



PC Troubleshooting

MANUAL

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PC TROUBLESHOOTING MANUAL

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1.0 Windows Vista® Troubleshooting



1.0 Windows Vista® Operating System

The following section is going to highlight 20 of the most common problems that the average user is having with the new Windows Vista® Operating System.

- 1.1 Problem:** An application keeps running at System Startup causing the computer to boot up slowly. This causes a problem as many programs when being installed are automatically loaded in the System Startup menu.

Solution:

1. Click on **Control Panel**.



2. Type **Startup** in the search box and press **Enter**.

3. Click on the **Windows Defender** icon.



4. Highlight the program name and click the **Disable** button.



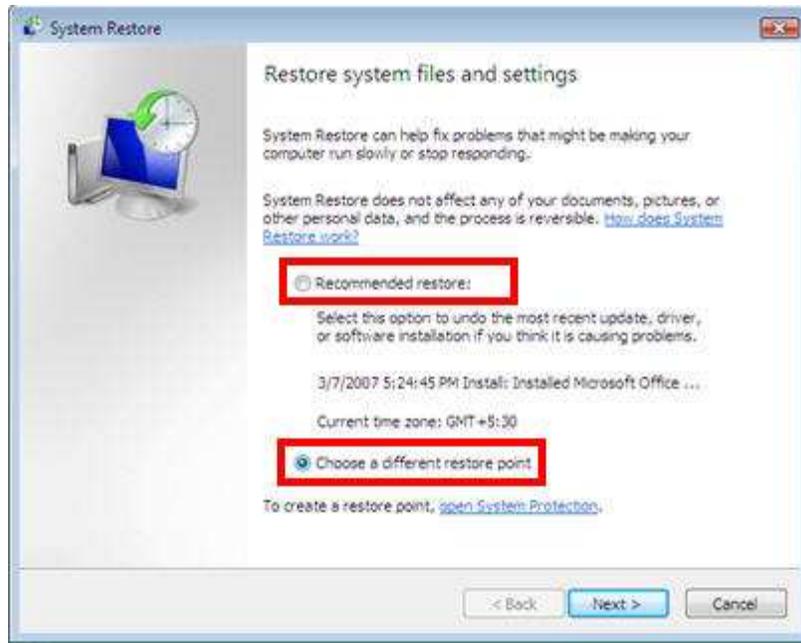
- 1.2 **Problem:** You have made a change to your computer that has had disastrous results and you need restore the system back to a previous state in order to reverse the changes.

Solution:

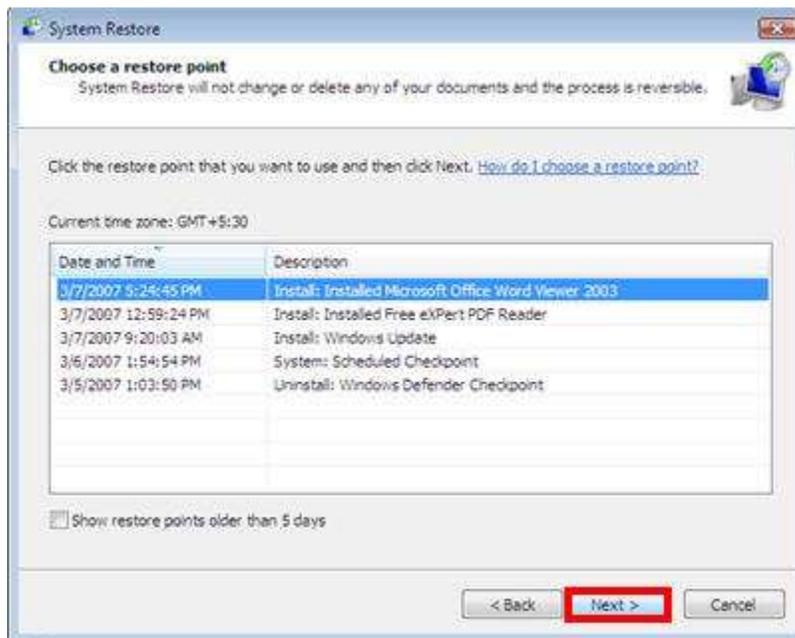
1. In the search box, type **Restore** or **rstrui** and press **Enter**.



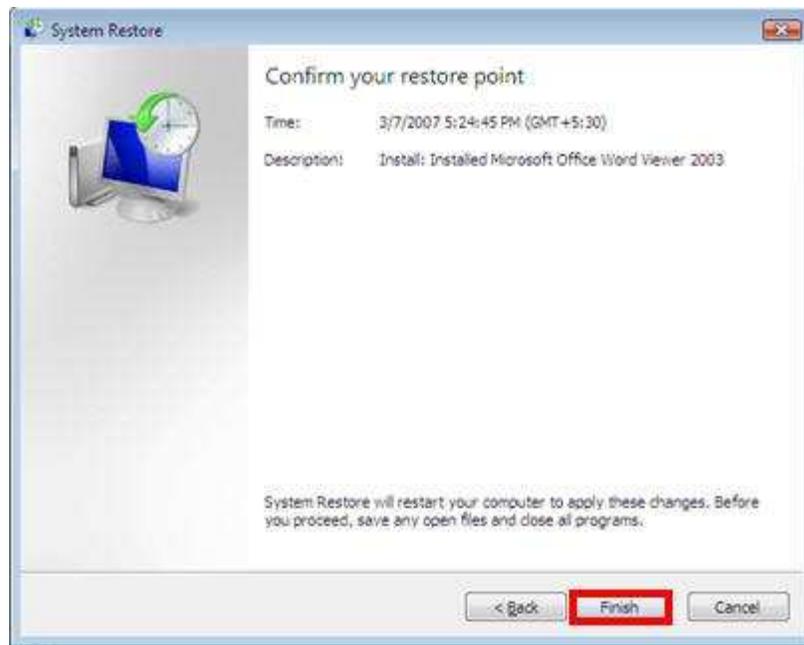
2. You can either select **Recommended Restore** or **Choose a Different Restore Point**.
3. Click **Next**.



4. Choose any one of the Restore Points and click **Next**.



5. You will then see the Confirm your Restore Point screen. Click **Finish**.



6. You will then be asked to Restart your computer. Select **Yes**.



1.3 Problem: I think that everyone can agree that at some point in your technological experience, you have forgotten your login or a password, whether it was to your bank's website or your computer. So if you forget your password to login to Windows Vista®, what do you do?

Solution: You are in luck! Windows Vista® allows you to create a Password Reset disk and the instructions are below.

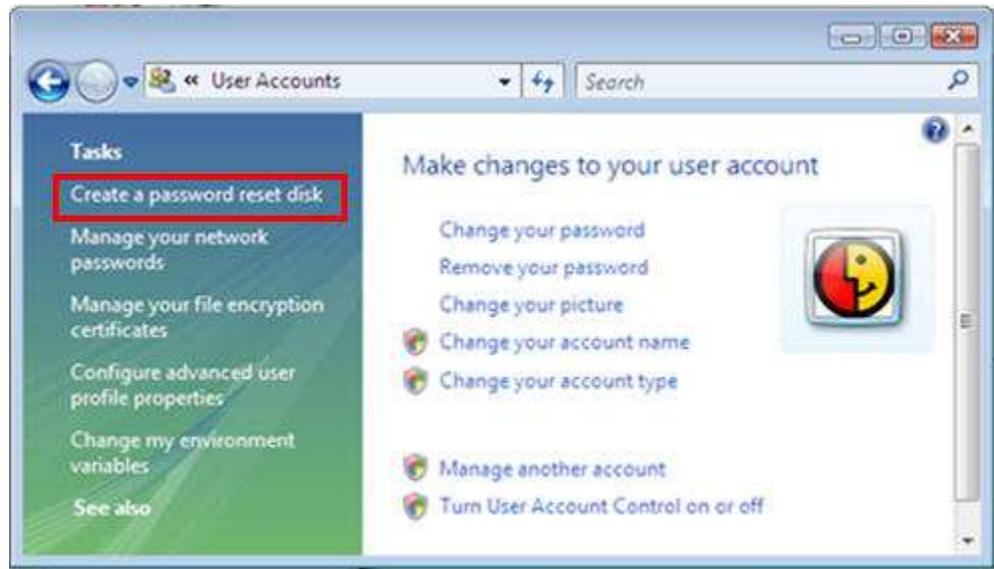
1. Press **Ctrl+Alt+Del**.
2. Click on the **Change a Password** button.
3. Select the **Create a Password Reset Disk**.
4. Click on **Start Pearl**.
5. In the search bar, enter: **control.exe /name Microsoft.UserAccounts**.

In classic Control Panel view: select **Start, Control Panel**, then **User Accounts**.

In normal Control Panel view: select **Start, Control Panel, User and Family Safety**, then **User Accounts**.



6. Select **Create a Password Reset Disk** on the left side of screen.



7. Click **Next**.



8. Select where your password key disk should be saved.



9. Click **Next**.

10. Enter the Current User Account Password.

11. Click **Next** and Windows will take care of the rest!

1.4 Problem: How do I setup a broadband connection?

Solution: There are a couple preliminary steps that you need to verify before following the steps outlined below to setup your broadband connection.

- ✓ Make sure that your modem is properly installed and connected to your computer via an Ethernet network card or USB.
- ✓ Verify that there are no loose connections.
- ✓ Make sure that you have the Username and Password from your Internet Service Provider.

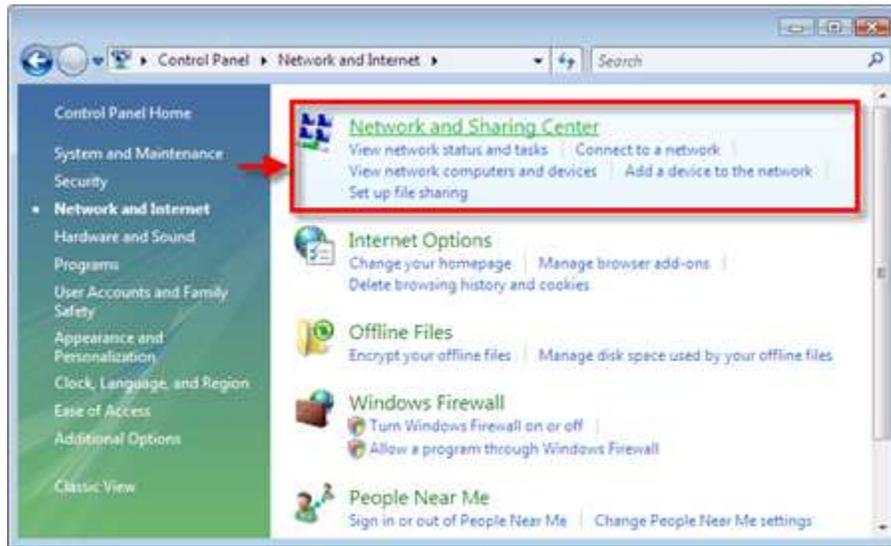
1. Click **Start, Control Panel**.



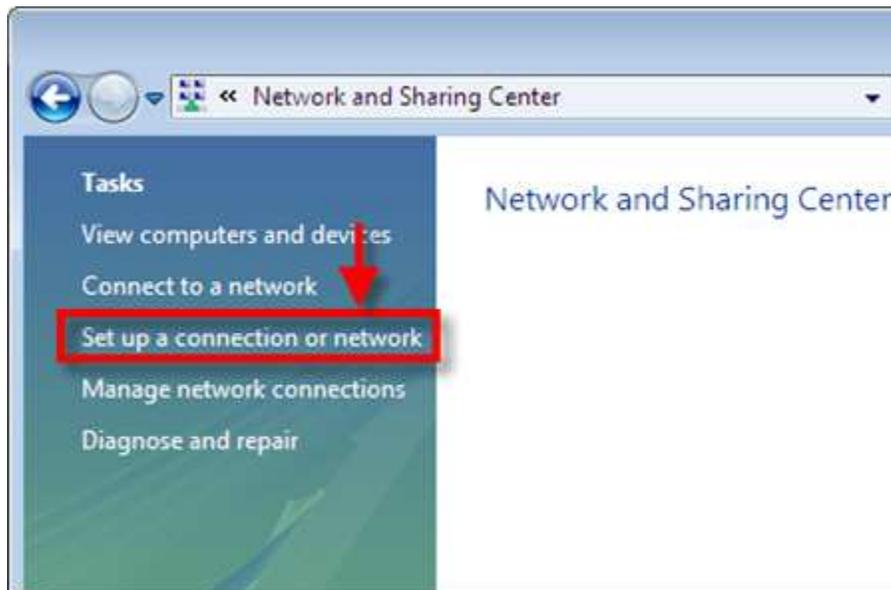
2. Click on the **Network and Internet** button.



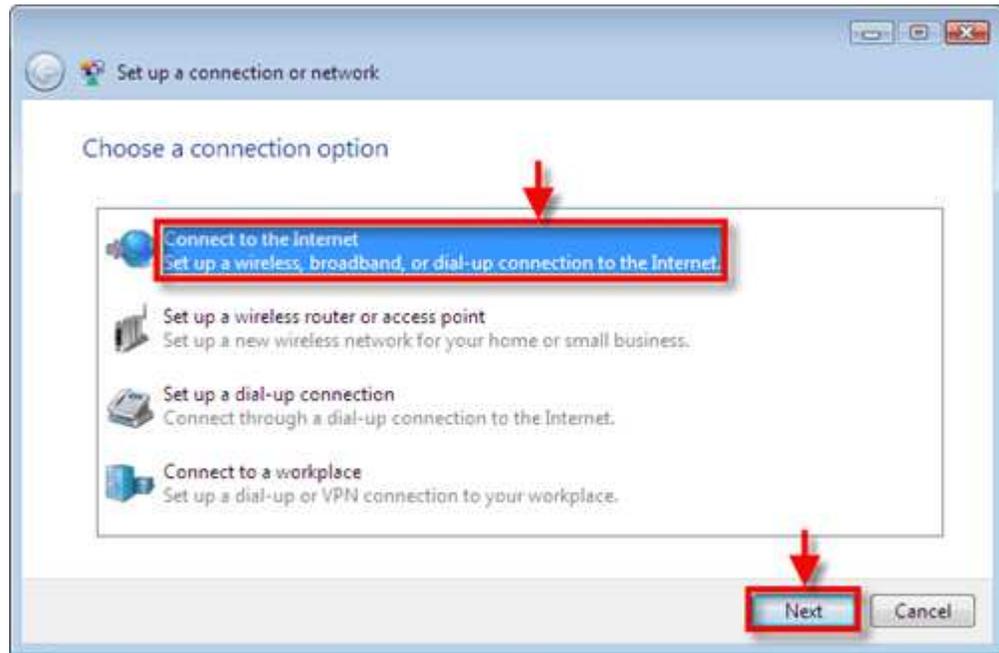
3. Select **Network and Sharing Center**.



4. Click on **Setup a connection or network** from the left task pane.



-
5. Next select, **Connect to the Internet** and click **Next**.



6. Click on **Broadband (PPPoE)**.



7. On the screen below you will need to enter the following:

- ✓ Username and Password from your ISP.
- ✓ Name for your connection.
- ✓ Check the box **Allow other people to use this connection** if you want to allow ALL users on the computer to access this connection.

8. Click **Connect**.



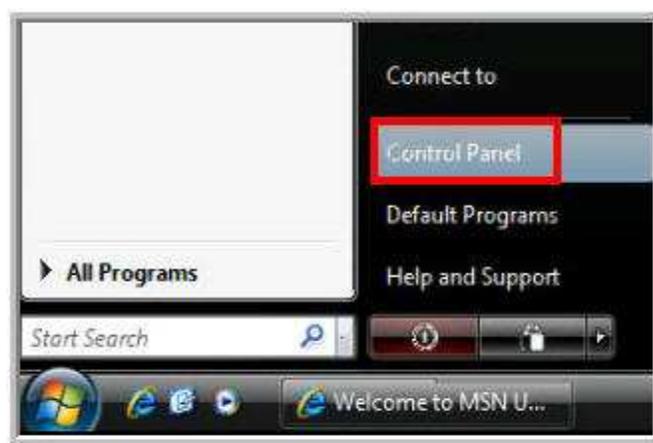
9. You will then see the screen below showing that you were successful.



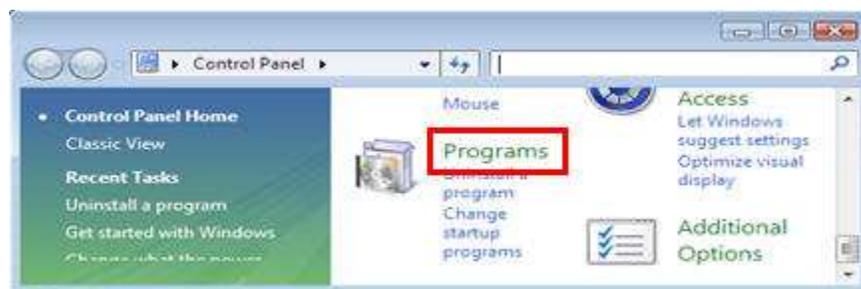
1.5 Problem: I need to remove a program but Add/Remove programs is no longer available.

Solution: Windows Vista® has changed the name of Add/Remove programs to Programs and Features and this can be accessed by following the steps outlined below.

1. Click the **Start** button.
2. Select **Control Panel**.



3. Click on **Programs**.



4. Double-click on **Programs and Features**.



5. Click on the program you want to remove and click Uninstall/Change.

1.6 Problem: This computer does not have enough space for temporary files: Error code 0x80070103.

Solution: Typically this error is related to disk space. Many times you will get this error even though you have plenty of hard drive space. The first thing to check is whether the active partition on your hard disk is hidden. Below you will find the steps to unhide the active partition.

1. Insert the Windows Vista® DVD and reboot your computer.
2. You should now see the Windows Vista® installation screen. Click **Next**.
3. Left click **Install Now**.
4. Press **Shift+F10** to open the command prompt.
5. Type **diskpart**.
6. Press **Enter**.
7. Type **select disk 0**.
8. Press **Enter**.
9. Type **select partition 1**.

-
10. Press **Enter**.
 11. Type **detail partition**.
 12. Press **Enter**.
 13. Now you should see a list of all the partition attributes and you need to make note of where it says, "Hidden: Yes." Then write down the volume number. For this example, let's say that Volume 2 is hidden.
 14. Enter **select volume 2**.
 15. Press **Enter**.
 16. Type **attributes volume clear hidden**.
 17. Press **Enter**.
 18. Type **detail volume**.
 19. Press **Enter**. (Note: Volume 2 should now say, Hidden: No.)
 20. Type **Exit**.
 21. Press **Enter**.
 22. Type **Exit**.
 23. Press **Enter**.
 24. Reboot your PC.

1.7 Problem: Error message: “Your activation period has expired” upon launching Windows Vista®.

Solution: This happens if Windows Vista® is running on a reduced functionality mode because of the following reasons:

- ✓ The activation of Windows Vista® is not done within the thirty days of installation.
 - ✓ You made changes to your PC hardware and did not reactivate Vista within the three day grace period.
 - ✓ You are not running a genuine version of Windows Vista®.
1. Click **Retype your product key** in the, Activate Windows Now, pop-up window.
 2. Left click on **Accept**.
 3. Enter the product key and click **Next**.

1.8 Problem: I want to setup my Network access with a blank password, is that possible?

Solution: You can login locally to your machine without a password but by default Windows Vista® does not allow network users access without a password so you must manually login and choose this option.

1. Press **Shift+F10** to access the command prompt.
2. Type **gpedit.msc**.
3. Select **Computer Configuration**.
4. Click on **Window Vista Settings**.
5. Double click **Security Settings**.
6. Click **Local Policies**.

-
7. Select **Security Options**.
 8. Double click on **Accounts**.
 9. Select **Disable** where it says Limit local account use of blank passwords to console login.

1.9 Problem: I am trying to open folders and I keep getting an error message, "Access Denied." How can I fix this?

Solution:

1. Right click on the folder and select **Properties**.
2. Click on the **Security** tab.
3. Select **Advanced**.
4. Click on the **Owner tab**.
5. Left click on the **Edit** button.
6. You should now see the Change owner area and you want to highlight your account and check, **Replace owner on subcontainer and objects**.
7. Click **Apply**.
8. Select **Yes** to replace all permissions.
9. Continue to click on **OK** until you are back to the main screen.

1.10 Problem: I have a yellow exclamation mark next to a piece of hardware in the Device Manager, what does that mean and how can I fix it?

Solution: A yellow exclamation mark next to your hardware means the device is not working properly but it is being recognized by the Windows Vista® operating system.

1. Right-click on the hardware and choose **Properties**.
2. Click the **Driver** tab.
3. Click on **Update Driver**.
4. Select **Search automatically for updated driver software**.
5. Windows will look for updated drivers for your hardware. If the system is unable to find any, you will need to visit the printer manufacturer's website and download new drivers or insert the printer installation CD.

1.11 Problem: I cannot start Windows XP® after I installed Windows Vista® in a dual-boot configuration because I get the following error message: "Windows could not start because the following file is missing or corrupt: C:\Windows\system32\ntoskrnl.exe. Please re-install a copy of the above file."

You are experiencing this problem if Windows Vista® is installed in disk space that was formerly unallocated and resided in front of the partition on which Windows XP® is installed.

In this situation, the Windows Vista® Setup program creates a new partition in the unallocated disk space. The new partition is created in front of the Windows XP® partition; therefore, this caused the Boot.ini entry for the Windows XP® installation to point to an invalid partition.

Solution:

1. Start Windows Vista®.
2. Right-click **Start**, select **Explore**.
3. From the Organize menu, click **Folder and Search Options**.
4. On the Folder Options menu, click the **View** tab.
5. You will now see the Advanced Settings area, click **Show hidden files and folders**.
6. Uncheck the box labeled, **Hide extensions for known file types**.
7. Uncheck the box labeled, **Hide protected operating system files**.
8. Click **Yes** to confirm that you want to display operating system files.
9. Click **Ok**.
10. Locate and then click the Windows Vista® system drive. (*Note: This will likely be drive D.*)
11. In the right pane, you will right-click on boot.ini file and select **Properties**.
12. In the boot.ini properties dialog box, click the **Security** tab.
13. Next select **Advanced**.
14. Click the **Owner** tab.
15. Select **Edit**. (*Note: You may be prompted for your administrator password or confirmation.*)

16. In the Change owner to list, click your alias and leave the default Administrators option selected. Click **Ok** four times.

17. Right-click boot.ini, and select **Edit**.

18. Modify the Advanced RISC Computer (ARC) path as appropriate for the correct path of the Windows XP® startup partition. As an example, if the Windows Vista setup program created a partition in the unallocated disk space in front of the partition on which Windows XP® is installed, you must increment the partition by one.

If the Boot.ini file contains partition(1) along the ARC path of Windows XP®, modify the ARC path to use partition(2). In this situation the ARC path would look like the following:

multi(0)disk(0)rdisk(0)partition(2)\WINDOWS="Microsoft Windows XP Professional" /fastdetect

19. When you are finished editing the file, click **File, Save**.

1.12 Problem: When I reach the Windows Vista® desktop I get “Windows has blocked some startup programs.”

You receive this message because a program or a service that has User Account Control (UAC) restrictions tries to start the Windows Vista startup process. In order to simplify these processes, Software Explorer blocks programs and/or services that require UAC confirmation from running.

Solution: There are four solutions to resolve this problem and they are listed below:

A) Run the blocked program or the blocked service.

1. Click the **Blocked startup programs** icon.
2. Point to **Run blocked program**, and then click the program and or the service in the list that you want to start.

B) Disable the blocked program or the blocked service.

1. Click the **Blocked startup programs** icon that is in the notification area.
2. Click **Show or remove blocked startup programs**. This starts Software Explorer in Windows Defender.
3. Locate and then click to select the startup program or the startup service that is in Software Explorer.
4. Click **Disable**.
5. Click **Yes** in the confirmation dialog box.

C) Remove the blocked program or the blocked service from the startup process completely by using Program and Features.

1. Click **Start**.
2. Type **appwiz.cpl** in the Start Search box.
3. Press **Enter**.
4. Click the program in the Programs and Features list, and then click **Uninstall/Change**.

D) Remove the blocked program or the blocked service from the startup process completely using Software Explorer.

1. Click the **Blocked startup programs** icon in the notification area.

-
2. Click **Show or remove blocked startup programs**.
(*Note: This launches Software Explorer in Windows Defender.*)
 3. Locate the startup program or service in Software Explorer and click to select it.
 4. Click **Remove**.
 5. Choose **Yes** in the confirmation dialog box.

1.13 Problem: When attempting to shut down Vista®, the operating system shuts down, but the hard drive continues spinning and the PC continues making noises for awhile before it eventually shuts down.

Solution: When Vista's visual display has disappeared that does not necessarily mean that the system has finished processing the shutdown tasks. For example, if you have an older device with a driver that is causing Vista® problems, the system will continue working for a while attempting to resolve the conflict.

1. While holding the **F8** key reboot your computer to restart Vista® in safe mode.
2. Select **Safe Mode** from the Advanced Boot Options menu.
3. Once the computer has finished booting up, try shutting down the machine and you will find that Vista® shuts down very quickly which means that you must resolve the drive incompatibility issue. The Device Manager should help with this task.
4. Click the **Start** button.
5. Select **Control Panel**.
6. Next choose **System and Maintenance**.
7. Select **System**.

-
8. Click on **Device Manager** under tasks to open it.
 9. Now you will need to expand the device categories by clicking on the (+) sign in front of them to see which device is having the problem. You would want to start with updating the video driver (display adapter) which is usually the last driver the system unloads.
 10. Right-click on the video driver and select **Update driver software**.
 11. Select the option to let Vista® search for the best driver and see if that resolves the problem.
 12. If it does not resolve the problem then disable all the non-essential devices and restart to see if the problem disappears.
 13. To disable, right-click on the device and select **Disable**.
 14. Disable only peripherals and the problem will likely fix itself. At this point you can start to enable the devices one at a time making sure to reboot to see if the problem occurs. When you do find the device causing the problem you can follow the steps outlined below.
 15. Right-click on the device and select **Uninstall**.
 16. Shut down your PC and then disconnect the device causing the problem.
 17. Download the updated drivers and software from the manufacturer's website.
 18. Reconnect the device.
 19. Restart the PC
 20. Reinstall the device drivers and software.

1.14 Problem: Vista® crashed and now continuously attempts and fails to restart.

Solution: Vista has an automatic restart feature that kicks in if it fails during operation, but you can disable it.

1. Shut the computer down.
2. Turn on the computer and then press and hold the **F8** key to bring up the Advanced Boot Options menu.
3. Select **Disable Automatic Restart On System Failure**.
4. You can now follow the instructions in Problem 1.2 to perform a System Restore and revert your computer to a previously healthy state.

1.15 Problem: The Recycle Bin has disappeared from my Desktop.

Solution: One of the most common user problems involves the disappearing Recycle Bin even though the Recycle Bin placement and its function is the same as in Windows XP®.

1. Click to open the **Personalization Control Panel**.
2. Select **Change Desktop Icons** in the left panel.
3. Click to select **Recycle Bin**.
4. Select **OK**.

1.16 Problem: The Start menu takes forever to open.

Solution: Vista's start menu is configured to highlight newly installed programs and this tends to make the menu respond slower. In order to disable this setting follow the instructions below:

1. Right-click the Taskbar.
2. Select **Properties**.
3. Click the **Start Menu** tab.
4. Next, select the **Customize** button.
5. Scroll down to highlight **Newly Installed Programs**, click to deselect it, and click **OK**.

1.17 Problem: Sleep mode doesn't function properly.

Solution: If you configured Vista® to enter sleep mode, but your PC wakes up a few seconds after entering sleep mode it could be a result of a hardware compatibility problem with Vista's new hybrid sleep mode. In order to disable hybrid sleep:

1. Right-click an empty spot on your Desktop, select **Personalize**.
2. Click **Screen Saver**.
3. Choose the **Change Power Settings** option.
4. You will now see Select a power plan and you want to click **Change Plan Settings** beneath your selected power plan.
5. Click **Change Advanced Power Settings**.
6. Select the **plus (+) sign** beside Sleep.
7. Click the **plus (+) sign** beside Allow Hybrid Sleep.
8. Select **On**.

9. Click **Off**.

10. Click **OK**.

1.18 Problem: Error message when you try to upgrade to Windows Vista®: "Go to programs and uninstall WindowBlinds"

Solution: This issue may occur if Stardock WindowBlinds is installed on your computer. In order to resolve this issue, follow the instructions below:

1. Open the Search window and enter **Stardock**.
2. Once the results are displayed you should see a folder named Stardock.
3. Right-click on the Stardock folder and select **Delete**.

1.19 Problem: I am periodically getting disconnected from my network.

Solution: Windows Vista® is probably turning off your network adapter to save power. Turn off the power saving option in the network adapter properties by following the instructions below:

1. Click the **Start, Control Panel**.
2. Next click on **Network and Internet**.
3. Select **Network and Sharing Center**.
4. Now select **Manage Network Connections**.
5. Right-click on the connection that you are using and select **Properties**.
6. Now select the Networking tab and click **Configure**.

7. Under the Power Management tab, remove the check box next to **Allow the computer to turn off this device to save power.**

8. Click **OK**.

1.20 Problem: The computer does not recognize the Windows Vista® installation disc.

Solution: There are several different problems that could be causing the Vista® DVD or CD to not be recognized. These issues can include any of the following:

- ✓ The disc is damaged or defective.
- ✓ The disc is not genuine.
- ✓ You insert a Windows Vista® DVD into a CD drive instead of a DVD drive.
- ✓ The disc drive is not configured as a startup device.
- ✓ There is a problem with the firmware of the disc drive.

Due to the fact that the problem could be caused by any one of the issues listed below it is going to take some work to determine what the problem is but the steps outlined below should help you to find the cause:

1. The first step is to determine whether the disc is damaged or defective. Inspect the Vista® disc for any damage or scratches. If the CD is scratched or damaged obtain another disc from the place of purchase or from Microsoft.
2. If there appears to be no damage to the disc then the next step would be to make sure that you can run another installation disc (for example, an installation disk for your printer, etc). If the different disc does work than your disc may be defective or damaged and you should obtain another disc from the place of purchase or from Microsoft.
3. The next step is to make sure that the disc is genuine. Genuine Windows Vista® discs will have a hologram printed on the disc

that says “genuine media.” If your disc is not genuine then you need to obtain a genuine Vista® disc and then try the installation again.

4. Make sure that you have inserted the DVD into a DVD drive. If you have a CD then make sure that it has been inserted into the CD drive. A CD and a DVD do require two different drives they can not be used interchangeably.
5. Make sure that the disc drive is configured as a startup device. If you need assistance with how to do this properly you should read the documentation that is included with the computer or contact the hardware manufacturer.
6. The next step would be to update the firmware of the disc drive. The disc drive may require an update to the firmware before the Vista® disc can be read. If updates to your disc drive are available you need to download and install those so that you have the latest drivers available.
7. If you are still reading this article then the above steps did not clear up your problem. Therefore, the last step to try is to install Windows Vista® from a folder on the hard disk.

Copy the contents of the DVD or CD to a folder on the hard drive of your computer and then install Vista® from your folder by following the steps below:

- A) Right-click **Start**.
- B) Click **Explore**.
- C) In the start menu window, click the drive that contains the Windows Vista disc.
- D) On the Edit menu, click to **Select All**.
- E) On the Edit menu, click **Copy**.

-
- F) In the Start menu window, click the hard disk. *(Note: usually the C drive.)*
 - G) On the File menu, point to **New**.
 - H) Next click **Folder**.
 - I) Type **Windows Vista Files** to name the new folder, press **Enter**.
 - J) Double-click the Windows Vista Files folder and click **Paste**.
 - K) After the files are copied from the Windows Vista disc to the flat folder, double click **Setup.exe** and the installation will begin. Just follow the step-by-step installation instructions from the Installation Wizard.

2.0 Printer Troubleshooting



2.0 Printer troubleshooting

The following section is going to highlight 20 of the most common problems that the average user experiences when trying to print. Each section has a problem highlighted and then the steps to resolve the problems.

2.1 Problem: I have been having trouble with my printer. What process can I use to try to solve the problems?

Solution: Follow the guidelines below regardless of the type of problem you are having with your printer as they are general troubleshooting steps to determine and solve the problems you are having.

1. The first step is to reseal the cables by shutting down your computer and the printer because a loose cable can cause data communication errors. Remove the cables from the back of the printer and then plug them in again. Next you want to follow the same procedure of removing the printer cables from the back of the computer and then plug them in again. Then turn the printer back on and boot the computer back up.
2. The next step is to update your drivers by visiting the printer manufacturer's website. Most all websites have a support or downloads section and it will present a list of all of the printer models. Download and install the newer printer driver.
3. If your printer has refused to print you should verify that there is paper in the paper tray and that no paper is jammed inside the printer.
4. Most all printers include the option to print a test page as this prints a document directly from the printer without requiring you to load a file from your computer. If you cannot print a document but you can print a test page successfully, the problem most likely lies with the software, the printer driver or another software-based element that resides on your computer.

If the printer will not print a test page that tells you that the cause is more than just a problem with the program and that something is wrong with the computer itself.

5. Try to print another document as this will help you to determine whether the source of the problem lies with a single, possibly corrupted document or if the problem is more widespread.

Also try printing a document from a different application so that you can determine if the printing problem is system-wide or if it is just a single program that cannot send documents to the printer properly.

6. Check the Page Setup and Print options, usually located under the File menu. Check the configurations in both of these dialog boxes. Often, the source of a problem is a simple misconfiguration.

2.2 Problem: The computer displays a “spool32” error. Spooling lets the PC's processor quickly process print jobs by temporarily storing jobs on the hard drive before sending them to the printer, thus allowing you to get back to work while the print job executes in the background. Spool32 errors often occur when the print jobs are incorrectly spooled. Fax and answering machine programs, outdated printer drivers and TSR (terminate-and-stay-resident) programs are all possible sources of this error.

Solution:

1. The first step is to visit the printer manufacturer's website and download and install the update for your printer driver if there is one available.
2. If that does not help, you can change the way the Windows print spooler handles print jobs by following the steps outlined below:
 - A) Open the **Control Panel** and double click on the **Printers and Faxes** icon.
 - B) Right-click on the printer you are trying to fix and select **Properties**.

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- C) Select the Advanced tab and you will see an area that says **Driver:** and then the name of your printer.
 - D) Click the button labeled **New Driver**.
 - E) If that does not solve your problem then you will need to make a change to the Spool settings. While you are still working under the Advanced tab, click on the button labeled **Print processor**.
 - F) Change the default data type setting from EMF (enhanced metafile) to RAW so that your PC is forced to translate print job data into printer format. This may cause your computer to slow but the EMF format should speed up your PC. On the flip side, EMF format may speed up your PC but it may make your printer a little sluggish.

2.3 Problem: "Not Enough Disk Space" error message. This means that your computer needs free disk space to complete a print job. The amount of disk space required depends on the size of the file you're printing.

Solution:

1. The first step is to check how much free disk space you have. Double-click the **My Computer** icon.
2. Select your hard drive icon by double-clicking on it.
3. Choose the **File** menu, and click **Properties**.
4. If you have less than 50MB of free disk space, you'll want to free some space by deleting unnecessary files and programs and empty the recycle bin.

2.4 Problem: A new print driver downloaded from the internet needs to be installed.

Solution:

1. Download the printer driver to an empty folder on your hard drive.
2. Expand the files by typing the name of the executable followed by the `-d` switch. (For example, if the name of the is `hp6000.exe`, type the following at the command prompt: **hp6000 -d**.)
3. Read the `Readme.txt` and the `License.txt` files.
4. Click **Start**.
5. Select **Settings**.
6. Choose **Printers and Faxes**.
7. Double-click **Add printer** to start the Add Printer Wizard.
8. Click **Next**.
9. Select **Local Printer attached to this computer**.
10. Click **Next**.
11. Click the port where your printer is attached, and select **Next**.
12. Next select **Have Disk** and enter the path from Step 1 above.
13. Select **OK**.

2.5 Problem: This error message appears: "Could Not Connect To The Printer: The Remote Procedure Call Failed And Did Not Execute."

Solution: This error occurs when the Windows Registry does not correctly update default printer information after multiple printers are removed or installed.

1. When this error message appears, click **OK** to clear the message.
2. Proceed to log off the computer.
3. Log back on the computer and the problem should be resolved.

2.6 Problem: The printer feeds blank pages or prints strange characters, or a "cannot communicate with printer" error message appears.

Solution: Problems such as these are often caused by faulty communication between the printer and the computer.

1. Turn off the printer and unplug it from the electrical outlet.
2. Plug the printer back in and then turn it on again.
3. Turn off the computer for about five minutes and then restart it.
4. Reinstall your printer drivers from CD or by download from the manufacturer's website.
5. Close all programs except the program from that you trying to print
6. Close the program you're trying to print from and then attempt to print from another application.
7. Try to print a test page from the printer itself as this ensures that the problem is definitely software-related and not a printer hardware problem.

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8. If you've connected the printer through a scanner or other peripheral, reconnect the printer directly to your PC.
 9. Replace the printer cable with a cable you're sure is functional.
 10. If all else fails, try the printer with a different PC to make sure it works. If that doesn't help, try a different printer with your PC to ensure that your computer isn't the problem.

2.7 Problem: The printer is not available.

Solution: Open the Print display to see if your printer appears in the Name field. Another program may have installed a printer driver that moved your printer down the list. If you see it in the list, select it. If you do not see your printer listed, it may not be installed properly or you may have accidentally deleted it.

1. Click **Start, Printers and Faxes**.
2. If your printer is listed, right-click its icon and select **Delete**.
3. Select **File, Server Properties**.
4. Click the **Drivers** tab, and select your printer.
5. Click **Remove** and confirm your decision (this forces Windows to extract a clean driver file).
6. Shut down Windows and turn off the printer.
7. Make sure your printer and PC are securely connected and then turn the printer back on and wait until it indicates a state of readiness.
8. Restart Windows. Windows should locate and install the printer automatically.

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9. If this does not rectify the situation, check with the printer's manufacturer for updated installation or driver files. If there is an updated driver or installation file, download it to your PC.
 10. If there are no updated files then select **Start, Control Panel, Printers and Faxes** window.
 11. Select **Add Printer** the left pane. Follow the instructions to add the printer, allowing Windows to detect the printer automatically. If you have downloaded a driver update you will want to point the installation to the location of that newly downloaded driver.
 12. After installation, locate the printer in the **Printers and Faxes** window and right-click.
 13. Select **Set As Default Printer**. Your printer should now appear in all Print dialog boxes and function correctly.

2.8 Problem: Illegal Operation and GPF (General Protection Fault) error message generated. These errors will occur if Windows programs have written to a portion of memory that was already in use by another application. The problem becomes a big issue if you have several programs running simultaneously or you have several dozen icons on your desktop because it drains the memory.

Solution:

1. Shut down the computer and leave it off for at least five seconds to clear its memory of all programs the computer is running.
2. Turn the computer back on and try to print again. If the error recurs, press **Ctrl+Alt+Del**.
3. In the dialog box, select every program except Explorer, Systray, Rnaap, and your internet browser program, and click **End Task**.
4. Try printing again and repeat this process if necessary until you've closed every program but the ones listed above.

2.9 Problem: Upon connecting to a Windows-based print server you get the message, "The server on which the device name printer resides does not have the correct printer driver installed. If you want to install the driver on your local computer, click OK." This particular error message is usually caused by incompatible or improperly configured Point and Print setup.

Solution: Point And Print is a Windows feature that simplifies client/server printing schemes but sometimes a computer will have a third-party driver that's incompatible with Windows XP®.

This resolution lets you install a suitable driver on the client computer to redirect the machine to the correct IPP (Internet printing protocol) URL (uniform resource locator).

1. Click **Start**.
2. Select the **Control Panel**.
3. Double-click the **Printers And Faxes** icon.
4. Double-click the **Add A Printer** icon.
5. When the Add Printer Wizard appears, click **Next**.
6. Click Local **Printer Attached To This Computer**, then click **Next**.
7. Click **Create A New Port**.
8. In the Type box, click **Standard Port Monitor**, then click **Next**.
9. Type the IP (Internet Protocol) address of the IPP print server. If you aren't sure what the IP address is, consult a system administrator for the correct entry. Follow the on-screen instructions provided by the Add Printer Wizard, which will assist you in installing the correct driver.

2.10 Problem: The printer is printing slower than usual.

Solution: A print spooler is software that temporarily stores print jobs on the computer hard drive or in memory until the printer is ready to print. If you've been waiting an unusually long time for a document to print, or if you see an error message about the print spooler, spooler subsystem, or spooler resources, you might need to restart the Print Spooler service on your computer.

In order to resolve this issue you can either: save your work and reboot the computer so that the Spooler service restarts or if you don't want to restart your computer you can follow the steps below:

1. Click **Start**.
2. Select **Control Panel**.
3. Click **System and Maintenance**.
4. Next select **Administrative Tools**.
5. Double-click on **Services**.
6. Right-click the Print Spooler service, and then select **Properties**.
7. On the General tab, next to Startup type, make sure that **Automatic** is selected.
8. If the service is not already running, under Service Status, click **Start**.
9. Click **OK**.

2.11 **Problem:** Printer isn't recognized by PC.

Solution: Missing or corrupt drivers usually cause the printer to not be recognized by the PC and in most cases you can rectify the problem yourself.

1. First, check the documentation that came with the device to find instructions for uninstalling the peripheral. This typically involves disconnecting the device from the computer and uninstalling drivers and other related software.
2. Leaving the hardware disconnected you will want to reboot the computer to update the registry and necessary files.
3. Reinstall the hardware according to the manufacturer's instructions for your operating system. Be sure to visit the manufacturer's Web site first to see if new drivers are available and always try to keep all the drivers for your hardware up to date. Check with the manufacturer every month or so for updates and you'll head off most peripheral-related problems.

2.12 **Problem:** I can't print anything after I install McAfee VirusScan.

Solution: According to McAfee's Answer Center, you might run into this problem if you recently installed their VirusScan software. McAfee knows of two scenarios that cause this problem. Either your printer driver is old or the file, McVsSkt.dll conflicts with an open application's task. According to McAfee, the e-mail scanner portion of the software loads McVsSkt.dll into these tasks, and in some cases, this causes a conflict.

You can fix both problems quickly, but the printer driver scenario is the easier of the two, so you'll probably want to start there.

1. Determine the model of your printer.
2. Visit the manufacturer's website and download the latest printer driver for your model.

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3. Install the newly downloaded printer driver onto your PC.
 4. If that didn't solve your problem, try replacing McVsSkt.dll. According to McAfee's Answer Center, you'll want to start by downloading McVsSkt.zip from their website, which is the compressed version of McVsSkt.dll.
 5. Before you unzip McVsSkt.zip, you'll want to disable VirusScan's Active Shield by pressing **CTRL+ALT+DELETE** to open the Windows Task Manager.
 6. Then click the **Process** tab.
 7. Highlight the process and then click **End Process** or **End Task**.
 8. Now that McVSEscn.exe is out of the way, you'll want to extract the content of McVsSkt.zip to the appropriate folder using a program called WinZip or a comparable product.
 9. You will get a pop up window asking if you are sure you want to write McVsSkt.dll over the current file. Click **Yes**.
 10. Reboot your computer and printer.

2.13 Problem: The printer occasionally prints completely blank pages.

Solution: Your printer may be configured to separate different print jobs by inserting a blank page after each document or image. To resolve this problem, follow the steps below:

1. Click **Start**.
2. Select **Settings**.
3. Choose **Printers and Faxes**.
4. Double-click on your printer.

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5. Select the Printer menu and click on **Properties**.
 6. Click the **Separator Page** button.
 7. Remove the separator page file.
 8. Click **OK**.

2.14 Problem: My printer picks up multiple sheets of paper at once.

Solution: When the printer is pulling multiple pages, it is often due to the paper type. Inkjet-feed mechanisms are friction-based so there needs to be some friction between the intake rollers and the paper. If you are using an incorrect paper type for an inkjet printer the intake rollers may not grip the paper properly, causing multiple sheets to feed at the same time.

It is best to avoid mixing different paper types with different weights as this can cause multiple sheets to feed at the same time. Also do not place too many sheets in the paper tray, as the printer may pull in more than one sheet. You can determine the paper limit by looking for the indicator that is usually located inside the paper tray.

Rippled or curved paper can be another cause of multiple sheets of paper being pulled through at the same time. You can cure this by removing the paper and flexing it back to normal. Another step that might help is removing the paper and fanning the pages and putting them back in the tray to help separate the pieces of paper. These steps should help prevent this from occurring so frequently.

2.15 Problem: My printer isn't responding.

Solution:

1. Check to see if the printer is plugged into an electrical outlet and that the electrical outlet is working properly.

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2. Next you will need to verify that the printer cable is connected to the printer and computer securely.
 3. Try to print from another application. If you can print from another application then the problem is with the original application, not the printer. Make sure the application in question knows which printer it should be connected to.
 - A) Click **File, Print** or **Print Setup**.
 - B) Pick the desired printer from the selection presented in the printers list.
 4. If you can't print from any application, click **Start, Control Panel**.
 5. Double-click **Printers And Faxes**.
 6. Right-click your printer and see if **Pause Printing** is selected. If it is, click **Pause Printing** again to resume printing.
 7. If the printer is not paused, try to print a test page to verify that communication from the PC to the printer is good by following the steps below:
 - A) Right-click the printer.
 - B) Select **Properties**.
 - C) Then choose the **Print Test Page** button on the **General** tab. Some printers may have a **Test Page** button right on the printer, which makes it easier to print a test page.
 8. Check the online status light, which is typically on the front of the printer. If the light is off or blinking, press the **Offline/Online** button once to bring the printer back online.
 9. If the light is on, try printing a test page. Some printers have a **Test Page** button right on the printer.

2.16 Problem: I get an error, “No Printers Are Installed.”

Solution: If the proper driver is already installed for your printer, you may need to set the printer as the default printer in Windows. To do this:

1. Click **Start**.
2. Select **Printers And Faxes**.
3. Right-click the desired printer.
4. Click **Set As Default**.

If the print driver has been damaged, you’ll need to reinstall the driver to fix the problem. To reinstall the driver:

1. Click **Start**.
2. Select **Printers And Faxes**.
3. Double-click **Add Printer** and follow the instructions to reinstall your printer.

2.17 Problem: I have two printers, how do I change the default?

Solution:

1. Double-click the **My Computer** icon.
2. Double-click the **Printers** icon.
3. Right-click the printer that you want to be the default and then select **Set as Default**.

2.18 Problem: How do I add a shortcut on my desktop for my printer?

Solution:

1. Click the **Start** button.
2. Select **Settings**.
3. Click on **Printers**.
4. Click once on your printer to highlight it and then click on the **File** menu.
5. Select **Create Shortcut**.
6. A message will be displayed asking if you want to create the shortcut on your desktop. Click **Yes**.

2.19 Problem: How can I clear a print job that is stuck?

Solution:

1. Click **Start**.
2. Select **Control Panel**.
3. Highlight the **Spooler service**.
4. Click the **Stop** button.
5. After the service stops, click the **Start** button to restart. You should then be able to delete the job from the queue.

2.20 Problem: How can I print a large document without the system being busy and unavailable until the print job is complete?

Solution: You can configure the printer to allow you to print to the spooler (which basically means it prints to the operating system) so that the application can continue to be used without interruption. You can do this by using the following steps:

1. Select **Start**.
2. Click **Settings**.
3. Click **Printers**.
4. Right-click on the printer and choose **Properties**.
5. Select the **Advanced** tab.
6. Choose the option to spool print the document, click **Apply**.
7. Click **OK**.

3.0 E-mail Troubleshooting



3.0 E-mail troubleshooting

The following section is going to highlight 20 of the most common problems that the average user experiences with regards to their e-mail system. Each problem is highlighted and then the steps to resolve the problems are listed.

3.1 Problem: I am having trouble sending messages with large file attachments.

Solution: Most of the major PC-based e-mail clients and Web-based e-mail services in use today can accept large file attachments but many set limits as to the size of the attachments. The file attachment feature allows you to send text, graphics, or other types of computer files from your system to another user. Multiple attachments should be zipped using a zipping utility if you are sending multiple files so that the person receiving the e-mail does not have to download each attachment separately.

Zipping utilities compress the files and combine them in order to reduce the size. Some files can be combined to make your attachment as much as 90 percent smaller than the original, without loss of any data. Keep your attachment size at less than 1,000KB (kilobytes), however, to avoid the limits that some services impose on attachments.

If you are sending an executable file (.exe) you will want to zip this file(s) as the recipient can see the contents of the .ZIP file with an unzipping program before opening it. Some e-mail users won't even download an .EXE attachment because they are concerned about the spread of e-mail computer viruses and Trojan horse programs. Also many e-mail systems, especially in a business environment, will block and not allow any .exe files to go through their server.

3.2 Problem: I'm tired of reading spam and other unwanted e-mails, is there a way to stop them?

Solution: For an e-mail user spam can clog the Inbox of your e-mail program. Whether it's a get-rich-quick scheme, an invitation to a personals website or you have millions of dollars just waiting for you, this unwanted bulk e-mail can fill up your e-mail inbox and keep legitimate messages from getting through.

Most people just delete it but that does nothing to prevent it from filling up your Inbox again tomorrow. Your e-mail client may provide you with filter and blocking programs that can help protect you from spam.

Blocking requires no set up time as typically you select a message from the spammer, and click Block Address, and your e-mail client will block that sender by sending those messages to your e-mail trash can.

If your e-mail client supports filtering then you can specify that your client should send messages containing spam keywords straight to your junk mail folder or the trash bin.

Blocking and filtering are not enabled by default with typical e-mail clients so make sure you enable them if you want help with junk e-mail.

3.3 Problem: I sent a photo with my e-mail but the e-mail recipient says that the image does not appear.

Solution: Images and other e-mail attachments can contain viruses and other malware; so many e-mail clients block these attachments by default. Instead of not delivering the e-mail to the client they will just remove the image.

1. In most cases there will be a red X where the picture would otherwise display. You can try to **right-click** on the red X to see if you can get immediate access to the photo but make sure that the

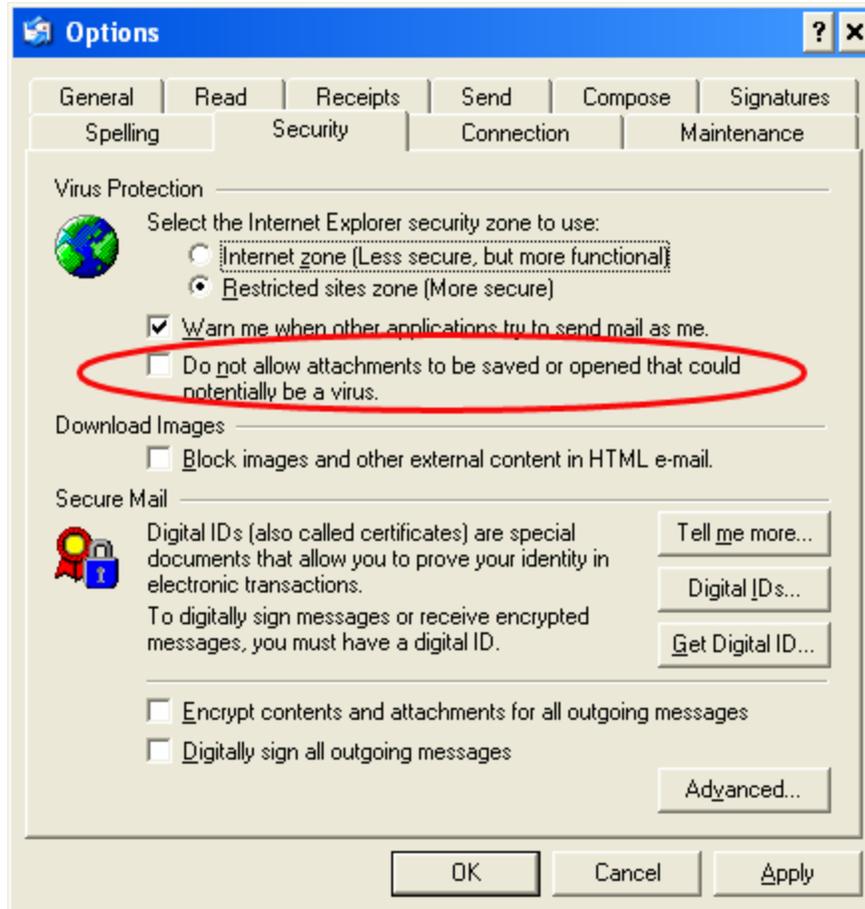
blocked image is legitimate. If you are still unable to view the photo please continue on with step 2.

2. Since the above step did not work you will need to configure your e-mail client to allow images. These options are in your e-mail client's settings menu. Outlook Express will be used as an example because most e-mail clients are similar with their menu structure. Click **Tools**.
3. Select **Options**.
4. Click the **Security** tab.
5. You will want to uncheck the box **Do Not Allow Attachments To Be Saved Or Opened That Could Potentially Be A Virus**.
6. If you want to display e-mail images that download from the Internet to your e-mail message you will need to uncheck the **Download Images** check box.

3.4 Problem: Outlook Express will not let me open attachments.

Solution:

1. In your Outlook Express window, click on the **Tools** menu.
2. Click on **Options**.
3. Select the **Security** tab, and uncheck the box that says **Do not allow attachments to be saved or opened that could potentially be a virus**.



4. Click **OK**. You should now be able to open the attachment.

3.5 Problem: You receive a message notifying you that your storage limit has been reached.

Solution: These days most e-mail programs are building more storage into the system for users, but attachments, such as photos and video, that are large can quickly bring a mailbox to its limit.

If you receive a message that the storage limit or storage capacity has been reached it is best to delete the unimportant files as this can affect the delivery and receipt of new e-mail messages that have attachments.

One of the ways to do this is to download the necessary attachments to the hard drive so you can delete the e-mail. Please follow the steps outlined below:

1. Select the **File** menu.
2. Click **Save Attachments**.
3. If the e-mail has more than one attachment, you will have the option to save just one of or all of the attachments. You can select to save the files to a CD, thumbdrive, computers hard drive, or anywhere.

3.6 Problem: Web links don't work from inside an e-mail message.

Solution: There is nothing more annoying than receiving an e-mail message from someone and it contains a link to another website or internet location but when you click on it nothing happens. While sometimes this can be an issue with the type of browser that you are using it is probably attributed to the way your e-mail program interacts with browser.

1. The first step is to download and install the latest version of your preferred browser. If you do not keep the browser up-to-date on your machine, the older settings could be stopping you from having the ability to click the live link pasted in your e-mail.

I am going to list the steps using Outlook Express and Internet Explorer as the example but this will provide a guideline for other e-mail clients and browsers as well.

2. Select **Start, Control Panel**.
3. Double-click **Internet Options**.
4. Select the **Programs** tab.

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5. In the default web browser section make sure that the box is checked that says, **Tell Me If Internet Explorer Is Not The Default Web Browser**.
 6. Click **OK**.
 7. The next time Internet Explorer is opened, it will ask you to be the default browser. Click **Yes**.

3.7 Problem: The messages in my Inbox are in the wrong order.

Solution: Most e-mail programs give you the option of how to arrange your messages in the Inbox. I will be using Outlook Express as the example on how to solve the problem but these directions will provide a guideline for all e-mail programs.

1. Open **Outlook Express**.
2. Click **Tools**.
3. Select **Sort By**.
4. Next you can select the arrangement you prefer by using the drop down menu and selecting to sort by Priority, Attachment, Flag, From, Subject, or Date Received.
5. After you have selected one of the sorting options you can also select to Sort Ascending or Descending for each of the categories.
6. Once you have exited the Tools menu you should find that your e-mails have been rearranged.

3.8 Problem: An attachment to an e-mail has been blocked.

Solution: If the sender attempts to resend a previously blocked message without the attachment, and it gets through fine, the difficulty might be that the e-mail program is blocking the attachment.

I will be using Outlook Express as the example on how to solve the problem but these directions will provide a guideline for all e-mail programs. *(Note: Before following the steps outlined below make sure that your virus protection is running. After you unblock the attachment and download it you need to change your settings back to ensure that you do not receive any attachments that contain viruses.)*

1. Select **Tools** from the menu bar.
2. Select **Options**.
3. In the Options window, select the **Security** tab.
4. Uncheck the box stating, **Do Not Allow Attachments To Be Saved Or Opened That Could Potentially Be A Virus**.
5. Click **OK**. Before doing this, make sure that virus protection is in place, however. After you receive the attachment, change your settings back to ensure no unwelcome attachments make it through.

3.9 Problem: You receive one of the following errors when opening messages or sending to people in your address book.

- ✓ *There was an error opening this message.*
- ✓ *The Address Book failed to load.*
- ✓ *Some of the recipients for this message are not valid. Please verify the names.*

Solution: I will be using Outlook Express as the example on how to solve the problem but these directions will provide a guideline for all e-mail programs. If the message contains an attachment then you would want to ask the sender to retry sending the message without the attachment. The system's firewall could be blocking the message because it considers it suspicious.

If you receive one of these three error messages, one fix would be to remove and add in the application using the following steps:

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- A) Click **Start**.
 - B) Select **Settings**.
 - C) Click **Control Panel**.
 - D) Click **Add/Remove Programs**.
 - E) Select **Add/Remove Windows Components**.
 - F) Check the box next to Outlook Express and click **Next**.
 - G) Once the program has been added back in, click **Finish**.
 - H) The application will reinstall using default settings and reset the application and its components.

3.10 Problem: I receive the error message “Outlook Express could not be started because MSOE.dll could not be loaded.” How do I fix this problem?

Solution: There are a couple of things that can cause this error message to occur when using Outlook Express

First, it is possible that Outlook Express cannot find your Address Book or the Address book has been uninstalled. Please follow the instructions below to correct this issue.

1. Click **Start**.
2. Select **Settings**.
3. Choose **Control Panel**.
4. Double-click **Add/Remove Programs**.

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5. Click the **Windows Setup** tab. Make sure there is a check mark in the Address Book checkbox.
 6. Click **OK** and **Yes**.
 7. Restart your computer and launch Outlook Express. If this does not rectify the problem please follow the next set of instructions below.

Second, it is possible that you have more than one version of Outlook Express installed, and the software doesn't know which installation files to use.

If the error message is caused by having two versions of Outlook Express installed simultaneously, you will need to uninstall and reinstall Outlook Express.

- A) You can check for multiple installations by double-clicking **My Computer**.
- B) Select **Local Disk (C:)**.
- C) Now choose **Program Files, Outlook Express**.
- D) If you see more than one version of Outlook Express in that folder, you will need to uninstall both versions of the software after making a backup copy of your files.
- E) Now you will need to reinstall the most current version of Outlook Express. When you open this reinstalled version you should no longer have the error message.

3.11 Problem: You can send mail but not receive mail or you can receive but not send.

Solution: E-mail can be difficult to troubleshoot because two separate servers are required, one for sending and one for receiving messages. When e-mails are sent they are routed through an SMTP (Simple Mail Transfer Protocol) server, while incoming messages are

stored on and retrieved from a different server that uses a different protocol, POP3 (Post Office Protocol 3).

Therefore, if there is trouble with the SMTP server but not the POP3 server, your messages will not be sent out but the incoming messages will make it to your computer. If the POP3 server goes down but not the SMTP server then you would be able to send messages but not receive them.

These servers are maintained by your Internet Service Provider, Web hosting provider, or the Web-based service that provides your e-mail. If either of these problems occurs you will need to contact your provider to check the status of the servers.

Typically, sending and receiving trouble is caused by configuration errors on your end of the connection. The best path to troubleshooting this problem is as follows:

1. Double-check the login name and password you use for your e-mail account because if you can't login to the SMTP server you will not be able to send e-mail.
2. Check with your e-mail provider to see if the server requires authentication and if so you need to make sure the authentication setting is enabled in your e-mail client.

There is one other thing that commonly causes send/receive errors. If you have your own website and use the e-mail provided with that account instead of the one supplied by your Internet Service Provider you often cannot use the web host's SMTP server and must instead route all outgoing mail through your Internet Service Provider's SMTP servers. Internet Service Providers enforce this policy so that they cut down on the number of spam messages that flow through their service. You can contact them to see if they will modify your account to let you use the web host's SMTP server but more than likely they are not going to agree to that. In this case, you will need to adjust your configuration settings so that the Internet Service Providers SMTP server is listed for outgoing e-mail and the other for the POP3 server for incoming e-mail.

3.12 Problem: You send an e-mail message and it is returned with a message indicating “Host Unknown.”

Solution: This typically occurs when the recipient’s e-mail address is either incomplete or wrong. If you are certain the address is correct then the message means there is a problem with the recipient’s e-mail server. The best solution would be to contact the recipient and let them know that there might be a problem with the server and then try resending the message later.

3.13 Problem: I received a call from someone who said that they sent me an e-mail but it bounced back to them as undeliverable.

Solution: In most cases when this happens it is a typing error. Either someone typed your e-mail address incorrectly or they got the domain part of the e-mail address wrong. *(Note: the domain part of the e-mail address is the portion after the @ symbol.)*

If you have a Spam trap in your e-mail address you want to check and make sure that they removed the Spam trap in the address before sending it.

When an e-mail message bounces the sender will get an e-mail that explains why the message was undeliverable and this is key to determining what the problem is. The first thing to check is to make sure that the e-mail address is listed correctly and if it is then it would probably be best to call technical support for assistance with the error message so that they can help you resolve the problem.

3.14 Problem: I double-click Outlook Express and it won’t open or start.

Solution: The most common cause of this problem is that Outlook didn’t close properly or entirely the last time you used it, so a piece of the program is still in your computer’s memory, so Windows may believe the program is already running. This problem and these steps can actually occur within any e-mail program.

In order to fix this problem you may actually not have to do anything at all. If you are using Windows XP it often cleans out its own memory of remnant program code on its own, but this can take a while. If that does not fix the problem then you can reboot your PC because that restarts Windows and that will clear the program.

The shortcut fix to this problem is to go into the system and end the Outlook process that is running in the background.

- 1, Press **CTRL+ALT+DELETE** to bring up Windows Security.
3. Click the **Task Manager** button.
4. In the Task Manager, click the **Applications** tab. You should find Outlook in the task column. If Outlook is listed and the status is "Running," this means the program is active.
5. Click to highlight the program.
6. Select the **Switch To** button to see if that opens the program. If that doesn't work or if you cannot see the program in the Applications tab continue on to step 7.
7. Click the **Processes** tab and look for Outlook.exe, which should be listed under the Image Name column.
8. Highlight your e-mail program and then click the **End Process** button.
9. A Task Manager Warning box will warn you that you'll lose any unsaved data if you click the Yes button and click **Yes**.
10. Close the Task Manager window. (*Note: There are times when Task Manager will have multiple listings of Outlook.exe and you will need to follow the process above to eliminate occurrences of Outlook that are running so that you can clear your PC's memory.*)
11. Now you can open Outlook Express and view your e-mail.

3.15 Problem: I cannot seem to send e-mail, is there a certain troubleshooting process I can go through to determine what is wrong?

Solution:

1. Make sure your outgoing mail server (SMTP) settings are correct.
2. If you are using another service provider for your internet connection you may need to use the outgoing mail server for them instead of the address of your e-mail provider. You should contact your Internet Service Provider to find out what their outgoing mail server settings are.
3. In an effort to fight against spam most Internet Service Providers use an SMTP server that requires authentication. If you have an e-mail program that is an older version you will need to update to a new version that support SMTP authentication. Most recent e-mail programs let you enable authentication for the SMTP server, but some old versions do not support this feature. If you have such a program, you will need to either update it to a version that supports SMTP authentication, or to migrate to another e-mail program such as Outlook Express, Thunderbird or Apple Mail.
4. Check the e-mail address that you are sending to and make sure that it is not misspelled as this is a common cause of an e-mail not being sent or received. Make sure to verify that you have the correct address and the correct domain.
5. Of course if this is a work computer that is located in your office you will want to contact your IT department as there may be a server or firewall that you need to connect to and they will be better suited to handle this issue for you. Also there are some firewalls or servers that are configured improperly and can block e-mail traffic.
6. Another area to check into is your anti-virus program as it can change the settings in your e-mail program. The first step would be to try and disable the virus scanning and see if that solves the

problem for you. If this does solve the problem then you will want to contact your anti-virus software vendor and find out how to make the program work with your e-mail software because making your virus software inactive so that you can send e-mail is not a safe solution.

7. Lastly, you need to see if you get a return error message from the e-mail system because this typically will tell you what the problem is. The problem can range from an improperly input e-mail address or there could be a problem with the server of the recipient.
8. If none of these steps have resolved the problems you are having then it would be best to contact your e-mail service provider and have them try and assist you in determining the problem and finding a proper resolution.

3.16 Problem: My e-mail is taking a really long time to download and it usually is very fast.

Solution: More than likely if the system has been running fine and all of a sudden one day you are having to wait a long time for the message to download you probably have someone that e-mailed you with a large attachment file.

Most e-mail providers allow you to login to a web based interface using your internet browser and that is a way to download that item faster. If you do not want that attachment you can delete the message and then go back to the other method of accessing your e-mail and there should not be any delay in downloading your messages.

3.17 Problem: Error message "Outlook Is Unable To Connect To Your Incoming POP3 E-mail server.

Solution:

1. You will first want to check your internet connection and make sure that it is up and operating properly.

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2. If you are unable to reach a website through your internet browser then the problem is with your network and not the Outlook program itself.
 3. You should check your cables and try to reboot your computer and see if that resolves the problem. If it does not then you will need to contact your Internet Service Provider for assistance. If you are able to connect to the internet then you want to continue with step 4.
 4. The next step would be to check your security software and your firewall settings. A security software program or firewall program could be interfering with how your e-mail software is communicating with the internet.
 5. Temporarily disable the security program and see if you are able to open your e-mail without an error message. If the program now works without the security software enabled then you need to work with the settings and determine how to configure the program so that it is not blocking access to your e-mail. If you are unable to determine how to make the program work you will want to contact the vendor of your security software and have them assist you in how to make this work properly as you do not want to leave a computer without security software active. If you continue to receive the error message you can enable your security software and continue with step 6.
 6. Disable the firewall software. Follow the instructions above in step 5 to test the firewall software. If none of these steps resolved the problem then you will want to try and adjust the setting within Outlook.

3.18 Problem: Error message “No connection could be made because the target machine actively refused it.” “The server could not be found.”

Solution: There are several areas to check when the server is involved in the problem and the first area is the firewall. Many times the firewalls are configured to restrict suspicious content or to only allow certain applications to send information over the network.

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1. The first step would be to check the applications permissions. Right-click the security software icon.
 2. Select the **Personal Firewall**.
 3. Click **Internet Applications**. This will give you a list of Permissions for all the different software products on your machine. If Outlook Express does not have a check mark next to it for approval you will need to select it and then restart your computer.

In order to troubleshoot problems with your security software you may have to turn off the security features on the system temporarily. Once you are done troubleshooting be sure to turn the software back on so that you ensure you are protected.

3.19 Problem: Every once and while I get a pile of duplicate e-mails. What is the problem?

Solution: Typically you see this problem if you are using POP3 to pick up your messages and it is not configured to delete the messages on the server after receiving them. This will be an example of making these changes in Outlook.

1. Open **Outlook**.
2. Select **Tools, Account**.
3. Click on the Mail tab, **Properties**.
4. Choose the **Advanced** tab.
5. Under the delivery heading you will want to check the option "**Leave a copy of message on the server.**" You do have another option here which is "**Remove from server after,**" and you can specify here how many days.

6. Click **Ok**.

7. Select Close.

3.20 **Problem:** I got a virus through e-mail that I have since removed but is there a way to safeguard myself from getting one in the future?

Solution: There are several rules outlined below to help prevent receiving a virus infected e-mail that you can follow.

1. Beware of ALL e-mail attachments even if it is someone you know sending you an attachment because many times if their system has become infected the e-mail system will automatically send out an infected message without their knowledge to everyone in their address book.
2. Don't depend on your virus scanner to eradicate e-mail viruses because many of the viruses that get sent through e-mail do so before the virus is added to the virus scanning detection programs.
3. Lastly, you will want to look at the attachment name because that can be a huge indicator of what you are dealing with. The first part of the name is not important but you want to focus on what comes after the "." because that tells you what kind of files it is. This is often referred to as the extension (for example: .doc is a Word document, .xls is an Excel document, etc) An .exe extension is the one that you need to watch out for because it is an executable and that means that if you open it that program will start to install and typically it is infected. Another key indication that there is something wrong with the e-mail you have been sent is if there are double ".." and then the file extension, for example, "suzysresume..doc"

A lot of users will have their computer set up to not show extensions for certain files and you want to turn that function off. In order to do this you will want to follow the steps below:

A) Double-click on **My Computer**.

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- B) Select **Folder Options, Tools**.
 - C) Once you have opened this then look for the **View** tab.
 - D) You should see a list of checkboxes and you want to make sure that the “**Hide File Extensions for Known File Types**,” is unchecked.
 - E) Click **Apply**.
 - F) Click **Ok** to close.

4.0 E-mail Blacklist Spam Troubleshooting



Spam has become a huge problem in the computer world. Besides being an annoyance to the typical e-mail user it can cause a myriad of other problems of which some are listed below:

- ✓ Critical e-mail messages are missed and/or delayed because your mailbox is full due to spam.
- ✓ Loss of internet performance and bandwidth.
- ✓ Millions of susceptible and compromised computer systems.
- ✓ Identity theft.
- ✓ Increase in e-mail viruses, such as, worms and trojans.

In the section to follow we will uncover the top problems with blacklist spam and how to resolve them.

4.1 Problem: My Internet Service Provider cut off my service because they claim that I was spamming people but I'm not. Why are they accusing me?

Solution: In the majority of cases this occurs because the persons computer is infected with a virus that has turned it into what is called, a spam zombie. A spam zombie is a computer with a broadband connection that someone has taken over control of and is using it to send out spam. An alarming 40 percent of all spam originates from spam zombies and it is proven that there are millions of computers infected. Because of this problem the Internet Service Providers are having to crack down and cut off customers who don't take the appropriate timely action to prevent their computer from becoming a spam zombie.

4.2 Problem: Since my Internet Service Provider has discontinued my service because they are claiming I am a spammer what can I do to get rid of the viruses that created this spam zombie so I can get my account re-established?

Solution: The problem is that to eradicate the malware that has taken over your computer you are going to have to try and convince your Internet Service Provider to reconnect your service because you

are going to need Internet access to remove the virus and protect your computer from being overtaken and turned in a spam zombie again. Once your account has been re-established you need to follow the steps below to prevent this from happening to you again.

4. You need to install and update your anti-virus software.
5. Run a complete scan of your hard drive to identify the virus that has infected your computer. Then visit your anti-virus software vendor's Web site to obtain the instructions to remove the virus from your computer.
6. Next, install a good firewall on your computer if you don't already have one. The free firewall that comes with Windows XP is not adequate enough as it doesn't monitor outbound communications from your computer.
7. Go to the Windows Update website at <http://www.windowsupdate.com> to download and install the latest critical security updates for your computer.
8. Lastly, you need to make sure your computer is set to receive automatic notifications of future critical updates from Microsoft.

4.3 Problem: My Internet Service Provider has a spam filter on its mail server, but it isn't 100% effective. What can I do to get rid of the rest of the spam?

Solution: Today, most Internet Service Providers install server based anti-spam software on their mail servers but it is not to benefit their customers as much as it is to benefit themselves because these applications reduce the flow of e-mail transmitting through the Internet Service Providers servers.

The server based software is designed to avoid false positives (messages incorrectly classified as spam) so it doesn't halt the delivery of legitimate e-mail to your PC. Unfortunately, the tools that do this are 100 percent accurate in having no false positives but they

are only about 80 percent effective in catching spam.

If your Internet Service Provider's server based software is letting too much spam reach your inbox, you could try a client based spam filter on your own computer. Client based software can achieve 100 percent effectiveness through the use of whitelists. A whitelist only lets e-mail from an approved list of senders reach your inbox. The next chapter in this manual will explain in detail what whitelists are, how they are used, and the common troubleshooting issues that the end users have.

The major problem with whitelists is that they yield false positives because they interpret e-mail from new, legitimate correspondents, that have not yet been added to your whitelist, as spam. Newer whitelist applications let users define filters that reduce false positives. An example of this is that if you receive messages regularly from Dell, you could add dell.com to your whitelist and then anyone that sends a message in which dell.com is specified in the domain will go through to your e-mail account.

4.4 Problem: A spammer is using my e-mail address as a return address on his spam. I know this because all of the undeliverable spam is being returned to me, even though I didn't send the messages. Also, angry recipients are contacting me. What can I do?

Solution: You are the victim of a spamming practice known as a Joe Job. Joe Job is a huge spam launch in which the spammer uses your e-mail address in the Reply To e-mail header to make it appear as if the spam originated from you. Joe Job is a form of identity theft and you should report it to the FTC.

If you have a Web site, you will want to post disclaimers saying that your e-mail address has been the victim of a Joe Job. I would use the paragraph above or something similar as many people will not know what a Joe Job is without additional information.

The federal government has been successful in prosecuting a spammer, named Buffalo Spammer, of sending 8 million Joe Job

spam messages and he was sentenced to three and a half to seven years in prison in May 2004.

4.5 Problem: Is there any way that I can return an unwanted e-mail without the recipient getting my e-mail address?

Solution: Most e-mail recipients use an e-mail client (Example: Outlook Express) to retrieve their e-mail from a mail server operated by their Internet Service Provider. Others use a browser to access a Web-based e-mail system (Example: Hotmail) In either case an SMTP server has accepted the e-mail and stored it for your retrieval.

There are hundreds, maybe even thousands of software to fight spam but some are more effective than others. The more effective programs have spam filters that work in conjunction with your e-mail client to either move the spam into a junk mail folder or immediately delete the spam. The downside is that they occasionally misidentifying legitimate e-mail as spam, which is referred to as a "false positive."

There are many software utilities that work in conjunction with your e-mail client that can bounce an unwanted e-mail but you have to be careful with this process also because of spam zombies. This was explained earlier but a spammer can send a virus to anyone that will cause the computer to become a spam zombie and it will put that end users e-mail address in the reply portion of the e-mail so in essence you would be bouncing an e-mail back to an innocent person that has had their computer infected and turned into a spam zombie.

4.6 Problem: I have been accused of sending someone spam and it's an e-mail address that I have never heard of or sent to.

Solution: Spoofing is when someone pretends to be someone else when they send e-mail. In other words, the "reply-to" e-mail address isn't their e-mail address, but instead an innocent and unsuspecting person.

E-mail software allows you to enter a reply-to address that is different from the sending address. There are legitimate reasons why you would why you might want to do this. As an example suppose you have multiple e-mail accounts, you might wish to send business mail from your personal account sometimes, but want any replies to return to your business account.

Spammers will take advantage of this and use other people's addresses so that they won't receive the bounce back e-mails or the complaints generated from sending the e-mail.

4.7 Problem: What is e-mail relaying and why does it cause blacklisting?

Solution: Open e-mail relaying is an SMTP, outgoing mail server, that allows ANY person with access to the Internet to send their e-mail through it. This means that the mail server doesn't verify that it is authorized to send mail from the e-mail address that a user is trying to send from therefore this can attract spammers, which in turn leads to the blacklisting of your IP address.

Thanks to the Can Spam Act of 2003 it is illegal to send spam through an open relay.

4.8 Problem: I sent an e-mail and I got a message that my e-mail bounced.

Solution: You have received this message because your e-mail address was intentionally blocked by a blacklist filter because the receiving e-mail system thinks your Internet Service Provider mail server is a source of spam. You should run an anti-virus scan and malware scan and see if that makes your e-mails go through. If that does not help the situation you might need to contact the e-mail recipient and find out if they can put you on a whitelist so that your e-mails can be received by them.

4.9 **Problem:** How do I know if my e-mail address is blacklisted?

Solutiion: The first clue that your e-mail address has been blacklisted is that you will receive a bounce back message from the destination recipient's domain.

Below are various links to blacklisting services that will provide a test you can run on your computer to see if your addres is blocked.

- ✓ Spamhaus (www.spamhaus.org)
- ✓ Spews (www.spews.org)
- ✓ DSBL (www.dsbl.org)
- ✓ MAPS (www.mail-abuse.org/rbl/)
- ✓ Newsgroups: news.admin.net-abuse.e-mail

If you find your e-mail blocked, we recommend using the blacklist monitoring site resources to find out how to work with the applicable blacklist operators to achieve an amicable solution. Remember that these services are trying to help protect company networks, and have a strong reputation for that reason. If you threaten, or otherwise make life difficult for the blacklist operator, you are very likely to worsen your situation. Even if you were wrongly accused, and your double-opt in mailing list is bullet-proof, work with the blacklist operators to achieve resolution - not against them.

4.10 **Problem:** How does blacklisting work because I am not a spammer and my e-mails are getting bounced back to me?

Solutiion: When you send an e-mail the recipients service is telling it took look at the mail server for the domain (Example: hp.com) and the mail server looks at the message to determine if it will let the message pass through the server to the recipient's e-mail account.

If the recipient's mail server isn't accepting e-mails from the sender's address that is most likely because the domain is blacklisted so the server will reject the message and it will consequently bounce back to the sender.

4.11 **Problem:** What can I do to try and keep spam out of a network?

Solutiion: Blacklisting are one of the most popular ways of keeping spam out of a network and they are maintained by most network operators.

Blacklisting services evolved out of a need for network owners to protect their networks from unsolicited bulk e-mail because it can overwhelm a network and the company resources. These services are provided by a third-party company so a network can pass e-mail information to them to filter out known spammers before it arrives at the network. This system allows network technicians to focus more on networking while they delegate the blacklist administration and management to companies that are experts at finding and exposing spammers.

4.12 **Problem:** How does blacklisting work?

Solutiion: Knowing the protocols used to send and receive messages is helpful in exploring possible e-mail problems, especially if the cause of blocked e-mail messages is a blacklisted IP address. SMTP is the protocol used to transmit e-mail messages between servers and to send e-mail from a computer to a server. However, an e-mail protocol, such as POP3 or IMAP, is likely what your computer uses to *retrieve* messages from a server.

Blacklisting occurs when IP addresses are identified as frequent sources of spam which typically happens when open relay technology is used to transmit e-mail messages. Through open relay, a mail server processes a message in which the sender and the receiver are not inside the local domain.

While open relay technology is the way to communicate with all the people whose e-mail address after the @ symbol differs from yours it also enables spammers to hide the source of all the junk mail they send into inboxes.

ORDB (Open Relay Database; www.ordb.org) is one Web site that maintains a list of IP addresses allowing the use of open relay. Incoming mail servers can use ORDB and similar sites to sort out potential spam.

If your incoming mail server, which is managed by your Internet Service Provider, is blocking an e-mail sender because her outgoing mail server has been blacklisted there's nothing you can do. The sender will have to work this issue out with their own provider or network administrator.

4.13 Problem: Error message: 550 Permission denied error

Solutiion: System Administrators frequently set up their systems to refuse mail from spammers, but since no spam filtering system is perfect, your message may have been caught in the spam block. These errors mean that your provider's domain name is explicitly listed as a known spammer on a blacklist. This may be based on an external service that provides blacklists of known spammers to Internet Service Providers, or the administrator may have placed a block on the domain. Assuming that your provider is, in fact, not a spammer they should be willing to remove you from the blacklist.

4.14 Problem: Error message: 554 Relay Access Denied

Solution: This error message is similar to a Recipient Address rejected message, in that the server reporting the error does not like the domain name. However, in this example, the problem is that the outgoing e-mail server did not like the domain of the sender's e-mail address.

This error indicates that the outgoing server you're using will not accept e-mail with the From: address you've used on the e-mail. Many providers do not allow users to send e-mail using their outgoing mail server if the "From" e-mail address used on the message is not the one assigned by them.

Many Internet Service Providers have begun to enforce these restrictions to prevent spammers from using the ISP's access and

SMTP server to send spam. To remedy this error, you will need to use the e-mail address assigned to you by the provider as the From: address on outgoing e-mail.

4.15 Problem: How do I get removed from an e-mail blacklist?

Solution: If you are accused of spam and put on a blacklist you can follow the instructions below to try and get removed.

1. Find out what blacklist(s) you are on. You can determine what website(s) you are blacklisted on by following the link: [Spam Blacklist Checker Tool](#).
2. Visit the website that corresponds to the blacklist.
3. Read the FAQ and other information on that website with regards to how to get removed from their blacklist and follow the appropriate instructions.

4.16 Problem: How can I safeguard myself so I am not blacklisted?

Solution: Being blacklisted does not mean that you did anything wrong or committed any type of offense. Blacklists are developed to deny SMTP direct access for dial-up and DSL users.

Blacklists may also define what is considered to be abuse but there are no strict rules set for deciding what qualifies as abuse. Many other lists limit the networks assigned to certain countries. A provider can use a policy and not accept any e-mails sent from or through those countries.

There are steps you should take to in order to prevent being blacklisted.

- ✓ Do not allow unsolicited ads and other bulk e-mails to be sent from your server by the hosted accounts.
- ✓ Do not run pro spam services.

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- ✓ Make sure all your hosts are as secure as possible.
 - ✓ Make sure you do not have any spam bots on your systems.
 - ✓ Make sure your mail server is not an open relay.
 - ✓ Make sure your proxy server is not an open proxy.
 - ✓ Check that the abuse@yourdomain.tld and postmaster@yourdomain.tld addresses exist and that they are functional.
 - ✓ Make sure the information provided in the domain registration service is updated and complete.
 - ✓ Make sure all your mail servers accept mail from: delivery notifications (NDR).
 - ✓ Don't use an ISP that has a bad reputation when it comes to spam because doing so may get you blacklisted just because your IP address is part of their allotted subnet.
 - ✓ Make sure your DNS is properly set up and that you are complying with the RFC rules regarding service configuration.
 - ✓ Make sure your mail server does not send poorly-formatted messages.
 - ✓ Deploy Domain Keys and SPF for outgoing messages.
 - ✓ Use secured connections (SSL/TLS) as much as possible.
 - ✓ Do not allow unauthenticated users to send e-mails neither locally nor remotely.

When you feel that your server is correctly configured and free of spam, you can use one of the open relay testing and DNS testing tools available on the Internet to make sure everything is working properly. If any errors are then reported, they should be fixed before taking using the server.

4.17 Problem: How do I blacklist an e-mail?

Solution:

1. These days most e-mail packages provide a toolbar that you can click to allow or deny that address to deliver items to your inbox.
2. Also there are typically options where you can easily report spam and quarantine your blacklist items. You may want to check the website of your provider as Outlook has a plug-in you can download and install to assist with blacklisting e-mails.

4.18 Problem: What is the best way to start creating barriers for the addresses you want blacklisted?

Solution:

1. One easy way to raise the level of your virus protection is to eliminate any e-mails from people not on your white list if they contain an attachment with the extensions: .exe, .cmd, .scr, or .com. If you want to be safer you could restrict all extensions from anyone not on the white list.
2. Another helpful idea is to stop e-mails with "base64" in the header as this will block the majority of foreign e-mails that look like one large encrypted block of foreign characters.
3. You can also enter a block on the subject and body of e-mails that includes common strings or phrases, such as, sexually explicit words, Viagra, debt, dating, and the list goes on and on.
4. If you get e-mails with your e-mail address in the subject line you can add that as well.

4.19 Problem: I cannot find my address on any blacklist but I still am not able to reach my recipients e-mail.

Solution: If you are not listed on any blacklist it is possible that you are listed in a remote mailserver's private blacklist. Some Internet Service Providers have very aggressive blacklists that will include innocent small domains accidentally. You will need to contact the postmaster at that specific domain and ask to be removed from their black list. Mailservers typically accept e-mail that is addressed to postmaster@domainname. They will typically send an e-mail that explains how to be removed from the blacklist.

4.20 Problem: I think that my IP might be on a blacklist but when I go to the websites to check the listings are done by IP address but I don't know what my IP address is?

Solution:

1. Click on Start.
2. Select Control Panel.
3. Click on Network Connections.
4. Right-click on Local Area Connection.
5. Select Properties.
6. Under the general tab, select Properties. On this screen you should find your IP address listed and you can now compare that to the blacklist to determine if that is the problem.

5.0 E-mail Whitelist Spam Troubleshooting



5.0 E-mail whitelist spam troubleshooting

Whitelist technology is the opposite of blacklist technology; the list of entities, whether domain names, e-mail addresses, or executables, is a list of what is allowed to penetrate a system.

5.1 **Problem:** What do I need to do to get added to a whitelist on AOL?

Solution: The best way to attempt to get on a whitelist is to write to the postmaster at the domain that you are trying to send an e-mail to. For example, if you want to be added to AOL's whitelist you would send an e-mail to postmaster@aol.com. When you send the message you need to explain why you need and want to be added to the whitelist and you will also want to ask what the specific steps are that you need to complete to be added.

Individual recipients may be able to whitelist you also so ask them to add your e-mail address to their address book, whitelist or permitted sender list.

5.2 **Problem:** My e-mail provider does not have a way to block or whitelist e-mail senders so what can I do?

Solution: If you want to keep the same e-mail provider you will need to use a whitelist service in order to block spam. As an example, if I sent an e-mail to my friend Don, an e-mail message would appear in my inbox saying that Don is using a whitelist service and that I need to submit a code, given to me by Don or click on a link they supplied to continue.

By using this method, my e-mail address is verified, my message will get through to Don and my address is added to Don's whitelist so from this point forward I can send him e-mails without any delay. However, if I was a spammer I would not receive a verification e-mail and the spam e-mail would never have been received by Don.

5.3 Problem: Industry experts estimate that more than 20% of all e-mail is erroneously blocked by spam and content filters. Why does that happen and how can I prevent this so I don't miss receiving those messages?

Solution:

- ✓ Using your e-mail service providers default tracking links are great mechanisms for knowing who is clicking, where they are going and if they're converting. But while the stats are essential, using your ESP's default URL to gather them is not because if any ISP or corporate mail server administrator is blocking any part of the default links from your ESP, your campaigns could get blocked.

There is a very simple solution to this problem. Many e-mail service providers support defining a DNS-based domain alias. For example, if your domain name is insightbb.com, you might set up web.insightbb.com to point to your e-mail service provider's link-tracking server. When you do this, links with web.insightbb.com will appear instead of the e-mail service providers default links.

- ✓ Leveraging an e-mail service providers document or image library is a great way to offload image hosting resources from your own Web server, but it can lead to deliverability problems. Your mail may be blocked if you make any reference to your e-mail service providers default server locations, including those linking to its document or image libraries. Use of a DNS-based domain alias in image tag references will allow your campaigns to take on a unique identity and not be tainted by the negative actions of other customers your e-mail service provider may be hosting.

One thing to watch is that if the tag lists your e-mail service providers default server location and not your domain name, you've got a big problem. You need to work with your e-mail service provider to get your URL embedded into that tag so it won't get blocked by a spam or content filter by mistake.

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- ✓ E-mail providers have worked hard over the past few years to establish positive relationships with Internet Service Providers and corporate mail server administrators to create their whitelists.

An E-mail Service Providers IP address space is placed on these lists and e-mail sent from these E-mail Service Providers passes through unfiltered and untouched spam filters.

Whitelist status can be revoked at any time at an Internet Service Provider's sole discretion. The same large Internet Service Providers that maintain whitelist programs employ global abuse registries that track the number of complaints. Once the threshold is reached, white-list status is terminated and blocking will start. Complaint thresholds vary from Internet Service Provider to Internet Service Provider and often are moving targets.

The only way to stay on the whitelist is to maintain a low complaint level. Most E-mail Service Providers will allow you to see the number of complaints so you can tell if you have a problem.

The safest bet is to keep your complaints below a ratio of 1 in 1,000 messages sent. If you go above this level you likely have a permissions problem and you should consider using confirmed opt-in to result in an overall lower list size but it will increase your list performance in the long run. User complaints will be lower and you will get more mail delivered.

- ✓ Informed marketers who use an E-mail Service Provider make sure their campaigns are being deployed from a unique IP address to improve deliverability for some business-to-consumer marketers with lists that include more than 100,000 recipients.

Be aware that providers who have a very strict user complaint policy could block parts of your campaign if recipients falsely report your e-mail as spam.

So the answer to this is to create an address pool of unique IP addresses so that you'll essentially spread your complaints

across various IP addresses and across the servers thus increasing the chance that all your mail will be delivered successfully.

One benefit of using an E-mail Service Provider is to leverage the reporting tools. This starts with the old standards of measuring opens, reads and clicks but you should take it a step further by reporting on your list performance by Internet Service Provider. This is a reactive strategy, but it will let you flag problematic Internet Service Providers or domains because their data will have lower performance compared with that of other Internet Service Providers. If you do spot an ISP with dramatically lower performance data there is a good chance your campaigns will be flagged as spam and redirected to the junk or bulk mail folder. This is typically a content problem as you probably are using words in your campaign to trigger a content filter.

If you find an Internet Service Provider and your performance data is coming back all zeros then you are likely blocked from that provider. Typically this is caused by abuse issues stemming from user complaints.

5.4 Problem: I e-mailed the postmaster to get added to a companies whitelist but they didn't respond. Is there any other way to get added to their whitelist?

Solution: There are two other way that you can try to do to be added to a companies whitelist.

1. Send an e-mail to the postmaster but include "Add to Whitelist Address" in the subject line with the address to be whitelisted in the message body.
2. Add the address manually to the Whitelist.

5.5 Problem: How can I add a website or domain to my whitelist using a pop-up blocker?

Solution:

1. Right-click on the **Internet Explorer** icon.
2. Select **Pop-Up Blocker**.
3. Click the **White List** tab.
4. Click **Add**. You will be taken to a screen where you can enter a web site or domain in its designated field.
5. Click **Ok** to save your list and close the screen.

5.6 Problem: How can I remove a website or domain to my whitelist using a pop-up blocker?

Solution:

1. Right-click on the **Internet Explorer** icon.
2. Select **Pop-Up Blocker**.
3. Click the **White list** tab.
4. Click **Add**. You will be taken to a screen where you can remove a website or domain in its designated field.
5. Click to highlight the site or domain you want to remove.
6. Select **Remove**.
7. Click **Ok** to save your settings and close the screen. *(Note: To remove more than one site or domain at a time you can hold down the Ctrl key while you click and highlight the websites.)*

5.7 Problem: How can I add a website or domain to my whitelist from within my web browser?

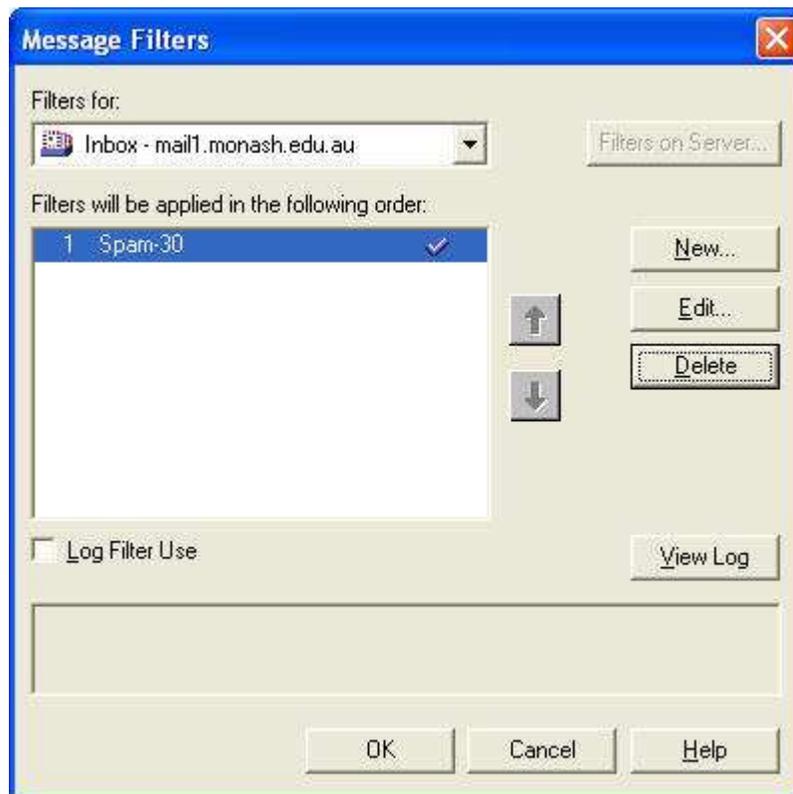
Solution:

1. **Right-click** on any text while surfing within your browser.
2. Click **Add to White List** to add the current site to the white list.

5.8 Problem: How can I setup a whitelist using Netscape?

Solution: You can create a whitelist mail filter so that Messenger will file mail from particular sends into a folder of your choice regardless of the X-spam-level. This is convenient for bypassing filters when e-mail that is marked as spam is actually from someone that you want to receive mail from.

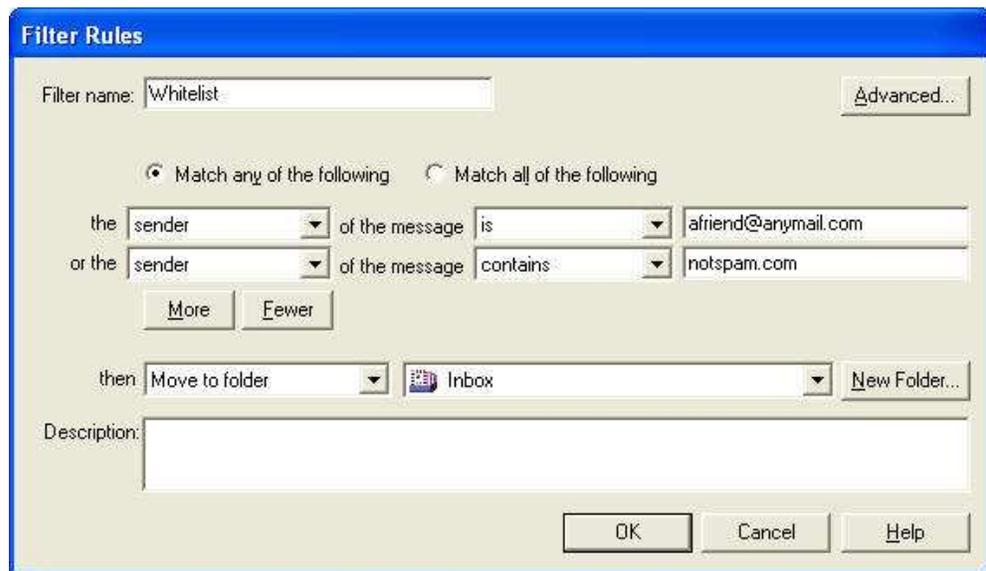
1. Select **Edit, Message Filters.**



2. Click **New.**

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3. You need to assign your new filter a relevant name.
 4. Click on the drop down box that currently has "subject" selected and select "sender" instead.
 5. In the drop down box to the right select "is" then in the final box input the e-mail address of the person you would like to receive mail from regardless of it's "X-Spam-Level".

You may set up a whitelist for as many addresses or even all mail from a particular domain.

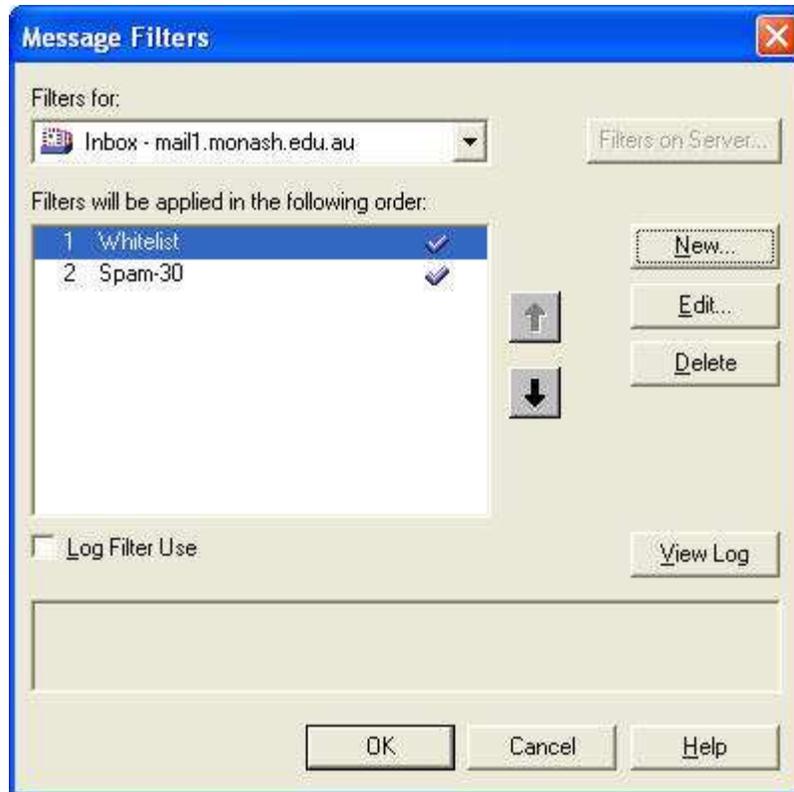


6. In order to do this, click the **More** button.

Then select the appropriate details. (For example, as detailed below, we have chosen to receive all mail coming from anyone that contains notspam.com in their e-mail address. Next, ensure **Move to folder** is selected then from the next drop down box select where you would like to file your mail.)

7. Then click **OK**.

As you can see from the example below, filters are applied in order. Once a filter has been matched it will not check other filters, therefore, it is necessary to have your whitelist filter above your Spam filter(s) to ensure it has priority.



With white list selected, click the black up arrow to move whitelist above your spam filter.

5.9 Problem: I cannot seem to get my company whitelisted with certain Internet Service Providers, what are most of their policies?

Solution: Internet Service Providers whitelists use to filter e-mail to be delivered to their customers. ISPs have to receive requests from legitimate companies to add them to the ISP whitelist.

Typically, companies either pay for a time period to be allowed to e-mail their customers or the companies pay per complaint received by the ISP from their customers. These payments per complaint increase incrementally. The first 10 complaints are usually \$10 each. The next 10 complaints are usually \$20 each. These funds are then used by the ISPs to fund anti-spam programs to prevent unwanted e-mail.

5.10 Problem: How can I view my Pop-Up blocker whitelist on Google?

Solution: The whitelist feature is built internally into the Google Popup Blocker. Toolbar users create and maintain their own personal whitelists because this is a customizable feature.

You can check the text on the Popup Blocker button to determine if the blocker is active on a particular site. If the button displays the number of ads you've blocked, then the Popup Blocker is enabled on that site. If the button reads "Popups okay," then the Popup Blocker has been disabled and that site is on your whitelist.

If you'd like to remove a site from your whitelist, visit that site and click the Popup Blocker button. The button text will change to display the number of ads you've blocked. The changed text indicates that the site has been removed from your whitelist, and the Popup Blocker will resume activity on that site.

5.11 Problem: I setup my whitelists but I am still getting a large amount of spam. Why is this happening?

Solution: Unfortunately, many spammers have figured out how to get around the whitelists. Effectively stopping spam over the long-term requires blocking individual IP addresses and creating rules based on keywords that spammers typically use. Spam tools coupled with the increasing number of spammers has created a huge variety and volume of spam.

Examining spam and spam-blocking technology can help users understand how this takes place and what can be done to combat spam and reclaim e-mail.

Whitelists are databases of trusted e-mail sources. The lists contain specific e-mail addresses, IP addresses and trusted domains. E-mails received from a whitelisted source are allowed to pass through the system to the user's e-mail box. The whitelist is built when users and e-mail administrators manually add trusted sources to the whitelist. Once built, whitelists can be close to 100% effective, however, whitelists can produce an inordinate number of false positives.

It is virtually impossible to produce an exhaustive list of all possible legitimate e-mail senders. When an unknown sender sends an e-mail to a user's account, the system automatically sends a challenge back to the sender. Some challenge-response systems require the sender to read and decipher an image containing letters and numbers. The image is designed to be unreadable by a machine, but easily recognizable by a human. The thought behind this system is that the majority of spammers would not spend the time required to go through a large number of challenge-response e-mails, so they drop the address and move on to those users who don't use such a system.

Whitelists are not widely used anymore as there are many problems with this system and spammers typically do not bother to develop countermeasures.

5.12 Problem: What is an Enhanced White list?

Solution: An enhanced whitelist is a subset of the general whitelist. This is an automated mechanism by which bulk mailers and e-mail marketers, who meet strict delivery standards, send messages to AOL members with images and links enabled.

5.13 Problem: Am I eligible for Enhanced whitelist?

Solutions: In order to become Enhanced whitelist eligible you must meet the following requirements through AOL. The first standard involves your complaint rate which includes complaint rates relative to other senders.

The Enhanced White List is only available to senders that are already on the general White List. Inclusion in the Enhanced White List automatically done based on you or the companies sending behavior over the past 30 days. Behavior is evaluated by individual IP address, not by overall domain.

5.14 Problem: I have been on the Enhanced White list but recently I noticed that I am no longer included. Do I have to renew?

Solutions: To remain on the Enhanced White List, Bulk Mailers must stay within the applicable standards. If during a 30-day period, you receive more complaints than the average you will be removed from the list.

The Mailer's IP will be returned to the Enhanced White List, unless the regular whitelist standards were also violated. After 30 days of staying within the Enhanced White List standards, the Mailer's IP may be reinstated on to the Enhanced White List.

5.15 Problem: I use Outlook Express as my e-mail program. Is there a way that I can automatically add someone to my whitelist?

Solutions: Outlook has reasonably good spam filtering, but of course no program is perfect. In order to make sure that the smallest amount of good mail ends up in the *Junk E-mail* folder or never reaches the recipient it is safer to use the *Safe Senders* list.

1. Select **Actions**.
2. Click **Junk E-mail**.
3. Select **Junk E-mail** options.
4. Go to the **Safe Senders** tab.
5. Make sure that the box is checked that says, **Automatically Add people I e-mail to the Safe Senders List**.
6. Click **Ok**.

5.16 Problem: I am considering using a whitelist on my e-mail account to resolve spam issues, is there a downside to using a whitelist?

Solution: There are three issues that become a problem when using a whitelist service. They are:

1. Whitelists can be annoying because you have to verify yourself every time you send someone an e-mail.
2. You can prevent e-mail from getting into your inbox but it isn't effective in deterring spammers.
3. Lastly, it can be difficult to manage a white-list especially if you've subscribed to many e-mail newsletters and/or e-mail services.

5.17 Problem: Why would someone use a commercial whitelist?

Solution: A commercial whitelist is a system where an internet service provider allows someone to bypass spam filters when sending e-mail messages to its subscribers, in return for a prepaid annual or per message fee. A sender can be more confident that their message will reach the recipient without being blocked, or having links or images removed by spam filters. The purpose of the commercial whitelist is to allow companies to be able to reach their customers by e-mail consistently.

5.18 Problem: Why would a LAN whitelist not be as effective as other whitelists?

Solution: You would use a local area network whitelist for security purposes. The network administrators set up the system for MAC address whitelists or a MAC address filter in order to control who has access to the network. Companies will use this if encryption is not a practical solution and sometimes they will use a combination of both. LAN whitelists can be ineffective due to the fact that MAC addresses can be faked.

5.19 Problem: My students are downloading inappropriate material to their computers even though there is security software that is enabled to help stop this. How can I add another element to my network to assist with this problem?

Solution: An organization can keep a whitelist of software so that there are only certain programs that can be used in a facility. A school can use this type of whitelist as it would allow students to use only those programs on the computers. The benefits of whitelisting is that school administration can ensure that students will not be able to download and/or use programs that are not appropriate for use.

5.20 Problem: What are the steps to add someone to my whitelist when using Outlook Express?

Solution:

1. Select the **Tools** menu, click **Options**.
2. On the **Preferences** tab, click **Junk E-mail**.
3. On the **Safe Senders** tab, click **Add**.
4. In the Add address field, enter your e-mail address you want to whitelist, for example, info@testsite.com.
5. Click **Ok**.

6.0 Windows XP® Troubleshooting



6.0 Windows XP® Operating System

The following section is going to highlight 20 of the most common problems that the average user is having with the Windows XP® Operating System. You will see each section has a problem highlighted and then the steps to resolve the problem.

6.1 Problem: I lost my Windows XP® password. How can I access my computer again?

Solution: As long as you don't have the normally hidden Administrator account password-protected, you should be able to reset your password.

1. You will need to restart your computer while holding down the **F8** key to boot up in Safe Mode.
2. Select the **Advanced Options** screen and use the arrow keys to select **Safe Mode**.
3. Press **ENTER**. Wait for Windows to start.
4. Select the **Administrator account**. Unless you had previously configured a password for this account, it should automatically start loading Windows in Safe Mode.
5. Once Windows has finished loading, click the **Start** menu.
6. Select **Control Panel**.
7. Click **User Accounts** in Category View or double-click **User Accounts** in Classic View.
8. If you're using Classic View, you should already see a list of user accounts. If you're using Category View, you'll need to click **User Accounts** once more.
9. Select the User Name for which you forgot the password and click **Create A Password/Change A Password**.

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10. Enter your new password in each of the first two fields and then enter a password hint in the third field. Click **Create/Change Password**.
 11. If you don't want other users to have access to your files, click **Yes, Make Private** when prompted.
 12. Once you've changed your password, restart your computer. When the Welcome screen appears, you should be able to log on with your new password.

6.2 Problem: I cannot launch Microsoft Word in Window XP®. When I try the program either freezes or shuts down immediately. How can I fix this?

Solution: More than likely your Normal.dot file is corrupt. This file serves as the basic template on which Word bases all documents. Normal.dot contains information, such as, which font to use, what margins to apply, and how to justify text.

Unless you manually selected a different template when you created a document, each of your Word files is based on and references this underlying template. When you launch Word, it opens the Normal.dot template to start a new document, therefore, if the Normal.dot file becomes damaged, it can prevent Word from successfully launching. Please follow the steps below to resolve this problem.

1. Right-click the **Start** icon and select **Explore**.
2. Click the **Tools, Folder Options**.
3. Select the **View** tab and make sure that the **Show Hidden Files and Folders** radio button is selected.
4. Click **OK**.
5. Double-click on **My Computer**.
6. Select the **C:** drive.

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7. Double-click the folder **Documents and Settings**.
 8. Select the **user** folder that you login in as.
 9. Double-click **Application Data**.
 10. Select **Microsoft**.
 11. Click **Templates**.
 12. Right-click the Normal.dot file for your user account and click **Open Containing Folder**.
 13. In the resulting window, click to select **Normal.dot**.
 14. Press **F2** and enter a new name for the file, such as **Old.dot**.
 15. Press **ENTER**.
 16. Next, launch Microsoft Word. When it starts, it will automatically search for the file named Normal.dot. Since you have renamed the file Word will not find it and will assume that the file has been deleted. Word will then automatically create a new Normal.dot file and you will see a blank Word document. If you hadn't ever made any changes to the original Normal.dot template, the new file should be identical to the old one.

6.3 Problem: A technical support representative would like to see a screen shot from my computer, how can I take a screen shot?

Solution: The first step is to make sure that all the windows are open and are positioned as you want them to appear for the screen shot.

1. Press the **PRT SCN** or the **PrintScreen** key. (Note: You will not see anything happen after you press this key.)
2. Press the **Start** menu.

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3. Select **Programs**.
 4. Select **Accessories, Paint**.
 5. When the Paint program launches you will need to press **Ctrl+V** to paste the screen shot into the open, blank document.
 6. Click **File, Save As**.
 7. Select the location where you want to save the screen shot and enter the file name. Click the **Save** button.
 8. Now you can attach this screen shot to your e-mail and send it on to the technical support representative.

6.4 Problem: I see a blue screen with a rather cryptic error message on my monitor. What type of error message is this, and how can I decipher what it's telling me?

Solution: You have encountered the dreaded BSOD (Blue Screen of Death). The BSOD often indicates a more serious error than the type that is detailed in a small dialog box. Common causes of the BSOD can include Windows being unable to boot from your hard drive, memory corruption, and/or fatal exception errors, which will cause your program to shutdown without any warning.

One of the best tools you have in troubleshooting a BSOD is understanding how to read the information in the long message. After you decipher the error message in the BSOD, you'll be able to investigate the type of error, error code, and description of the problem more thoroughly by searching online or by calling for technical assistance. Regardless of whether you try to solve the problem yourself or seek the help of a computer professional, you'll first want to gather as much information as possible.

1. The first line of text on the BSOD will tell you which type of error occurred. The most common type of error is the fatal exception which has numerous causes.

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2. Next, you'll see a two-character hexadecimal code that provides more information about the type of error your computer experienced. The codes range from 00 to 0F, and each combination of characters tells a tech support professional something about what happened before you saw the BSOD.
 3. You'll also see a long string of what appears to be random letters and numbers and this represents the memory address giving the exact location in your system's memory where the error occurred.
 4. The body of the BSOD message is the part of the on-screen error that is written in plain English. The body may tell you which program, driver, or device caused the error, and it should provide a brief description of the problem. The message body may tell you exactly what happened to cause the error, or it may be very vague, only informing you that your computer must shut down.
 5. At the end of the BSOD, you'll see instructions for how to proceed and this is referred to as your response mechanisms. Depending on the type of error that occurred, you may have the option to either restart your system or close the offending program and proceed.

In other cases, you may have no choice but to press any key to continue or to reboot your computer. If you are lucky enough to have the option to close and continue working it is advisable to save any documents that are running and restart your computer. Although your computer may be able to run after a BSOD, a serious error did occur, and your system should be more stable after you reboot.

Once you've written down all of the information contained in the BSOD's message, you can investigate the cause. If you want help diagnosing and resolving the error you can call a general technical support help line or if the error refers to a specific program you can contact the program vendor technical support for further assistance.

6.5 Problem: My computer is running slowly, and I suspect that the problem lies in the programs and processes that start automatically each time I turn on my computer. How can I tell which programs are running, which are consuming the most resources, and which I can safely disable?

Solution: The first step you can take with Windows XP® is to determine which startup items are running when the computer boots up because that can slow a system considerably.

1. Start your computer and press **Ctrl+Alt+Del** after Windows loads.
2. Select **Task Manager**.
3. Then click the **Processes** tab. You will then see a list of active processes and how much system resources they are each consuming from the system memory. The items you want to eliminate first are those that consume the most resources and are also unnecessary. The difficult part is determining which processes serve which purposes and which can be safely disabled from the Windows' startup procedures.

Some programs that run when you start Windows are essential and you will want to keep them installed and enabled. For instance, your anti-virus program should be kept running in the background from the moment your computer boots up.

If you have items that load and sit active on your taskbar but you do not access them very often it would be best to remove them so that they do not take away from system resources.

You may need to try several methods to locate and remove any unwanted startup items. The best way to start is follow the instructions below:

4. Right-click an item in the System tray and remove it from the start up routine.
5. When you right-click you should see an option in the Context

menu to Display in System tray and you want to deselect it.

It's quite likely that you won't see a straightforward option to remove items from Windows' startup so you may need to check the Startup folder. In order to locate this you can follow the steps below:

- A) Double-click **My Computer**.
- B) Select **Local Disk (C:)**.
- C) Next, double-click **Documents And Settings**.
- D) Double-click the **Start** menu.
- E) Select **Programs**.
- F) Choose **Startup**. This folder may contain shortcuts to programs that reside elsewhere on your hard drive. If you see any programs in the Startup folder that you do not want to launch automatically when Windows loads, delete the Shortcuts from the Startup folder.

6.6 Problem: My computer experienced a serious error after it went into either Standby or Hibernation mode. What happened, and how can I prevent this from happening again?

Solution: This is a problem that may occur in Windows XP® if your ATAPI (Advanced Technology Attachment Packet Interface) hard drive has a capacity of more than 137GB. When your computer enters Standby or Hibernation mode, the drive can become corrupted.

Microsoft has released a patch that prevents hard drive corruption from occurring when your computer enters Standby or Hibernation mode.

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1. First, make sure that you have installed Window XP® SP2 (Service Pack 2.)
 2. Then go to support.microsoft.com/search and type **KB331958** in the For field.
 3. Click **Search**.
 4. From the list of search results, click **Hard Disk May Become Corrupted When Entering Standby Or Hibernation Or When Writing A Memory Dump**.
 5. On the resulting page, click **Download The Q331958 WXP SP2 x86 ENU.exe Package**.
 6. Now link under the Hotfix Information section.
 7. On the resulting page, click the **Download** button.
 8. When prompted, choose to save the 394KB file on your hard drive.
 9. After you download **Q331958_WXP_SP2_x86_ENU.exe**, double-click it to launch the installer.
 10. After you install the file, restart your computer.

6.7 Problem: How can I create a shortcut to a printer in the Send To context menu?

Solution: The Send To context menu is what you see when you right-click a file's icon in Windows Explorer. Many users do not realize that it is possible to customize the Send To menu, but even fewer know that they can also add hardware to the Send To context menu.

By adding a printer, for example, it is possible to print a document from within Windows Explorer without even opening the file. To add a printer you can follow the instructions below:

1. Select **Start, My Computer**.
2. Double-click the **Local Disk (C:)**.
3. Choose **Documents and Settings**.
4. Select your user name.
5. Double-click the **Sent To** folder.
6. Once you have opened the Send To folder, click the **Start** menu.
7. Select **Control Panel**.
8. Double-click **Printer and Faxes**.
9. Locate your printer in the Printer and Faxes window and drag its icon to the Send To windows.
10. After you have followed these steps you just need to find your document in Windows Explorer and right-click the file.
11. Select **Send To**.
12. Then click your printer from the Send To list.

6.8 Problem: I want my computer to be as secure as possible and I don't like Internet Explorer's AutoFill and AutoComplete features. How can I prevent Internet Explorer from automatically filling in information in fields or in drop-down menus for Web forms?

Solution:

1. Launch Internet Explorer and click the **Tools** menu.

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2. Select **Internet Options**.
 3. Click the **Content** tab.
 4. Find the Personal Information section and click **AutoComplete**.
 5. Under Use AutoComplete For, you will see three items: Web Addresses, Forms, and User Name and Passwords.
 6. On **Forms**, deselect the checkbox for each of the three items. Click **Ok**.
 7. Click **Ok** again.

6.9 Problem: When I try to start Internet Explorer, I see the following error message:

*Microsoft Visual C++ Runtime Library
Runtime Error
Program: C:\Program Files\Internet Explorer\iexplore.exe
This application has requested the Runtime to terminate it in an unusual way. Please contact the application support team for more information.*

What is causing this message, and how can I fix IE?

Solution: There are many things that can cause runtime errors in Windows. However, when you see a runtime error when trying to launch Internet Explorer, the problem is often an error or corruption with the Google Toolbar. You may encounter the runtime error even if you have been using Google Toolbar for a long time without incident.

The Google toolbar is easy to reinstall so the easiest way to start your troubleshooting is to uninstall and reinstall the toolbar.

1. Click **Start, Control Panel**.

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2. Double-click **Add Or Remove Programs**.
 3. Locate Google Toolbar in the list of installed applications and uninstall it.
 4. Restart your computer.
 5. Launch Internet Explorer and then go to Google's website and download and install the Google toolbar again.

6.10 Problem: Is there an easy way to copy the text in a Windows error message so that I can share it with a tech support representative?

Solution: Yes, there a very simple and effective way to copy error message text.

1. When you see a dialog box with an error message, make sure the dialog box is selected and press **Ctrl+C**.
2. Now open a text editor, like NotePad, or compose a new e-mail message and then press Ctrl+V to paste the content of the error message into the document.

6.11 Problem: I have Windows XP®. The Taskbar has become two rows rather than one. When I do a click and drag, it won't resize. Instead, it almost disappears from the bottom of the screen.

Solution: Most everything you will want to adjust using the Windows XP® Taskbar or Start menu can be found by right-clicking an empty space anywhere along the Taskbar.

In the context menu that will appear, you can lock and unlock the Taskbar—which should help you solve your resizing problem. You may also select Properties, which will allow you more customization of the Taskbar, notification area, and Start menu.

6.12 Problem: My Windows XP® computer locks up and gives me an error: “0x745f2780. Referenced memory at 0x00000000. This memory could not be read.”

Solution: This error relates to the Automatic Updates feature in Windows XP®. One way to resolve the issue is by deactivating Automatic Updates. In order to do this you need to follow the steps outlined below:

1. Open the **Start** menu.
2. Right-click **My Computer**.
3. Select **Properties**.
4. On the Automatic Updates tab of the System Properties dialog box select the **Turn Off Automatic Updates** option.
5. Click **OK**.

Be aware that with this solution Windows will no longer update itself automatically, therefore, it is important to update your computer manually at least once a month. If updating manually is not a viable solution you can follow the instructions below.

6. Click **Start**.
7. Select **Run**.
8. Type **services.msc** in the open field and click **OK**.
9. In the resulting Services dialog box, you should locate and double-click the **Automatic Updates** entry.
10. The Automatic Updates Properties dialog box will appear. You should access the Log On tab and make sure **Local System Account** is selected.
11. Make sure that **Allow Service To Interact With Desktop** is deselected.
12. You also should verify that the service is enabled for the current hardware profile. If it isn't, you need to highlight the profile and click the **Enable** button.

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13. Next, select the **General** tab and set the Startup Type field to **Automatic**.
 14. You also should click the **Start** button if the service is currently stopped and click **OK** to close the Automatic Updates Properties dialog box.
 15. Next, locate the Background Intelligent Transfer Service, or BITS, entry in the Services dialog box and repeat the aforementioned steps to enable and start it.
 16. Then reboot the computer.
 17. The next step is to reregister the files associated with Automatic Updates. To do this, click the **Start** menu.
 18. Select **All Programs**.
 19. Click **Accessories**.
 20. Select the **Command Prompt** option.
 21. In the resulting Command Prompt window, the following commands need to be entered and pressing enter between each command:

```
regsvr32 wuapi.dll
regsvr32 wuaueng.dll
regsvr32 wuaueng1.dll
regsvr32 atl.dll
regsvr32 wucltui.dll
regsvr32 wups.dll
regsvr32 wups2.dll
regsvr32 wuweb.dll
net stop wuauerv
exit
```
 22. The next step is to open the Run dialog box and type **%windir%** in the Open field.
 23. Click **OK**.
 24. In the folder that is now displayed you will need to locate and right-click the **Software Distribution** folder.

25. Select **Rename**.

26. Type **sdold**.

27. Press **ENTER**.

28. The next step is to return to the Run dialog box and type **net start wuau servicing** in the Open field.

29. Click **OK**. The problem ought to be eliminated after a reboot.

6.13 Problem: Error message “162: System options not set.”

Solution: Problems of this nature typically are traced back to the BIOS (Basic Input/Output System). In this case, we assume either Windows XP® or the new hard drive conflicts with an existing BIOS setting.

The first thing you should do to resolve the issue is restore the BIOS to its default settings. You can access the BIOS setup utility by following the steps below:

1. As soon as the computer starts you want to press the **DELETE** key.
2. Select the **restore default settings** option.
3. Select **Exit and Save**.
4. Reboot the computer.

6.14 Problem: Each time I start my PC, I receive an error message that prevents Windows from loading completely. If I press CTRL-ALT-DELETE several times it will run. The error message that I receive is, “Explorer.exe. The application failed to initialize properly. 0xC0000142. Click OK to terminate the application.”

Solution: There are several situations that can cause this error message. Any of the following items could cause this problem:

- ✓ Some key system files have become corrupted.
- ✓ The computer's settings have been configured incorrectly.
- ✓ There is a software program that conflicts with another program on the PC.

In the case of a software conflict, try to shutdown the program, uninstall and reinstall the software having a problem.

The best solution might be for you to reformat the hard drive and reinstall Windows. This is a major problem, and any other solution may only serve as a short term solution. However, before reformatting, you should round up the installation discs for all of your software and back up all of the data to secure media.

6.15 Problem: I keep getting the error message, "We apologize for the inconvenience but Windows did not start successfully."

Solution: This particular error message occurs when a computer user makes a change to the hardware or software configuration. In this situation the problem occurred shortly after Automatic updates were installed on the machine so the following steps should resolve the problem.

Try to run System Restore to revert back to the last known good configuration.

1. Select **All Programs**.
2. Choose **Accessories**.
3. Click on the **System Tools** folder.
4. Select the **System Restore** option.
5. Follow the instructions on screen to restore the computer configuration to a date that precedes the date the Windows update was installed.

-
6. Reboot your computer when finished. If they error still occurs after the system restore please continue with step 7 below.
 7. Select **Start, Run**.
 8. Type **msconfig** in the open field. Click **Ok**.
 9. The system configuration utility will appear on the screen.
 10. Select **Diagnostic Startup, Load Basic Devices and Service only**.
 11. Click **Ok**.
 12. Reboot the computer. If the problem is still there please continue on to step 13.
 13. Return to the **System Configuration Utility**.
 14. Access the **Startup** page tab.
 15. Click the **Disable All** button and then select one item in the list of startup items.
 16. Next, click **OK** and reboot the PC.
 17. If the error message does not appear you need to return to the Startup page of the System Configuration Utility, select another item in the list of startup items, and reboot the PC. You will need to repeat this process, selecting each startup item individually until you identify the one that causes the error message to appear during the boot routine. If you are able to find the problematic program in question among the list of installed programs, you can remove it from the system by accessing the Add Or Remove Programs tool via the Control Panel and attempt reinstalling it.

6.16 Problem: I installed a new network printer recently, but the other members of the network cannot detect the printer.

Solution: When you set up the network, Windows XP® should enable printer sharing automatically for all printers on the network. If you add a new printer later (or if an existing printer is for some reason not visible), make sure you shared the printer.

1. Select the **Start** menu of the machine where you installed the printer. Select **Printers And Faxes**.
2. Right-click the printer and select Sharing.
3. Click the **Sharing** tab and ensure Share This Printer is selected. (Note: You can click the Security tab and change permission settings as you can for folders.

If this doesn't resolve the problem, you can add the printer manually.

1. Select **Printers And Faxes** from the Start menu for every printer that you want to connect to.
2. Under Printer Tasks choose **Add A Printer**.
3. Follow the wizard to have Windows XP® browse for the newly added printer.

Another option is to rerun the Network Setup Wizard on all network machines.

6.17 Problem: I added another computer to the network, but it's not showing up in Network Places.

Solution: Any time you make changes to the network, you may need to rerun the Network Setup Wizard on all machines. If the new computer doesn't show up after you run the wizard, you will need to map the computer's shared drives or folders. To map a resource:

1. Select **My Network Places** from the Start menu.
2. When My Network Places opens, open the **Tools** menu.
3. Choose **Map Network Drive**.

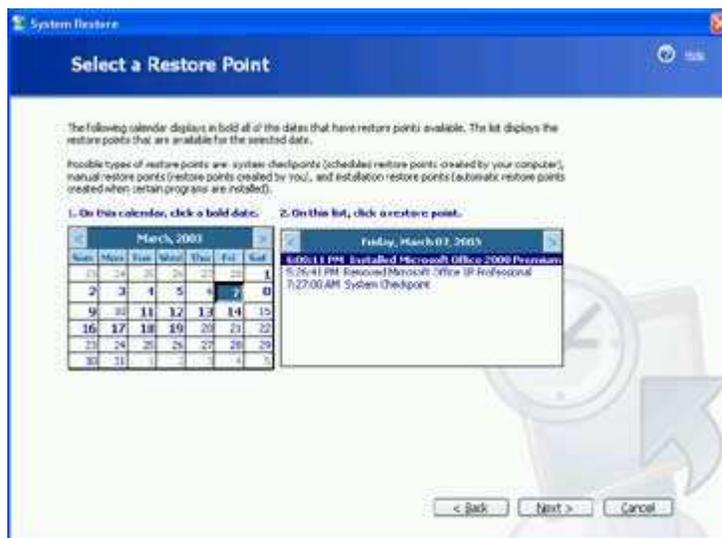
-
4. Click the **Browse** button to locate the resource or specify the resource manually in the Folder field. The resource will then show up in My Computer as a drive you can open and explore.

6.18 Problem: How do you perform a System Restore?

Solution: In order to perform a system restore you must verify that you have 200 MB of free hard disk space. System Restore will create and server restore points until it is full and then it will begin writing over itself starting with the most recent data.

The 200 MB is not a lot of room so it would be best to allocate more space. This can be done by following the steps below:

1. Click, **Start, Control Panel, Performance and Maintenance**, then **System**.
2. In the System properties dialog box under the System Restore tab, use the slider to increase the allocated space, and then click **OK**.
3. Click **Start, All Programs, Accessories, System Tools**, and then **System Restore**.
4. On the Welcome screen, click **Restore my computer to an earlier time**.
5. Select **Next**.



-
6. On the **Select a Restore Point** page, select the date from the calendar that shows the point you'd like to restore to.
 7. Click **Next**.
 8. On the **Confirm Restore Point Selection** page, verify that the correct restore point is chosen, and then close any open programs.
 9. Click **Next** if you are ready to proceed or click **Back** to change the restore point.
 10. The computer will shut down automatically and reboot.
 11. On reboot, you'll see the **Restoration Complete** page, and then click **OK**.

6.19 Problem: I setup a System Restore so do I still have to backup the information on my computer?

Solution: System Restore is no substitute for backing up your data. System Restore is used when your computer becomes unstable. System Restore can't be used if your hard drive fails because the information that System Restore uses is stored on the hard drive itself. To create regular backups of your data and computer system state you should use the Backup utility in Windows XP. To open the backup:

1. Click **Start**.
2. Select **All Programs**.
3. Choose **Accessories**.
4. Select **System Tools**.
5. Click **Backup**.

When you use Backup, save the backup information to a disk or an external drive for safekeeping.

6.20 Problem: Can I setup my system to create Restore Points automatically?

Solution: You can use Scheduled Tasks to create restore points at specified times so that you have a restore point available at the end of each working day.

To create a Scheduled Task, log on as an administrator, and then follow these steps:

1. Click **Start, Control Panel**, then **Performance and Maintenance**.
2. Select **Scheduled Tasks**.
3. Double-click **Add Scheduled Task**.
4. Click **Next** on the first Scheduled Task Wizard window.
5. On the second page, click **System Restore** in the list of applications.
6. Select **Next**.
7. Continue to follow the wizard specifying the days and time to run System Restore.
8. When you are prompted, type in your user name and password for an administrator of the system, and then **Finish**.

7.0 Troubleshooting Firewalls



7.0 Firewall Troubleshooting

Firewalls are to keep your private information private and get rid of the bad stuff that tries to penetrate your computer. A firewall screens inbound and outbound traffic to determine if it should pass, keeping malicious code such as virus attacks from getting into your system.

When the firewall stops working, so does your Internet connection and sometimes even your computer, but there are ways to fix it. The best way to determine if your firewall is the problem is to disable it and see if the problem is resolved.

If the problem persists, remember that many things can prevent you from viewing a Web site, sending or receiving e-mail, using a chat program, streaming a movie, or sending photos. All of these tasks are governed by firewalls because they involve the transmission of data over the Internet.

If you believe your firewall is at fault, try the steps below to fix the most common problems.

7.1 **Problem:** I can't send or receive data on my computer.

Solution: A firewall can keep programs you need from sending and receiving the data they need to function. In this case, the program is said to be "blocked."

Typically you'll see a pop-up window explaining this and prompting you to unblock the program or continue to block it. For instance, if Windows Firewall has blocked a program, it will show you a message reading, "To help protect your computer, Windows Firewall has blocked some features of this program." The message has three buttons: Keep Blocking, Unblock, and Ask Me Later.

If you know and trust the program that's trying to send or receive data, just click the Unblock button, and the problem is solved.

7.2 Problem: I need to unblock a program, but I'm not prompted to do so.

Solution: Most firewalls will show you an alert when a program tries to send or receive data over the Internet and you will be prompted to block the program, unblock it, or defer your decision. If you don't see an alert, you'll have to unblock the program directly.

In order to unblock a program using the firewall in Norton Internet Security, look for the Norton icon in the System Tray and follow the instructions below:

1. Double-click it to open the **Norton** control panel.
2. Click **Personal Firewall**.
3. Select **Configure**.
4. Select the Programs tab and choose the **Manual Program Control section**.
5. Click **Add** and then browse to the program you'd like to add. Follow the online screens and then reboot your computer.

7.3 Problem: I can't print to a networked printer or access documents on another computer.

Solution: Sometimes your firewall will keep you from using network resources on your small or home office network. If you're using the built-in Windows Firewall, open the Windows Security Center:

1. Select **Start** and **Run**.
2. Type **Wscui.cpl** in the Open box.
3. Then click **OK**.
4. In the Windows Security Center window, click the **Windows Firewall** link.
5. Choose the **Exceptions** tab.

-
6. Select the **File and Printer Sharing** option from the Programs And Services list.
 7. Click **OK** and close the Security Center window.
 8. Reboot your computer.

7.4 **Problem:** I can't turn my firewall on.

Solution: There are two issues that will keep you from using your firewall: The first is a faulty installation and the second is Spyware and other malware can turn off or completely kill your firewall. There are several different areas to evaluate in trying to determine where the problem is. Follow the steps below as they will take you through the entire process.

1. If you think your firewall did not install properly, uninstall and reinstall it using the directions that came in your software's users guide.
2. If your firewall is installed correctly and worked fine until you clicked a suspicious Web site or e-mail you need to use a spyware/adware detector to clean your system.
3. You can also contact the firewall vendor to see if they have a fix for this problem. A prime example is that McAfee's firewalls can be attacked by spyware that subtly edits the Windows Registry to disable it. Spyware will usually alter the registry from:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Winlogon\Notify\Sens-Logn to

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Winlogon_disable\Notify\SensLogn

In the second key you will notice that there is an extra word, disable, to the registry key. Unless you are technologically savvy, you will want to contact your support team to fix this issue as making any changes to the Registry can result in a disaster.

Once you've run a spyware tool or a utility from your firewall vendor, you may have to reinstall your firewall.

7.5 Problem: My firewall turned off Internet Connection Sharing.

Solution: ICS (Internet Connection Sharing) is a Microsoft program that lets you share one Internet connection among many computers. Some firewalls turn it off when they install, along with connection sharing programs from any vendor.

One solution is to repeat the ICS setup. But first check with your firewall vendor as some make tools you can download to re-establish your ICS connection quickly. You can download the tools from the vendors' Web site.

Also be careful about the effects ICS can have on your firewall. Some vendors know that you can install their firewall on ICS gateway and guard all computers that share its connection from malicious inbound traffic. If you want to guard against outbound traffic, you will have to install the firewall on every ICS computer you want to protect.

7.6 Problem: I cannot uninstall my firewall.

Solution: Firewalls can be hard to uninstall. Spyware, adware, and hack attacks can try to alter or remove your firewall from your system, so firewall vendors make the programs hard to remove for this reason.

The best way to remove a firewall is to use the Add Or Remove Programs feature in the Windows Control Panel because it triggers the firewall's built-in removal process.

If the Add Or Remove Programs feature doesn't work, consult your users guide or vendor's Web site to see if there are different ways to remove the software.

7.7 Problem: I have two firewalls running at once.

Solution: Using more than one firewall does not make your system any safer so disable or uninstall one of them. By having two firewalls running at the same time on the same machine just makes it harder to manage inbound and outbound traffic by setting rules, policies, and exceptions because you now have twice as much work.

Most computer experts recommend that you use a third-party product over the Windows XP® firewall as the Windows version only protects against inbound malicious traffic. If you have unknowingly installed a piece of spyware that begins to send your personal data over the internet you would have no protection against this happening if the only firewall you had was from Windows XP®.

7.8 Problem: I can't configure my firewall because all of the options and advanced settings are grayed out.

Solution: Windows Firewall does this if you're not logged on to your system as an administrator because you don't have the right permissions to alter these settings.

To fix the problem, log off and then log back on as an administrator. If you can't alter the advanced settings of firewalls after logging in as administrator you should run antispyware and anti-adware programs on your system to ensure a hack attack is not the root of your problem

7.9 Problem: I keep losing my Internet connection.

Solution: If you can't keep a connection you will want to start by checking your modem, phone line, and any software that governs your connection. If all the connections and software are functioning properly then the issue most likely involves your firewall.

Internet Service Providers save money by disconnecting idle users to keep them from wasting modems and bandwidth. The ISP will typically determine whether a user is idle by sending a heartbeat

message. A heartbeat message is a small packet of data to test your connection to your machine. Many firewalls will block heartbeats because they tend to use protocols that hackers also exploit.

If you keep your firewall in good working order, you can trust it to keep you safe from the threats that mar an otherwise wonderful Web.

Troubleshooting Anti-Virus Programs



8.0 Anti-Virus Troubleshooting

If you are using any of the popular anti-virus software programs, and you haven't already run into problems, chances are, you will soon.

Most computer users use anti-virus software as the first line of defense from viruses that seek to destroy data. AV software detects, identifies, and eliminates computer viruses and other malware that runs rampant on the Internet.

Life is good when your AV software is working and up-to-date but when your AV software conflicts with other programs or refuses to remove or isolate a virus, you'll be tempted to disable the software. AV software can also eat up system resources and make your computer lag like a snail, when you want it to work now.

8.1 Problem: My Anti-Virus software is conflicting with other programs.

Solution: AV software is powerful and can easily conflict with other software programs. In order to avoid further conflict follow the easy steps below:

1. Temporarily disable your AV software. Most AV software programs can be disabled by right-clicking the AV program icon on the Taskbar and selecting Disable from the menu. Just be sure to turn your AV program back on once you're done installing or reinstalling the applications.
2. When the AV software is disabled, finish installing your other program or uninstall the program causing the conflict.
3. You can also try running your AV software updates to check for a new version.

8.2 Problem: I am running two AV software programs on the same computer, but I'm still getting virus and malware alerts.

Solution: Anti-Virus software manufacturers admit that their software isn't 100% effective as certain malicious code types can bypass some technology. It is not recommended but you may be tempted to run two anti-virus programs on the same PC.

If you want to do this, be aware that there's a difference between an AV monitor and an AV on-demand scanner. An AV monitor is the part of AV software that constantly checks files before they are executed. An AV on-demand scanner is the part of AV software that runs on a scheduled basis, checking all files for viruses.

If you have two anti-virus programs installed on the same computer, you shouldn't run two AV monitors at the same time. AV monitors wire themselves deep into Windows and scan files before they load for execution. If you are running two AV monitors simultaneously they can interfere with each other, causing the computer to hang or slow down.

The solution here is to disable one of the AV monitors. You can disable one AV Monitor by:

1. Right-click the Taskbar icon.
2. Choose to disable auto-protect. This does not mean that you are disabling the scanning part of the system you are only disabling the part that scans files before they are executed.

8.3 Problem: My AV software has flagged something as potentially dangerous, but it can't isolate or remove it.

Solution: As we've said before, not every AV program is bulletproof. Sometimes intelligent or brand new viruses can squeeze into your computer before your AV software gets a chance to automatically update itself with the latest virus definitions. Chances are your computer has contracted a virus, and your AV software does not know how to handle it. While the software detects suspicious activity, it needs the proper virus definition file to rid your system of

what it has contracted.

There are several possible solutions to this problem that are highlighted below.

1. Manually update your virus definition files.
2. Run a full system scan on your computer to see if your AV software eliminates the culprit it found. If the AV software still fails to remove the flagged file or files then the file will most likely not be disinfected and will need to be removed by a program that deals with these types of issues. Check your AV software manufacturer's Web site for a removal tool section. The AV program will also frequently tell you the name of the malicious program it found, even if it can't remove it.
3. Try entering the name of the malicious program into a search tool such as Google to find a removal tool available online.
4. If the flagged file is still there it could mean that Windows is using the infected file. Make sure you shut down every program before you run a full scan on your system.
5. If this fails to remove the virus then Windows will need to be run in Safe Mode or in a minimum configuration to get rid of the virus.
6. To enter safe mode you will need to reboot your machine and if you watch the on-screen messages it will tell you what key to press to start the machine in Safe Mode.

There are viruses that start automatically when the machine is booted up and cannot be cleaned because the infected files are being used by the computer. Removing these types of viruses requires special procedures so you will want to consult your AV software manufacturer's Web site for specific instructions on how to do this.

8.4 Problem: My AV software is using too many of my system resources.

Solution: Several anti-virus software programs drag a computer down because they are resource hogs. It's no fun when you expect good performance from your computer and the one program that you don't want to care about actually bothers you.

Some anti-virus programs take more system resources to run than others but your system may be lending itself to the problem. Verify that your system meets the minimum system requirements of the AV software.

The hard drive might be the problem. A hard drive that is almost full will slow your system down also. You will want to free up as much hard drive space as possible. After freeing up more space you will want to also delete unnecessary programs, delete temporary files, and defragment your hard drive.

Troubleshooting Internet Browsers



9.0 Internet Browser Troubleshooting

Modern browsers are frameworks for viewing and interacting with a variety of sites, including Web-based applications such as e-mail and rich media such as video—not just traditional HTML (Hypertext Markup Language) pages.

9.1 Problem: How can I verify that my internet connection is working?

Solution:

1. Click the Windows **Start** button.
2. Select **Run**.
3. In the Run window enter the word **command**.
4. Click **OK**.
5. In the Command window that appears, enter the command **ping www.google.com** and then press **ENTER**
6. You should get several lines of text, including a number of lines that say something along the lines of “Reply from 209.73.186.238: bytes=32 time=34ms TTL=51.” (The numbers in the response will vary.) If the number after “time” is relatively low—for instance, under 100 for most modern connections—the problem is not your Internet connection.

If you get a response like “Ping request could not find host www.google.com. Please check the name and try again,” try entering the command **ping www.yahoo.com**. If you get an error with that one as well, then you likely have a bad Internet connection.

9.2 Problem: Error message with browsers earlier than Firefox 2 and Internet Explorer 7.

Solution: Upgrade to the latest version of Firefox and Internet Explorer as they offer many security and functionality upgrades. If you do not upgrade, you will not experience the full benefit of the modern Web.

The only reason that you shouldn't switch is if you have certain applications that will not run in Firefox 2 or in IE 7.

If you are using IE on a pre-XP system, at the very least, make sure that you have the latest version of IE by using Windows Update at Microsoft's website.

9.3 Problem: Internet Explorer will not start.

Solution:

1. First restart your computer and see if the browser will work after restarting
2. Update your anti spyware and anti-virus software to do complete anti-virus and spyware checks. If you find malware on the computer, remove it and then try to start the browser. If it then starts you can assume that malware was causing this issue.
3. Change the Home Page webpage and see if this works. If it does work then there was probably an issue with the page that you had selected to be your home page.
4. Clear the cache by following the instructions below:
 - A) Go to **Internet Options**.
 - B) In the General tab, under Browsing History, click **Delete**.
 - C) Click **Delete Files** and then confirm by clicking **Yes**.
 - D) Click **Delete Cookies** and then confirm by clicking **Yes**.
 - E) Click **Delete History** and then confirm by clicking **Yes**.
 - F) Click **Close** and then **OK** in the primary window.

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- G) Try to launch Internet Explorer.
5. The next step is to disable the unused extensions by:
- A) Go to **Internet Options**.
 - B) On the Programs tab, click the **Manage Add-ons**.
 - C) Disable any add-ons that you don't use by clicking on the add-on listing and click the **Disable radio button**.
 - D) When you have disabled all of the add-ons you don't use, click **OK**.
 - E) Click **OK** in the Options window.
 - F) Try to start Internet Explorer. If it works, one of the add-ons was the problem. Re-enable each of add-ons in turn by following the steps above, except click the Enable radio button for each. After you enable one, try to start Internet Explorer. If it fails, then you know that extension was at fault.
6. Use Default Settings by going to Internet Options.
- A) Go to the **Advanced** tab.
 - B) Click **Restore Advanced Settings**.
 - C) Then click **Reset**.
 - D) Confirm that you want to do this by clicking **Reset** in the window that appears.
 - E) Click **OK** and try Internet Explorer again.
7. If none of these steps work, then reinstall Internet Explorer.
- A) First, download the executable at www.microsoft.com/windows/ie/downloads.
 - B) Then, if you can, uninstall IE 7.

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- C) Click the **Start** button.
 - D) Select **Control Panel. Add Or Remove Programs.**
 - E) Then, click on the listing for Internet Explorer 7 and click **Remove.**
 - F) After clicking through the removal routine, run the Internet Explorer 7 executable that you downloaded.

9.4 Problem: Mozilla Firefox will not start.

Solution:

1. First restart your computer and see if the browser will work.
2. Update your antispymware and anti-virus software and do complete anti-virus and spyware checks on your PC. If malware is found, remove it and then try to start Firefox. If you are still having problems, continue on to step 3.
3. Click the **Start** button and select **My Computer.**
4. Go to the folder **C:\Documents and Settings\Username\Local Settings\Application Data\Mozilla\Firefox\Profiles.**
5. Under each folder in profiles, delete the **Cache** folder.
6. Now go to **C:\Documents and Settings\Username\Application Data\Mozilla\Firefox\Profiles.**
7. Delete the **History.dat** file from each profile folder.
8. Restart Firefox.
9. Delete the contents of the C:\Program Files\Mozilla Firefox\Extensions but not the folder itself.
10. Delete the contents of the C:\Program Files\Mozilla Firefox\Plugins folder but not the folder itself. If none of these steps work, uninstall Mozilla and reinstall.

9.5 Problem: A page does not behave correctly. The formatting is messed up or it just doesn't work properly.

Solution: If you have a problem with a specific webpage, it is generally a configuration problem or there may be a blocker.

1. Reboot and let the computer clear its memory and then try again.
2. Update your antispyware and anti-virus software and do complete checks of your system.
3. Clear all the cached data.
4. Select **Internet Options** from the Tools menu. Then click the Privacy tab. If the Turn on Pop-up blocker is unchecked, go to the next step
5. Otherwise click the Settings button immediately next to Block Pop-Up Windows. In the Window that appears, enter the domain of the web site that you are in the Address of Websites to Allow box.
6. Click **Add**.
7. Click **Close**.
8. Select **Ok**. If this does not correct your problems then continue to step 9.
9. The next step is to reset the Security using the steps below:
 - A) Click **Tools/Internet Options**.
 - B) Click the **Security** tab.
 - C) Select **Internet Zone**.
 - D) Set the Security Level For This Zone selector to **Medium-high**.
 - E) If the Reset All Zones To Default Levels button is active, click it.
 - F) Click the **Privacy** tab.

G) If the Security slider is set to a setting higher than Medium, then set it to Medium. Click **OK**.

10. If none of the steps have worked above then you need to upgrade your internet browser by visiting the vendor's website.

9.6 Problem: Music, video, or some other media won't play in a Web site.

Solution: This probably is a plug-in-related issue as a plug-in is a program that helps extend a browser's capabilities.

Internet Explorer and Firefox will often prompt you with a bar at the top of the window telling you that a plug-in is needed and giving you instructions to install it.

If this doesn't happen, most Web sites indicate what plug-ins are needed to run the site and include a link to download the latest version.

1. Go to the site in question and download the updated plug-in version.
2. Exit your browser.
3. Install the plug-in.

10.0 Troubleshooting Hard Drives



10.0 Hard Drive Troubleshooting

A PC's hard drive affects nearly everything the computer does if it breaks. It stores your operating system, your applications, your games, and your personal files. In addition, your PC hits your hard drive for data much more often than the slower CD/DVD drive or Internet connection. If your hard drive slows down, your entire computer becomes less responsive.

10.1 Problem: I suspect that my hard drive is having trouble, what should I do?

Solution:

1. When you suspect your hard drive is having a problem the first thing that you need to do is backup your personal information and any files that you would not want to lose.
2. The next step is to shut down the computer, remove the cover from the CPU and reseal the cables (unplug and reconnect).
3. Restart the computer.
4. Now you will want to follow the instructions below to scan the machine for errors.
 - A) Right-click **Start** from Windows Explorer.
 - B) Choose **Explore**.
 - C) Right-click a partition on your hard drive, such as C:.
 - D) Select **Properties**, the Tools tab, and **Check Now under Error-Checking**.
 - E) Click both options' checkboxes to enable a longer, more thorough scan of your drive.
 - F) Finally, click **Start**. A scan of your C: drive may require a reboot.
5. If the scan turns up errors on your drive or Windows runs erratically or not at all, you should try following the instructions below:

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- A) Restart your PC and press **DELETE** to enter the BIOS (Basic Input/Output System) setup.
 - B) Enable **SMART** (Self-Monitoring Analysis and Reporting Technology) monitoring, if your hard drive supports it.
 - C) Save your changes and exit.
6. Next, use a different computer to download Seagate's SeaTools (www.seagate.com/support/seatools).
- A) Install it on a bootable CD-R or floppy diskettes.
 - B) Boot your problem PC with SeaTools in the CD or floppy drive.
 - C) Use a PS/2 (Personal System/2) mouse instead of a USB one to avoid having to navigate SeaTools with the TAB key,
 - D) After the utility loads, run a full scan of the suspect hard drive.
 - E) Click **View Report** to read the results, should a yellow or red circle icon indicate trouble.
7. Most drives develop a few bad sectors over time which is usually no big deal but if your drive accumulates more bad sectors every time you run a scan that is a good indication that the hard drive is gradually failing. If this is what is happening to you the hard drive should be replaced.
8. If your scan came back with no errors than more than likely the hard drive works fine but some or all of the data on the drive could be the problem. Rolling back your computer to an earlier time using System Restore may help. You could also try uninstalling and reinstalling the application that is causing the problem.

10.2 Problem: Your computer seems to run slower over time.

Solution:

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1. Double-click the **My Computer** icon.
 2. Right-click the **C:**.
 3. Choose **Properties**.
 4. Select **Disk Cleanup** to free up storage space. (Note: Make sure there's at least 1GB of unused space on the drive, or Windows won't run as fast as it should.)
 5. Right-click the **C:** drive.
 6. Choose **Properties**.
 7. Select Tools tab and **Defragment Now**.

10.3 Problem: Your hard drive is suddenly much slower.

Solution:

1. Launch the Device Manager.
2. Under IDE ATA/ATAPI Controllers, right-click **Primary IDE Channel** (this may be called Parallel ATA Controller on some motherboards.)
3. Choose **Properties**.
4. Click the **Advanced Settings** tab (or the Primary Channel or Secondary Channel tabs).
5. Make sure that your hard drive's Transfer Mode is some variation on Ultra DMA. You may first need to set the Transfer Mode to DMA if available or uncheck the Let BIOS Select Transfer Mode box, depending on the settings available to you.

SATA drives can run slightly slower without certain settings enabled, too.

6. Under IDE ATA/ATAPI Controllers in the Device Manager, right-click a SATA Controller entry and choose **Properties**.

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7. In its Advanced Settings, Primary Channel, or Secondary Channel tabs, as applicable, make sure that read and write caching are enabled, as well as Command Queueing.

10.4 Problem: After a hard drive is disconnected and then reconnected to your PC, the computer won't load the OS and reports that there's no boot device.

Solution: Some BIOS will automatically change the device the boot priority list if it detects that the hard drive was removed. Of course, to make things more difficult the BIOS does not reverse the changes when the hard drive or the new hard drive has been attached.

1. Reboot your computer while pressing the DELETE key to enter the BIOS setup.
2. Find the boot priority device list and change it so that the hard drive is the primary boot drive and save your changes. Exit it, and save your changes when you exit. If you have multiple hard drives, you may need to choose which drive is the boot device in a separate setting.

10.5 Problem: Error: 1720 - SMART Hard Drive detects imminent failure. Your hard disk drive is detecting an imminent failure. To ensure no data loss, backup contents and replace this hard disk.

Solution: After you back up your data, HP suggests you test the hard drive with the included HP Hard Drive Self Test software, because these errors are sometimes caused by data corruption that can be repaired.

1. Before you begin, plug the AC Adapter into your HP notebook; the test may take a while and use much of your battery's power. If you can't get the error off the screen, press and hold the POWER button for five seconds to turn off your PC.
2. Then, hold the **F10** and **POWER** buttons until the BIOS Setup Utility is displayed.

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3. Use the right arrow key to select the Tools menu. You'll want to run a Quick test, Comprehensive test, and SMART test.
 4. To run one of the tests, use your arrow keys to highlight the appropriate test, and then press the ENTER key to execute the test. Note that the various tests attempt to repair data corruption on your hard drive, but they will not report a repair. Therefore, once the tests are done, you'll need to restart your PC to see if the tests repaired the hard drive problem. If all the tests pass, the error could have been caused by shock and your hard drive should not be damaged. If any parts of the tests fail, HP suggests you contact HP service and support.

10.6 Problem: Why doesn't my formatted hard drive have as much space available as it should?

Solution: To view the amount of space available on a drive you can go to My Computer and click once on the particular drive you want. The details, including total size and free space, will appear in the lower left of the page. Most people find that brand-new hard drives, once successfully installed & formatted, indicate the free space is not as large as the total size of the hard drive. This is normal, in that some space is taken up by the boot sector or hidden files from previously installed programs.

If you were to buy a large hard drive (i.e. 40GB) and only see 8.4GB and you're running an older version of Windows, it's due to a BIOS limitation that could not see anything larger. This is only found on older computers but you may find it when upgrading. (Most companies still provide a BIOS update.) However, a newer BIOS might have a limitation of 137GB, so you may see this problem in newer computers as well. Another issue may occur when you buy a large drive and it only shows up as a 32GB drive. When this happens, it usually means a jumper setting is misaligned on the drive itself, called the 32GB Clip.

11.0 Troubleshooting External and Flash Drives



11.0 External and Flash Drive Troubleshooting

The large storage capacity and portability of external hard drives and flash drives information so easily available that we begin to become

dependent upon them and when something happens and that information is not accessible it can be truly frustrating. In this section we are going to highlight some of the common technical issues that involve malfunctioning external hard drives and flash drives connected to your PC.

11.1 Problem: My external storage device isn't listed in My Computer.

Solution: The largest reason that these external devices are not showing in My Computer is that they are either not making good contact to the connector it is plugged into or the device became inadvertently disconnected.

1. Disconnect and reconnect the device, also called resesating.
2. If your external storage drive connects to a USB or FireWire hub you want to make sure that the hub is receiving power and that its connector is plugged into the computer properly.
3. There are external storage devices that work poorly or not at all when connected to a hub so you would also want to drive and plug it directly into the computer and see if that makes is appear.
4. Another step you might try is switching out the cable that goes from the device to the computer as the cabling may be bad.
5. Lastly, if nothing else has helped you might try connecting your external device to another computer and see if perhaps it is the device that is bad.

11.2 Problem: My external storage device shows up in My Computer, but I can't access or write to the drive.

Solution: If you are not able to write to the device but it is recognized by the computer then the device might be formatted incorrectly or have a corrupt partition.

Windows 2000 and XP both have a utility called Disk Management. This utility will analyze your external drive and classify the drive as Online, Healthy, or Unreadable. To access this feature you need to follow the steps below:

1. Right-click the **My Computer** icon and selecting **Manage**.
2. Under the Storage heading, double-click **Disk Management** to view your external storage drive's status.
3. If the device is listed as unreadable then you need to format the drive in order to remove the corrupt files or partition. *(Note: Before you perform this step you need to transfer the drive's data onto another computer as formatting the device will erase the entire content. To format the device, right-click the external hard drive and click Format.*

11.3 Problem: My flash drive works fine at home, but isn't recognized on my work computer.

Solution: The reason you are having this problem is because generally all office networks used mapped network drives that will override Windows' lettering system for their removable devices. You will need to manually go in and assign a drive letter to your flash drive by following the steps outlined below:

1. Right-click the **My Computer** icon.
2. Select **Manage**.
3. Double-click **Disk Management**.
4. Right-click your flash drive and choose **Change Drive Letter And Path**.
5. Select an unused drive letter from the drop-down list and click **OK**.

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6. You should now see the flash drive listed under that drive letter in My processor.

11.4 Problem: My external storage drive accesses data slowly when full.

Solution: Windows' Disk Defragmenter utility is the best way to improve your external drive's performance as this utility reorganizes the way that files are formatted so it can run faster. To run the disk defragmenter utility you need to follow the steps below:

1. Select the **Start** menu.
2. Choose **Programs**.
3. Select **Accessories**.
4. Click on **System Tools**.
5. Select **Disk Defragmenter**.
6. In the Disk Defragmenter window, select your external drive and then click **Analyze**.

Windows may or may not indicate that your drive needs to be defragmented when it performs its analysis but it is always a good idea to run the defragmenter either way as it still helps with performance issues.

Another helpful utility that is available is Check Disk or ScanDisk. This utility locates errors and bad sectors on your drive. It is good practice to run both of these utilities once a month. The instructions for running the Check Disk are listed below:

1. Open **My Computer** and find the icon for your external storage device.
2. Right-click the icon and select **Properties**.
3. Click the **Tools** tab.
4. Click the **Check Now** button.

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5. Select **Automatically Fix File System Errors and Scan For And Attempt Recovery Of Bad Sectors**. Check Disk may stop during the repair to give you the option to save unrecoverable data. There is really no reason to choose to save this data because the data is never readable.

11.5 Problem: Windows reports that my external storage is full even when it has more than enough free space.

Solution: You will typically see this happen if your drive uses the file format called FAT32. If you attempt to transfer a files larger than 4 GB you will typically get an error message of Disk is Full or Not Enough Space on a FAT32 file system.

The file format called NTFS, however, will not give you this error message when transferred files over 4 GB. Windows 2000® and Windows XP® feature a converter tool that lets you convert a drive from FAT32 to NTFS without removing any files from the drive. Windows advises you to back up the drive's data before converting from one file system to another because an error during the conversion process could corrupt it.

1. Back up your data files that you are coverting.
2. Click the Start menu.
3. Select Run, type **cmd**.
4. Click OK.
5. At the DOS prompt, type **convert (drive letter): /fs:ntfs** and press Enter. (*Note: If your external drive's letter is E, type **convert E: /fs:ntfs** to change it from FAT32 to NTFS.*)

11.6 Problem: My external storage device is connected but not recognized by Windows.

Solution: The first and easiest thing to do is to ensure that the power cord is plugged in, the outlet is functioning, and that power is going to the device.

The next issue is to make sure the port is not the source of the problem and you can eliminate this from the possibilities by connecting your flash drive or external hard drive to another port.

If the external storage isn't recognized in another port you will want to open Device Manger to determine if your port or drive has a system conflict. To check this you need to take the following action:

1. Select the **Start** button.
2. Click **Settings**.
3. Choose the **Control Panel**.
4. Double-click **System**.
5. Select the Hardware tab and select the **Device Manager** button.
6. Click the plus sign (+) next to Universal Serial Bus Controllers for a drive that connects via USB and the plus sign next to IEEE 1394 Bus Host Controllers for a FireWire connected drive.
7. You will see one of two things to diagnose what the problem is and they are as follows:

The item will have a yellow exclamation point next to it if the port has a driver conflict.

- A) Right-click and choose **Uninstall** for each controller until all the USB or IEEE 1394 Controllers are removed.
- B) After you uninstall each controller, restart your computer and it will reinstall the proper Bus Host Controllers.

If the item has a red “X” next to it that indicates the port has been disabled.

A) Right-click and select **Enable** to reopen a disabled port.

Information Resources

Windows Vista® Sources:

<http://www.smartcomputing.com>

<http://www.zolved.com/vista>

<http://vista-tip.blogspot.com/>

<http://windowshelp.microsoft.com/Windows/en-US/Help/33307acf-0698-41ba-b014-ea0a2eb8d0a81033.mspx>

<http://techrepublic.com.com/2001-1-0.html>

<http://kb.wisc.edu/page.php?id=5183>

http://www.computerperformance.co.uk/vista/index_troubleshooting.htm

http://www.computerperformance.co.uk/vista/vista_printer_install_problem.htm

<http://support.microsoft.com/search/default.aspx?catalog=LCID%3d1033&1033comm=1&spid=11732&query=&pwt=false&title=false&kt=ALL&mdt=0&res=20&ast=3&mode=a&adv=1&range=41-60>

Printer Sources:

<http://www.smartcomputing.com>

<http://support.microsoft.com/?kbid=260142>

<http://www.personal-computer-tutor.com/printing.htm>

Email Sources:

<http://www.smartcomputing.com/Editorial/list.asp?guid=7533CB150C3C49358E3035CDAD2BACA2&Atype=Troubleshooting&Itype=Smart%20Comp>

[uting,Reference%20Series,Learning%20Series,Guide%20Series,Web%20Only&PCatID=1006&CatID=1080](#)

http://www.starlinx.com/support/Email_Error_Messages.html

<http://kb.toast.net/index.php?action=artikel&cat=19&id=9&artlang=en>

<http://www.hiteksoftware.com/knowledge/articles/026.htm>

https://webmail.knightweb.com/support/email/email_troubleshooting.htm

<http://www.smartcomputing.com/editorial/article.asp?guid=&bJumpto=true&lsfrm=IN&article=articles/webonly/techsupport/56w10/56w10.asp&ArticleID=31114>

http://help2.virginmedia.com/help/getContent.jsp?page=h_email_troubleshooting_commonproblems

<http://www.penpublishing.com/Support/EmailErrors/UnderstandingEmailErrors/default.aspx>

Blacklist Sources:

<http://www.blacklistedip.com/email-blacklist.php>

http://support.kerio.com/index.php?_m=knowledgebase&_a=viewarticle&kbarticleid=277&nav=0,1,5

<http://www.emailtools.co.uk/tips/blacklists.htm>

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

<http://it.slashdot.org/article.pl?sid=06/04/24/1538205>

http://sourceforge.net/docman/display_doc.php?docid=6695&group_id=1

<http://www.blacklistedip.com/email-blacklist.php>

Whitelist Sources:

<http://www.smartcomputing.com>

<http://www.orbitsl.net/new/spam-virus/block-email.html>

<http://it.slashdot.org/article.pl?sid=06/04/24/1538205>

http://sourceforge.net/docman/display_doc.php?docid=6695&group_id=1

<http://postmaster.aol.com/whitelist/>

Windows XP Sources:

<http://www.smartcomputing.com>

<http://www.bootdisk.com/xptop20.htm>

http://www.microsoft.com/windowsxp/using/helpandsupport/getstarted/ballew_03may19.mspx

<http://support.microsoft.com/ph/1173>

<http://support.microsoft.com/kb/322205/en-us>

Firewall Sources:

<http://www.smartcomputing.com>

Anti-virus Sources:

<http://www.smartcomputing.com>

<http://www.smartcomputing.com/default.asp?guid=7533CB150C3C49358E3035CDAD2BACA2&Submit1=Home>

<http://www.avertlabs.com/research/blog/index.php/2007/02/06/keeping-spam-out-of-the-network/>

Internet Sources:

<http://www.smartcomputing.com>

Hard drive and External Drives Sources:

<http://www.smartcomputing.com>