

TROUBLESHOOT WINDOWS NT/2K/XP

by Susan Bradly, a tech support volunteer in the Microsoft MVP program as told to David Coursey, Anchor Desk, August 17,2003.

(reformatted by Jmax for easier use by new Users, August 18,2003.

The NT/2k/XP have a means of communicating what is wrong with them via the communication tool: EVENT VIEWER. This is an application that monitors the NT/2k/XP system for problems.

1. To find Event Viewer:

Win2000 – Click START...Settings...Control Panel.

XP – use Classic View and click START...Control Panel.

2. Click the Admin Tools icon. Open Event Viewer. There are 3 folders: Application, Security and System. These instructions will deal only with Application and System.

3. Click either folder: Application or System. You will see blue “happy” dots, Yellow “warning” dots, and red “angry” dots. Scroll up and down looking at the RED dots. IF you see several presenting the same error messages,

4. Click on that message and open it up to read the info inside. At the top will be an event ID code. Copy down that code.

5. Sign onto the internet and go to www.eventid.net Here you will find the fixes you will need to fix this problem or lead you in the right direction. It costs \$15/yr to subscribe to this help site.

OR you can go to www.google.com and type in the exact error message and for free you’ll probably find another user who had the same problem and the resolution for it.

6. Next, use google to search the Microsoft Web site. Go to www.google.com and click Advanced Search. In the box marked “Only return results from domain’ put in Microsoft.com and also your exact error message.

7. Ask yourself a question:

What did I do between the time the computer worked well and when it stopped working well? If you installed any software, uninstall it and restart the computer. Even an updated anti-virus program is an install.

8. Get connected with a local users group.(If you’re a member of the Villages Computer Club, you’ve done this one.). The Microsoft Technical Communities web site can help find local groups.

<http://www.microsoft.com/communities/default.msp>

Another comment by Susan, “I refuse to run any Norton product on any Windows product”.

To read the article by David Coursey see
Click here: ZDNet: Printer Friendly - How to troubleshoot a Windows meltdown
<http://www.zdnet.com/filters/printerfriendly/0,6061,2914499-10,00.html>

Revised 6/15/2009 JMM