer. (A reboot may be necessary after an update is installed).
- Click on the “Apply” button to complete the scheduling process.
- Click on “OK” to close the scheduler window.

Install a strong password on your computer

Frequency: Once or anytime you suspect that the security of your password has been compromised

Visit: <http://www.alw.nih.gov/Security/Docs/passwd.html> for tips on choosing a strong password

Perform a Spybot Search and Destroy System Scan

Frequency: Weekly or anytime your computer exhibits unusual behavior

Visit www.safer-networking.org

- Find and click on the “Download” link to the left of the page.
- Scroll down on the resulting page until you find the “Download” category (this is a free download).
- Find and click on the “Spybot – Search and Destroy” link. This will take you to a list of sites from where the application can be downloaded. For best results, choose the “c|net Download.com” site.
- Save the file to your desktop.
- Once the download is complete, double click on the file that was saved to your desktop and follow the installation instructions. Make sure you choose to “place an icon on the desktop” so the program can be easily started in the future.
- Each time prior to running the program, perform a “Search for Updates” to ensure that the most recent problem detection files are in place.

Perform an Ad-Aware System Scan

Frequency: Weekly or anytime your computer exhibits unusual behavior

Visit <http://www.lavasoftusa.com/>

- On the left of the page, find the “Support” category.
- Click on the “Download” link. Scroll down on the resulting page until you find the “Full install” category.
- Click on the “Ad-aware 6 from Download.com” option. Once at the Download.com site, click on the green, “Download Now” link. Choose to save the file to your desktop.
- Once the download is complete, double click on the file that was saved to your desktop and follow the installation instructions. Make sure you choose to “place an icon on the desktop” so the program can be easily started in the future.
- Each time prior to running the program, click on the “Check for updates now” link found on the main Ad-aware screen.

Run Microsoft Disk Clean-up

Frequency: Monthly

- From the “Start” button, navigate the following: Programs-Accessories-System Tools Disk Cleanup.
- Disk Cleanup will calculate where space can be saved and display the files that could be cleaned up. One of these files may be the “Recycle Bin”.
- Check to make sure that there’s nothing in the Recycle Bin that may be important.
- If you agree that the files displayed can be removed, click on OK.

Run Microsoft Error Checking

Frequency: Monthly

- Double-click on the “My Computer” desktop icon (or single-click the My Computer option from the Start button).
- Right click on the “Local Disk C” and choose “Properties”.
- Click on the “Tools” tab at the top of the pane.
- In the “Error-checking” section, click on “Check Now”.
- A “Check Disk Local Disk (C)” box will open. Place a check mark in the box labeled “Automatically fix file system errors” and click on “Start”. Typically, a new box will open that will ask if you want to run a disk check the next time you restart Windows. Answer “Yes” to this question and restart your computer.
- A disk check will run and will usually be followed by another restart.

Run Microsoft Disk Defragmenter

Frequency: Monthly (or after a large program’s installation or deletion).

- Follow the instructions listed above for Microsoft Error Checking. Instead of choosing “Error Checking” in step four, choose “Defragmentation”.
- Click on the “Defragment now” button. The resulting screen will have two choices; “Analyze” and “Defragment”.
- Click on the “Analyze” choice first to determine if the system needs to be defragmented. When the analyze process is completed, a recommended course of action will be displayed.
- If the disk requires defragmentation, click on the “Defragment” button to begin the process. Defragmentation can take several hours to complete and the performance of the computer could be slowed by this process.