



# Troubleshooting Tools & Tips

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# Boot Beeps

- One Beep during boot up - all's OK
- Multiple Beeps indicate a problem  
Check your manual for a listing of POST beep codes
- Check [www.bioscentral.com](http://www.bioscentral.com) for your BIOS

# If Your Computer Fails to Start

If you recently installed new hardware, this could be the source of the problem.

- Reseat cards and cables and try again
- Reseat memory modules if you have added additional memory.
- Test your memory with memtest 86

[www.memtest86.com](http://www.memtest86.com)

# Computer Hangs Booting Windows

- Press F8 before Windows starts to load and select Safe Mode
  - If Windows loads in Safe Mode, shut down and then restart in Normal Mode

If Windows still won't load, Press F8 before Windows loads and select "Last Known Good Configuration"

# Blue Screen of Death (BSOD)

Write down the error message

Using a working PC and go to:

<http://www.microsoft.com/technet/support/default.mspx>

Select “Microsoft Knowledge base and How to”

Then enter the error message number

Response Example

WinNT Err Msg: STOP 0x0000021a When You Log On To Domain(141594) - When you log on to a Windows NT domain, the following STOP error message may appear: STOP 0x0000021a This problem occurs due to a corrupt user profile. Logging on locally works correctly. To correct this problem, do one of the following .....

# Using Event Viewer

- Windows Event log records system and application errors.
- Click Start, Right click My Computer, click on Manage. Select Event Log
- Look for a Red X error and double click on it.
- For information on the error use Microsoft Event ID database or The EventID web site
- [http://www.microsoft.com/technet/support/ee/ee\\_advanced.aspx](http://www.microsoft.com/technet/support/ee/ee_advanced.aspx)
- [www.EventID.net](http://www.EventID.net)

# Problems occur after your computer has been on for awhile

- Check the Power Supply Fan
  - Put your hand by the fan to check it is exhausting hot air.
- Open your computer and check:
  - The Fan on the processor
  - Fan on the Graphics card (if applicable)
  - Dust build up on the heat sink and other components

# Get Help On-Line

- Use Google to check error messages or enter a description of your problem
- Use the manufactures web-site.
- Check free help sites such as:
  - <http://www.theeldergeek.com/index.htm>
  - <http://www.techguy.org/>
  - <http://www.protonic.com/>



# Windows running very slow

- First check for viruses and spyware
  - Run a full disk scan using your antivirus software
  - Free antivirus software, google AVG
- Run a web based scan for viruses and spyware  
[www.Trendmicro.com](http://www.Trendmicro.com) and select Free Tools
- Check you startup items
  - Start/Run/msconfig/Startup Tab
- Download Autoruns
  - Create a folder on your desktop
  - Download Autoruns into it
  - [www.sysinternals.com/Utilities/Autoruns.html](http://www.sysinternals.com/Utilities/Autoruns.html)
  - Unzip the Autoruns file and double click on it to run it.

# Need more Help?

- Use our Web Site use to find answers
- GoTo:
  - [http://www.thevillagescomputerclub.com/Present Downloads.htm](http://www.thevillagescomputerclub.com/PresentDownloads.htm)
- Check the Computer troubleshooting and Spring Cleaning presentations

# If All Else Falls

