



The Key to PC Maintenance

by Terry Kerby



Your PC's Enemies, HDTV

1. Heat
2. Dirt
3. Temperature Changes
4. Voltage Surges

Hardware Internal



- ◆ 1. Clean the inside of PC & Power Supply
- ◆ 2. **Reseat memory** and I/O Cards
- ◆ 3. **Press on socketed IC chips**
- ◆ 4. Add cooling fans if needed



Hardware External

1. Use an Uninterruptible Power Supply
2. Clean all openings
3. Clean the mouse roller
4. Clean CD Tray
5. Clean CD's
6. Clean the CD ROM drive



Software (Windows 95 & 98 Oriented)

1. Keep desktop uncluttered
2. Virus Protection Program
3. Delete programs you do not use
4. Empty the Recycle Bin once a week
5. Delete files in TMP or TEMP directories.



Software (Windows 95 & 98 Oriented)

6. Keep System Resources above 60%
7. Run Maintenance Wizard (TUNEUP.EXE)
8. Minimize Background Programs
System Configuration Utility
(MSCONFIG.EXE)
9. Shut down all programs before installing software



Prepared for Problems

1. Made Copy of BIOS setup
2. Make Copy of System Properties with Device Manager
3. Create a BACKUP directory for important data
4. Run GoBack, SecondChance, or BACKUP your Registry files.



SUMMARY



Top Five **KEY** Tips for a Healthy PC

- 1. Use an UPS**
- 2. Use a Good, Up-to-Date Virus Protection Program**
- 3. Run Maintenance Wizard (TUNEUP.EXE) (or ScanDisk & Defrag) Weekly**
- 4. Eliminate Programs Needlessly Running in the Background (MSCONFIG.EXE)**
- 5. Clean and Reseat Cards & Memory Once per Year**



Steps to Prepare for Problems

- 1. Made a copy of your BIOS on floppy**
Use a program like CMOSSAVE
- 2. Made a copy of System Properties for all devices**
Use Device Manager (right click My Computer /Properties/Device Manager/Print)
- 3. Made a bootable floppy for your OS**
Open My Computer, right click Floppy A, select “Full” and “copy system files”, Start
(You may also want to copy fdisk, sys, format, etc from your /Windows/Command directory)
- 4. Create a backup of your important data files**
Use a program like Second Copy 2000, Drive Image, etc
- 5. Keep this information together in a folder**



Shareware Programs

These shareware programs can be found at:

www.hotfiles.com

Use the keyword in the “Search For:” box to locate file.

- ◆ **CMOS SAVE V2.5** keyword: *cmossave*
Restore / maintain CMOS settings
- ◆ **Second Copy 2000** keyword: *second copy*
Back up files automatically
- ◆ **Taskzip V1.4** keyword: *taskzip*
Another file backup program



Terminology for Support Sites

1. **Forums**

Bulletin boards where people post questions & answers for each other.

2. **Expert Advice**

You post a question but only one person, “an expert ???” responds.

3. **Knowledge Base**

You search an online database to find answers to specific questions.

Free Tech Support Sites



Web Site	Forums	Expert Advice	Knowledge Base	FAQ's
32bit.com	Yes	No	No	No
About.com	Yes	Yes	Yes	Yes
Computing.net	Yes	yes	No	Yes
EHow.com	No	No	Yes	No
GoofyGuys.com	No	Yes	No	Yes
MyHelpDesk.com	No	No	Yes	Yes
NoWonder.com	Yes	Yes	No	No
PCSupport.com	No	Yes	No	No
VirtualDr.com	Yes	No	No	No
ExpertCity.com	No	Yes	Yes	Yes

Rating the Free Tech Support Sites



Questions About	Best Site	Worst Site
PCs and Windows	Computing.net	EHow.com
Applications	NoWonder.com	About.com
Peripherals	32bit.com VirtualDr.com	None



How to Ask Questions

- 1. Start message with a brief description of your question.**
- 2. Give Hardware Info**
 - * Make & model of your computer
 - * The CPU (eg Pentium III-500)
 - * The amount of installed system RAM

How to Ask Questions continued

3. Give Software Info

- * Operating system & version (eg Win98se)
- * Name of software that loads when you start your computer (MSINFO32.exe)
- * Name & version # of any program pertinent to your problem

4. Peripherals

- * Vendor name, model number and type of port it plugs into if asking about printer, modem, scanner or other peripherals

