

UTILITY PROGRAMS

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BELARC ADVISOR

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FAB's AUTOBACKUP

MOZBACKUP

REVO Uninstaller

SANDBOXIE

SECUNIA Personal Software Inspector

SPEEDFAN

SPINRITE

SYNCKBACK

UBCD 4 WINDOWS Tips

GENERAL TOOLS & UTILITIES (Mostly Free) (BOLD = Favorites)

ANTI-MALWARE UTILITIES: (See my ANTI-MALWARE TOOLS & TIPS)

ABR (Activation Backup & Restore)

<http://directedge.us/content/abr-activation-backup-and-restore>

BART PE (Bootable Windows Environment)

<http://www.snapfiles.com/get/bartpe.html>

BOOTABLE REPAIR CD's. Large list of utility and repair CD's <http://www.technibble.com/large-list-of-useful-computer-repair-cds/>

CCLEANER (Cleans temp files and old registry entries):

http://www.filehippo.com/download_ccleaner/

See the CCLEANER writeup at the end of this sheet.

CLEARTYPE TUNER (Microsoft Powertoy)

<http://www.microsoft.com/typography/cleartype/tuner/Step1.aspx>

CPUFreeBenchMark 2.2

<http://majorgeeks.com/download5944.html>

DAEMON TOOLS LITE (Mount/Open an ISO Image file)

http://filehippo.com/download_daemon_tools/

DATAMIKE.NET (List of good Utilities):

<http://datamike.net/pc-adminservice-common-links-and-utilities/>

DAWN: E-mail Address book converter - Free:

<http://mysite.verizon.net/zakharin/software/Dawn/download.html>

DIAL-A-FIX (Fixes Windows update errors, missing Registry entries - XP)

<http://wiki.djlizard.net/Dial-a-fix>

Dial-A-Fix Tips

http://wiki.lunarsoft.net/wiki/Dial-a-fix/Tips?title=Dial-a-fix_tips

DOTNET (.Net) FRAMEWORK TOOLS (from Aaron Stebner)

.Net Framework Verification Tool

<http://blogs.msdn.com/b/astebner/archive/2008/10/13/8999004.aspx>

.Net Framework Cleanup Tool & User Guide

<http://blogs.msdn.com/b/astebner/archive/2008/08/28/8904493.aspx>

ENDITALL (Stops many running processes) - Free

<http://enditall.en.softonic.com/download>

FENCES: Customize your Desktop Icon layout - Free:

<http://www.stardock.com/products/fences/>

GIZMO'S FREE SOFTWARE: (Utilities and other stuff)

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

GLARY UTILITIES (MISC Utilities. Scans for empty folders)

<http://www.glaryutilities.com/gu.html?tag=download>

IE-HISTORY VIEW:

<http://www.nirsoft.net/utls/iehv.html>

INDEX.DAT VIEWER: View Internet browsing history:

<http://www.snapfiles.com/reviews/indexdat-analyzer/indexdatanalyzer.html>

KETARIN (Keeps your utility program "Installer Files" updated) - Free <http://ketarin.canneverbe.com/>

If the PC has MSE installed, C:\\\\ketarin.exe must be set as an excluded process in MSE or it will load VERY slow.

LEELU SOFT - Misc Utilities for Win 7 & XP

<http://leelusoft.blogspot.com/>

LINK200 (Scans your browsers bookmarks for bad links) Free

<http://www.snapfiles.com/get/link200.html>

LINX - CPU benchmark & stress test

<http://www.technibble.com/downloads/windows-tools/linux062.zip>

LOGMEIN FREE: "Listener Client" msi installer file

<http://en.kioskea.net/download/download-277-logmein-free>

or "Listener Client" exe installer file:

http://www.download.com/LogMeIn-Free/3000-7240_4-10317491.html?tag=mncl

See my Logmein notes under "REMOTE DESKTOP"

MEMTEST86 (Exercises and Tests RAM. Bootable floppy/CD) <http://www.memtest.org/>
MEMSCOPE:(Exercises and Tests RAM) Bootable floppy/CD) http://m2ktech.com/MemScope_Memory_Tester.htm
MOZBACKUP (Backs up & restores data for all Mozilla products): http://www.download.com/MozBackup/3000-2242_4-10260383.html
NETWORKING UTILITIES: (See my NETWORKING TIPS sheet)
PC DECRAPIFIER (Removes trial programs & junk): <http://pcdecrapifier.com/download>
PC FIXER (Scans PC for optimum security settings) - Free: <http://www.digitalsupporttech.com/en-us/download.htm>
PSR (Problem Steps Recorder) is built into Windows 7 and allows you to collect a series of print screens to Zip and mail to a support person. Just click Start > Run > type psr.exe > OK
REVO UNINSTALLER (Removes Programs) <http://www.revouninstaller.com/>
SANDBOXIE (Safely browse the internet - Free w/Nag screen) <http://www.sandboxie.com/index.php?DownloadSandboxie>
SECUNIA PSI (checks installed programs for vulnerabilities) - Free: http://secunia.com/vulnerability_scanning/personal/
SECURABLE (Displays CPU hardware features: 32/64 Bit, DEP, VT) <http://www.grc.com/securable.htm>
SPEEDFAN (Monitors Temperatures & speeds inside PC) - Free http://filehippo.com/download_speedfan/
SYSTEM FILE CHECKER/FIXER: Open DOS Command Prompt window and enter: sfc /scannow (May need Install CD)
TINYRESMETER: (Resource Meter) <http://pesoft.com/>
TFC Temp File Cleaner (ver 3.1.7.0 cleans out temp files for all users at once) <http://oldtimer.geekstogo.com/TFC.exe>
 On Vista and Windows 7, TFC must be "Run as Administrator" *TFC does not clean cookies or URL History.*
TWEAKUI (Powertoy for Windows XP only) - Free: <http://www.microsoft.com/windowsxp/downloads/powertoys/xppowertoys.msp>
ULTIMATE BOOT CD (includes many utilities) www.ultimatebootcd.com/download.html
ULTIMATE BOOT CD for WINDOWS (includes many utilities): www.ubcd4win.com/ See writeup below
ULTIMATE WINDOWS TWEAKER (Vista, Win 7) http://download.cnet.com/Ultimate-Windows-Tweaker/3000-18487_4-10915128.html
UNIVERSAL EXTRACTOR (Makes most utilities portable) - Free: http://www.filehippo.com/download_universal_extractor/
UNLOCKER (a file unlock Utility so you can delete it) - Free http://filehippo.com/download_unlocker/
UPDATE NOTIFIER (checks installed programs for updates) - Free <http://cleansofts.org/>
USER PROFILE HIVE CLEANUP SERVICE - Free <http://www.snapfiles.com/get/uphcservice.html>
WINBUBBLE (a TweakUI for VISTA & possibly Win 7) <http://www.snapfiles.com/reviews/winbubble/winbubble.html>
WINDOWS INSTALLER CLEANUP UTILITY (WICU) - Free <http://support.microsoft.com/kb/290301>
WISE REGISTRY CLEANER http://download.cnet.com/Wise-Registry-Cleaner/3000-2086_4-10605508.html?tag=mncol
ZONELARM REMOVAL TOOL http://download.zonealarm.com/bin/free/support/cpes_clean.exe
 (also see instructions at <http://forums.zonealarm.com/showthread.php?p=265795>)

HARD-DRIVE, SSD, & DATA RECOVERY UTILITIES

IMAGE BACKUP ~ DRIVE CLONING

- **ACRONIS TRUE IMAGE** (Image Backups or drive cloning) Acronis TI Home is available for about \$30.00 from Gene Barlow at: <http://ugr.com/> and includes a free tutorial. This program the favorite of the LACS User group. See the Acronis TI Tips on my "Backing Up An Image of your Hard-drive" sheet for more info.
- **EASEUS Disk Copy** (drive cloning) - Free http://download.cnet.com/Easeus-Disk-Copy/3000-2248_4-10867157.html
- **R-DRIVE IMAGE** - Free trial: <http://www.drive-image.com/>

DATA BACKUP, DATA SYNC, AND ONLINE STORAGE/BACKUP

- **SYNCKBACK** (synchronize or back up specific folders) Free: http://filehippo.com/download_synckback/
- **WINDOWS LIVE SYNC** (This appears to be an online utility) <http://https://sync.live.com/>
- **FAB's AUTOBACKUP:** The easiest way to backup your data/files/favorites/email/etc is to use this utility from Fabrice Parisot. This will back up everything except personal data stored in unusual places.
 - ✓ Version 2 is free: <http://www.fpnet.fr/index.php/getab2-en>
 - ✓ Version 3 (for Vista and Win 7) is about \$6.00 for the download: <http://www.fpnet.fr/index.php/getab3-en>
- **ONLINE DATA BACKUP SITES:**
 - ✓ **CARBONITE** www.carbonite.com/ Carbonite is currently \$50.00 per year for unlimited storage. Jungledisk is variable priced on usage but cheap, plus it supports LINUX and other platforms besides Windows. (Internal drives only).
 - ✓ **JUNGLEDISK:** www.jungledisk.com/
 - ✓ **MOZY-Home:** (about \$5.00 per month) <http://mozy.com/home>
 - ✓ **DROPBOX:** 2 GB for Free (A tech favorite. I have not tried it): <http://www.dropbox.com/>
 - ✓ **SKYDRIVE** -FREE ONLINE Storage: Use GLADINET with Microsoft WINDOWS LIVE SKYDRIVE (25 GB free storage)
 - ◆ http://download.cnet.com/Gladinet-Cloud-Desktop/3000-18500_4-10904879.html?tag=mncol

- ◆ <http://skydrive.live.com/>

PARTITIONING TOOLS

- **EASEUS Partition Manager** - Free http://www.download.com/Easeus-Partition-Manager/3000-2248_4-10863346.html

DEFRAG & OPTIMIZE

- **Defraggler** (for all windows) Free - http://www.filehippo.com/download_defraggler
- MyDefrag (XP, WIN 7, & VISTA) MyDefrag TUTORIAL http://filehippo.com/download_mydefrag/
<http://mydefrag.com/Manual-UsingMyDefrag.html>
- AUSLOGICS DEFRAG (XP & WINDOWS 7) <http://www.snapfiles.com/reviews/auslogics-disk-defrag/adiskdefrag.html>
- SMART DEFRAG (Win98 thru Win 7) http://download.cnet.com/Smart-Defrag/3000-2094_4-10759533.html?tag=mncol
- PAGE DEFRAG (From Microsoft.Defrags unmovable files) <http://technet.microsoft.com/en-us/sysinternals/bb897426.aspx>
- GLARY UTILITIES (Registry Defrag) <http://www.glaryutilities.com/gu.html?tag=download>
- SSD TWEAKER SSD Drive Perf tweaker - Free <http://members.westnet.com.au/tarcoola.computers/elpamsoft/SSDTweaker.zip>

DISK SPACE ALLOCATION ANALYSIS

- WinDirStat - Free: http://download.cnet.com/WinDirStat/3000-2248_4-10614593.html
- **SPACEMONGER** Ver 2.1 is free to try (All Windows): http://www.download.com/SpaceMonger/3000-2248_4-10050288.html
This is a good drive space analysis tool. Version 1.4 is still totally free, but may be hard to find.
- TreeSizeFree - Free: <http://www.jam-software.com/freeware/index.shtml>

DRIVE PERFORMANCE ANALYSIS & REPAIR

- AS SSD Benchmark Guru3d.com - Free: <http://downloads.guru3d.com/AS-SSD-Benchmark-download-2569.html>
- **CHKDSK** (part of Windows XP): See my TROUBLESHOOTING XP sheet for details.
- **CRYSTAL DISK INFO** (HDD HEALTH Monitoring) <http://www.snapfiles.com/get/cdiskinfo.html>
- FTK IMAGER (pull data from a corrupted drive) - Free: <http://www.accessdata.com/downloads.html>
- HDD REGENERATOR (free to try): is my 2nd choice for repairing HDD's: <http://www.dposoft.net/>
- HD_SPEED (Monitor Drive Data transfer Speed) <http://www.snapfiles.com/get/hdspeed.html>
- **HD TUNE** (HDD health, performance, & Benchmark) <http://www.snapfiles.com/get/hdtune.html>
- HITACHI "DRIVE FITNESS TEST" CD - Free: <http://www.hitachigst.com/support/downloads/#DFT>
- MHDD32: The best way to get this is on the Ultimate Boot CD: www.ultimatebootcd.com/download.html
- SEATOOLS (Hard-disk Analyzer from Seagate) <http://www.seagate.com/www/en-us/support/downloads/seatools/>
- **SPIN-RITE:** <http://www.grc.com/sr/spinrite.htm>
The SpinRite Hard-Drive analysis and data recovery Utility Program is not free, but is money well spent.
- TESTDISK: <http://www.cgsecurity.org/wiki/TestDisk>
- TRINITY RESCUE KIT - (Recovery & repair) Free http://trinityhome.org/Home/index.php?wpid=1&front_id=12
- Western Digital DATA LIFEGUARD Free: <http://support.wdc.com/product/download.asp?groupid=501&lang=en>

DATA RECOVERY

- GETDATABACK (\$79.00, Best paid program) <http://www.runtime.org/data-recovery-software.htm>
- RECOVERMYDATA (tip from Podnutz.com) - Not Free <http://www.recovermydata.com/>
- **RECUVA** (Recover files from corrupted Flash Drives as well as Hard Drives) http://www.filehippo.com/download_recuva/
- Roadkil's Unstoppable Copier - Free <http://www.roadkil.net/program.php?ProgramID=29>
- FTK IMAGER (pull data from a corrupted drive) - Free: <http://www.accessdata.com/downloads.html>
- DDRescue <http://www.gnu.org/software/ddrescue/ddrescue.html>
- EASEUS Data Recovery Wizard (Up to 1GB for free) <http://www.easeus.com/datarecoverywizard/free-data-recovery-software.htm>
- DISK INVESTIGATOR <http://downloads.zdnet.com/abstract.aspx?docid=1457319&tag=nl.e530>
- **ZERO ASSUMPTION RECOVERY** - Limited function Demo version is free: <http://www.z-a-recovery.com/>

DELETE LOCKED FILES

- UNLOCKER Utility 32-bit & 64-bit) Free - <http://www.emptyloop.com/unlocker/>
- UNLOCKME (Log into ZDNET.COM) Free - <http://downloads.zdnet.com/abstract.aspx?docid=3762721>

ERASE ALL HARD-DRIVE DATA

- **DBAN** (Derricks Boot And Nuke) WARNING: When DBAN is done, you end up with a completely blank Drive. There is no partitioning and no formatting on it. To re-use the drive, you must run FDISK or a partitioning program.

- SecureErase

<http://cmrr.ucsd.edu/people/Hughes/SecureErase.shtml>

ERASE UNUSED HARD-DRIVE SPACE

- **CCLEANER** (Wipe Free Space option)
See the CCLEANER writeup at the end of this sheet.

http://www.filehippo.com/download_ccleaner/

- ERASER (Erases unused areas of a hard drive without messing up windows.) <Http://www.snapfiles.com/reviews/Eraser/eraser.html>

MISC PROGRAM TIPS - LISTED BY CATEGORY:

ACCESSIBILITY TOOLS

- DESKTOP ZOOM - Free http://download.cnet.com/DesktopZoom/3000-2072_4-10496377.html

APP INSTALLERS: See Installers

ARCHIVING PROGRAMS (zipping and unzipping)

- IZARC (decompress ZIPPED or RAR files. opens ISO files) <http://www.izarc.org/>
- RAR Extract Frog (unpacks RAR files) <http://www.softpedia.com/progDownload/Free-RAR-Extract-Frog-Download-131763.html>

AUDIO: See the section = VIDEO~AUDIO~MUSIC PROGRAMS

BOOT (DUAL BOOT) MANAGERS for LINUX & Windows or XP & Win7

- AUTO SUPER GRUB DISK - Linux (Repairs MBR for Windows and or Linux) <http://www.supergrubdisk.org/category/download/supergrubdiskdownload/>
- EasyBCD (for dual booting Win 7 & XP) - Free <http://neosmart.net/dl.php?id=1>

CALIBRATE A MONITOR COLOR

WINCOLORSETUP.EXE

Overview: The Microsoft Color Control Panel Applet adds a new 'Color' item to the Windows control panel, providing a single place to view and edit color management settings in Windows XP. Using it, you can install and uninstall color profiles, change color profile associations for displays, printers and scanners, view detailed properties for color profiles (including a 3D rendering of the color space gamut), and rename color profiles, keeping the filenames and "internal" names consistent.

PANTONE

"huey Pro" is a program and device designed for automatically calibrate and profile all types of monitors – LCD and CRT. It includes a Sensor to assist with calibration. \$99.00.

<http://chris.pirillo.com/2008/02/28/screen-color-correction-with-pantone-huey-pro/>

CELL PHONE PROGRAM:

- BITPIM.COM
- DATAPILOT. This is what I use. You can buy it with adapters for any brand of Cell Phone. If you have a Bluetooth phone, I suggest you buy a Bluetooth USB dongle and a program to match. I believe DATAPILOT now has a bluetooth version.

CD & DVD BURNING & IMAGING SOFTWARE

- ACTIVE ISO BURNER - Burns ISO images to CD & DVD's http://www.download.com/Active-ISO-Burner/3000-2646_4-10602452.html
- CDBURNERXP - Free CD/DVD Burning Software. <Http://cdburnerxp.se/>
✓ *Problems with SATA CD/DVD Drives? See my WINDOWS 7 TROUBLESHOOTING sheet.*
- CDSPEED2000 - Finds the best write speed for CD/DVD's <http://www.cdspeed2000.com>
- IMGBURN - Free CD/DVD Burning Software http://filehippo.com/download_imgburn/
- nLite - Create ISO file from a CD/DVD and then slipstream http://filehippo.com/download_nlite/

DESKTOP PUBLISHING - Free

- SCRIBUS <http://www.scribus.net/>
- OPEN OFFICE <http://download.openoffice.org/>

DEVICE DRIVER UTILITIES - (ASSESSMENT, BACKUP, & RESTORE PROGRAMS)

- DOUBLEDRIVER: My Favorite. (Windows 2000/XP/Vista/7 32 & 64). Display, Backup, Restore Drivers - Free: <http://www.boozet.org/dd.htm>
- DRIVERBACKUP! Backup & restore your full set of device drivers (95/98/2000/XP/Vista/Win7) Free (This program requires .NET Framework 2.0 (or higher) to be installed from Windows Update before you install it). I like it because the backed up drivers are easily accessed manually. They are not hidden in some strange file format as do other driver backup programs:
 - ✓ The best version of the program is English (not Italian) and can be downloaded as an .RAR file from: <http://sourceforge.net/projects/drvback/files/> . Choose the **DrvBK2_0.rar** file.

- ✓ Before installing DriverBackup!, you must first unpack the .RAR file (It is compressed like a ZIP) by downloading and installing the IZARC or RAR Extract Frog program.
- DRIVERMAX - Backup, Restore, & Update your full set of drivers (XP/Vista/Win7) - Free, but requires online registration. The free version is only good for backup/restore, not for getting newer drivers. They purposely slow your driver downloads and limit you to two drivers per day. You have to pay to get basic functionality. <http://www.drivermax.com/download.htm>
- DRIVERMAGICIAN LITE - Free to backup, but you must buy it to restore your Drivers (98/XP/Vista/Win7): http://www.download.com/Driver-Magician-Lite/3000-2242_4-10521270.html
- ADDPCS DRIVER BACKUP <http://software.addpcs.com/>
- INTEL DEVICE DRIVER UPDATE UTILITY: http://www.intel.com/p/en_US/support/detect/
- DRIVER SWEEPER (Removes driver leftovers. Free: http://download.cnet.com/Driver-Sweeper/3000-2094_4-75219868.html
- DEVICE DOCTOR: (Analyzes your system for the latest drivers)-Free; <http://www.devedoctor.com/device-doctor-download.php>
- "UNKNOWN DEVICE" IDENTIFIER TOOLS
 - ✓ DRIVERMAX
 - ✓ SIW
 - ✓ ZHANGDUO DEVICE IDENTIFIER (Device Manager) - Free:<http://www.zhangduo.com/unknowndeviceidentifier.html>
 - ✓ Also see website to help identify unknown devices: <http://pcidatabase.com/> First, go to your system's Device Manager, right click on the Unknown Device. Click Properties. Go to the "Details" Tab and choose "Hardware ID's" from the dropdown box. Enter these numbers at the website and it will identify what the device is.

ENCRYPTION UTILITIES:

- TrueCrypt - Free: http://filehippo.com/download_truecrypt/
- KeePass - Free: http://filehippo.com/download_keeppass/
- AXCRIPT - Free: <http://www.axantum.com/AxCrypt/>
- Folder Lock <http://www.newsoftwares.net/folderlock/?id=ll>

FTP CLIENTS

- FireFTP (Firefox add-on) I prefer this one. <http://https://addons.mozilla.org/en-US/firefox/addon/684>
(Be sure to get the FireFTP Button also): <http://https://addons.mozilla.org/en-US/firefox/addon/2200>
- Filezilla is also good: <http://sourceforge.net/projects/filezilla/>

ICON / FAVICON GENERATORS (16x16, 32x32, 48x48, 64x64)

- DEGRAEVE Favicon Generator - Free <http://www.degraeve.com/favicon/>
- GENFAVICON Favicon Generator - Free <http://www.genfavicon.com/>
- FAVICON VALIDATOR - Free <http://www.html-kit.com/favicon/validator/>

INSTALLERS - AUTOMATIC APPLICATION INSTALLERS

- NINITE - Free: <http://ninite.com/>
With Ninite, you can download and save a custom installer program that will download all your favorite Programs at once. If it fails to install any of the selected programs, it will give you a status list at the end
- ALLMYAPPS - Free: <http://allmyapps.com/>.

INSTALLERS- WINDOWS UPDATE INSTALLERS

- AUTOPATCHER (combines windows updates onto a CD) <http://www.autopatcher.com/>
- WSUS "WINDOWS UPDATE OFFLINE INSTALLER" Combines Windows Updates onto a flash drive for offline installation. (XP/Vista/Win7): - Free <http://download.wsusoffline.net/>

KEY, PRODUCT (see PRODUCT KEYS RECOVERY & CHANGE PROGRAMS)

KEYBOARD UTILITIES

- AUTOHOTKEY: <http://www.autohotkey.com/download/>

LOCATOR SOFTWARE for missing, lost, or stolen laptops.

- Prey Project - Free: <http://preyproject.com/>

MUSIC: See the section called = VIDEO~AUDIO~MUSIC PROGRAMS

NETWORKING UTILITIES: (See my "NETWORKING TIPS" sheet)

OFFICE SUITES - Free

- Libre Office: <http://www.documentfoundation.org/download/>
- Open Office: <http://www.openoffice.org/>

PASSWORD MANAGERS - Free

- KEEPASS: See under encryption tools
- LASTPASS: Password manager for online websites (if you don't use Firefox)

PASSWORD RECOVERY PROGRAMS

- **POGOSTICK Pswd Mgr** - Bootable CD ISO: Free : <http://pogostick.net/~pnh/ntpasswd/>
- Ophcrack Live CD (XP & VISTA) Free: <http://ophcrack.sourceforge.net/download.php?type=livecd>
- **Kon-Boot** (Boot CD to bypass pswds) Free <http://www.piotrbania.com/all/kon-boot/>
(NOTES: MSE thinks Kon-Boot is a virus. Use caution. Free version is not supported. Paid version is \$16.00 for a perpetual license)
- Trinity Rescue Kit - Free <http://trinityhome.org/Home/>
- Active@ Password Changer (\$50.00) <http://www.password-changer.com>
- WebBrowserPassView - Browser Password Recovery - Free http://www.nirsoft.net/utills/web_browser_password.html
- WirelessKeyView - Wireless Password Viewer - Free http://www.nirsoft.net/utills/wireless_key.html

PDF's - CONVERT Docs to PDF FILES

- **PDF CREATOR** - Installs as a virtual printer. <http://sourceforge.net/projects/pdfcreator/>
- PrimoPDF - Installs as a virtual printer. (I have not tried this one) <http://www.primopdf.com/>
- DoPDF - Installs as a virtual Printer. (I have not tried this one) <http://www.dopdf.com/>

PHOTO IMAGING PROGRAMS

- PHOTO PROGRAMS - Free
 1. Irfanview http://filehippo.com/download_irfanview/
 2. Picasa (Has "Album Mode" only??? not "Folder Mode"?) http://filehippo.com/download_picasa/
 3. Paint.NET: http://filehippo.com/download_paint.net/
 4. Inkscape <http://www.inkscape.org/>
- RESIZE PHOTOS - (Microsoft Powertoy) <http://www.microsoft.com/windowsxp/downloads/powertoys/xppowertoys.msp>
- FASTSTONE CAPTURE: (\$19.95) Versatile image capture <http://www.faststone.org/FSCaptureDetail.htm>
- IMAGE MORPHING SQIRLZ MORPH - Morphing software - Free <http://www.xiberpix.net/SqirlzMorph.html>

PORTABLE APPS

- LIBERKEY (Manage Portable apps on a Flashdrive) - Free: <http://www.liberkey.com/en/download.html>
- PORTABLE APPS SUITE (Collection of Portable applications) - Free: <http://portableapps.com/>

POWERPOINT PRESENTATION VIEWER (.PPS Files)

- Download and install the free PPVIEWER.EXE Utility from Microsoft:
<http://www.microsoft.com/downloads/details.aspx?FamilyId=428D5727-43AB-4F24-90B7-A94784AF71A4&displaylang=en>

PROCESS MONITORING: See "SYSTEM and PROCESS MONITORING" below

PRODUCT KEY RECOVERY & CHANGE PROGRAMS

- **PRODUKEY** (Product Key Recovery for XP, Vista, Win7 & Office) - Free: http://www.nirsoft.net/utills/product_cd_key_viewer.html
- INNOBATE Product Key Recovery Utility from ZDNET
<http://downloads.zdnet.com/download.aspx?&compid=64390&docid=305770&tag=nl.e530>
- ROCKXP - Recover XP Product Key (Activation Code) - Free <http://www.snapfiles.com/get/rockxp.html>
- KEYFINDER (Magic Jelly Bean XP) - Free <http://magicaljellybean.com/keyfinder/>
- LICENSE CRAWLER: - Free: <http://licensecrawler.en.softonic.com/download>
- Product Key Finder 2.1.3 (WIN95/WIN98/2000/Me/XP)
http://download.cnet.com/Product-Key-Finder/3000-2094_4-10694022.html?tag=mncol

- Windows Product Key Viewer and Changer Free to try (Cost \$6.99)
<http://downloads.zdnet.com/abstract.aspx?&compid=53055&docid=218025&tag=nl.e530>
- WINDOWS KEY FINDER - Bootable CD Image (\$20.00) <http://www.windows-key-finder.com/>
- PRODUCT KEY CHANGERS
 - ✓ "Windows Product Key Changer" (for all versions of Windows) - Free to try :
http://download.cnet.com/Windows-Product-Key-Changer/3000-2094_4-10908137.html
 - ✓ Product Key Update Tool from Microsoft for XP - Free:
<http://www.microsoft.com/genuine/selfhelp/XPPkuinst.aspx?displaylang=en&sGuid=cbf4d2fe-8a77-40d7-9b83-d9febc4d218a>

REGISTRY BACKUP TOOLS

- ERUNT (Emergency Recovery Utility NT) <http://www.snapfiles.com/get/erunt.html>

REMOTE DESKTOP / REMOTE ASSIST / REMOTE ACCESS TOOLS

- **LogMeIn Free**
 - ✓ The controlling user needs to open a free account with logmein.com, but the remote user does not. The remote user must however pre-install the Listener Client software before you can gain access. Logmein works with all browsers. Here are the step-by-step details. .
 - ✓ To control a remote PC, open a free account at: <http://secure.logmein.com/US/home.aspx>
 - ✓ The user of each remote PC must then pre-install the "Listener Client" software on his PC before you can gain access:
 - ◆ "Listener Client" exe installer file: http://www.download.com/LogMeIn-Free/3000-7240_4-10317491.html?tag=mncol
 - ◆ "Listener Client" msi installer file: <http://secure.logmein.com/logmein.msi>
 - ◆ During the Listener Client program install, the e-mail address and the log-in password of the Control Account must be entered. *(Yes, the remote user now has your logmein password).*
 - ◆ If the remote PC's User Account uses a password, you must use that password to gain access remotely. If the remote user does NOT have a password, then during the "Listener Client" install, a logmein access password must be chosen. *I use the same password to control all my logmein PC's.*
 - ✓ Windows 7 PC's. You must set up Logmein to access the Username and password of the Admin Account on the PC, even if you want to log in and use a Standard user Account. Once you are logged in, you can go to the Welcome screen and log into any desired account, if you have the password for that user.
 - ✓ TFC: *Warning: If you run the Temp File Cleaner Utility via Logmein, the system will hang with a user message requiring an onsite operator to say "OK" to Rebooti. Logmein loses contact during the TFC run.*
- **JOIN.ME** (by Logmein.com) <http://join.me/>
 - ✓ JOIN.ME is great for a one time assist, since it does not require either user to open an account as does Logmein.com and Mikogo.
 - ✓ JOIN.ME allows a User to allow one or more other users to view his desktop. He can also allow one of the viewers to gain control of his PC.
 - ✓ WARNING: JOIN.ME is a resource hog and runs very slow on older computers, (whereas the logmein listener client and the mikogo client both run fast on the same old PC). If JOIN.ME runs too slow for you, you should use Logmein or Mikogo.
 - ✓ HOW TO START A "JOIN.ME" SESSION:
 - 1) USING ONLY INTERNET EXPLORER (ver 7 or higher), both users must go to the website: <https://join.me> *(Firefox note: I have had problems with Firefox and "Join.me").*
 - 2) First, the User who will share his PC clicks on the "Share" arrow. After a short download (click "Install/Run" if asked), a little control panel will show up at the top of the desktop. In that window, a nine digit number (including dashes) should show up that must be given over the telephone to the Control User (& other viewers).
 - 3) The Control User (and other viewers) then enter the nine digit number nnn-xxx-xxx (including the dashes) in the "Join" box and then click on the "Join" arrow.
 - 4) To gain control of the remote PC, the Control User must then click the "Mouse" icon at the top of his browser window (the right-most icon), and then click the words "Request Control".
 - 5) The Remote User must then click "Yes" in the box that says: "Can Viewer x have Control?".
- **MIKOGO** version 4.1+ - Free
 - ✓ Mikogo operates similar to Logmein. The controlling user does not have to open a free account with mikogo.com, but it is a good idea. The upside is that the remote user never sees your mikogo password.

The downside is that mikogo is more complicated and confusing to set up for the account holder. It is fairly simple for the remote user.

- ✓ A user guide is available here: <http://www.mikogo.com/downloads/docs/mikogo-4-user-guide-win.pdf>
- ✓ To control a remote PC:
 - 1) Optional: Register for a free account at: <http://www.mikogo.com/> . This allows you to set up session preferences ahead of time.
 - 2) Download the new Mikogo version 4 software (Portable): <http://www.mikogo.com/download/new-version-4/> . Double-click on the mikogo-host.exe file that was just downloaded. After which there will be an M logo in the SystemTray/Notification area and small Mikogo window on the desktop.
 - 3) Optional: If you have registered, you can click the "Account Information" Icon and enter your Mikogo Username and password, then check "Save user name and password". Then enter your profile session preferences.
 - 4) Click the "Start session" Icon. A nine digit "Session ID" should show up that must be given over the telephone to the Remote User.
 - 5) The Remote user must go to <http://www.mikogo.com> , click on "Join a Session", and then enter the session ID provided by the Control user (*Numbers only. Dashes are automatically enter*) and a name. Choose a Connection Method = "Connection Program" and click on "Join Session". (*Note: I have not been able to get the "HTML Viewer" Connection Method to work yet*).
 - 6) A file will be downloaded. The Remote user then double-clicks the downloaded file, after which there will be an M logo in the SystemTray/Notification area and small Mikogo window on the desktop.
 - 7) The Control User then changes the "Presenter" and "Control" to himself, after which the Remote user will be asked: "Do you want to become the presenter", then "Do you want to give control to xxx". Answer YES. The control user should now be in control. *Either user can end the session.*
 - 8) After the session is closed, the both users can right-click the M logo and click "Exit" to remove the program.
- ZOHOO MEETING - Only four sessions per month are free): <http://www.zoho.com/meeting/index.html>
 - ✓ Note: In my opinion, ZOHOO MEETING runs **slower** than LogMeIn Free or Mikogo. I never use ZOHOO
 - ✓ The Control User logs in to the site and sends an email to the remote PC.
 - ✓ The Remote User clicks on the link in the received e-mail. (Note: The link must use INTERNET EXPLORER to get the "Run" option, so if the default browser is Firefox, this may not work). After a short download, click "RUN" the downloaded file. An additional permission window may also pop up. Say "Yes". The Control User should now have control.
- TEAMVIEWER - Free <http://www.teamviewer.com/index.aspx> I have not tried this.

SCREEN CAPTURE TOOLS - Free

- SNIPPING TOOL
- JING
- SKITCH
- PIXIE: Color Capture of a pixel http://download.cnet.com/Pixie/3000-10247_4-10047496.html?tag=mncol
- COLOR CAPTURE - Pixeur: <http://www.snapfiles.com/get/pixeur.html>

SEARCH TOOLS for XP/Vista/Windows 7 (File Search tools)

- FILELOCATOR LITE - Free <http://www.mythicsoft.com/page.aspx?type=filelocatorlite&page=download>
- ULTRA FILE SEARCH - Free <http://www.ultrafilesearch.com/>

START-UP MANAGEMENT

- AUTORUNS (Good, but very complicated to use): <http://technet.microsoft.com/en-us/sysinternals/bb963902.aspx>
- **CODESTUFF STARTER** (Manually remove processes from startup): <http://www.snapfiles.com/get/starter.html>
- GLARY UTILITIES (MISC Utilities. Scans for empty folders) <http://www.glaryutilities.com/gu.html?tag=download>
- **SOLUTO** Startup Manager (Requires constant internet connection) - Free: <http://soluto.com/Download/>

SYSTEM INFORMATION UTILITIES (Hardware & Software Summary):

- SPECCY: (From makers of Ccleaner - Free: <http://www.piriform.com/speccy/download>
- **SIW**: Hardware/Software summary of your system (Portable) -Free <http://www.gtopala.com/siw-download.html>
- SI SANDRA LITE XII (Performance analysis): http://filehippo.com/download_sandra_lite/

Limited version is free for personal use, Full version is \$30.00.

- **BELARC ADVISOR** (Hardware & Software profiler): http://www.belarc.com/free_download.html
- **SYSTEM SPEC:** (Portable) - Free: <http://www.alexnolan.net/software/syssspec.htm>

SYSTEM and PROCESS MONITORING

- Process Explorer <http://technet.microsoft.com/en-us/sysinternals/bb896653.aspx>
- Performance Monitor
<http://www.microsoft.com/downloads/details.aspx?FamilyID=31FCCD98-C3A1-4644-9622-FAA046D69214&displaylang=en>
- Process Monitor <http://technet.microsoft.com/en-us/sysinternals/bb896645.aspx>
- **Moo0 System Monitor:** http://download.cnet.com/Moo0-SystemMonitor/3000-2086_4-10864749.html?tag=mncol;1

TASKBAR REPAIR

- Taskbarplus! A Free Utility from: <http://www.kellys-korner-xp.com/taskbarplus!.htm>

TEMP FILE CLEANERS: See TFC, CCleaner, and Glary Utilities on the first page under GENERAL TOOLS & UTILITIES. Also see the writeup on CCleaner and TFC further on in this sheet

TORRENT PROGRAMS: (*Beware that peer to peer programs frequently are a source of malware*)

- **FIRETORRENT** (Firefox add-on. My favorite Torrent program) <http://https://addons.mozilla.org/en-US/firefox/addon/10931>
- uTORRENT (Free lightweight) <http://www.utorrent.com/>
- MOZTORRENT (still not yet avail as of 12-2009)
- FOXTORRENT (Bad. Too invasive)
- BIT COMET ??? Not tried yet
- BIT TORNADO ??? Not tried yet

UNINSTALLERS - Program uninstallers

- List of Programs Uninstallers from RaProducts: <http://uninstallers.blogspot.com/>
- Another list of Programs uninstallers: <http://thewebatom.net/uninstallers/>

UNKNOWN DEVICE IDENTIFIER: See above under DEVICE DRIVER UTILITIES.

USB UTILITIES

- USB Device Viewer - "USBDeview" Utility - Free: http://www.nirsoft.net/utils/usb_devices_view.html

VIDEO~AUDIO~MUSIC PROGRAMS

- **PLAYERS**
 - ✓ VLC MEDIA PLAYER (Plays ALL Formats - Free <http://www.videolan.org/vlc/>)
 - ✓ SONGBIRD - Free: <http://www.getsongbird.com/>
 - ✓ REALPLAYER ALTERNATIVE PLUGIN for WMP http://www.free-codecs.com/download/Real_Alternative_Lite.htm
 - ✓ "GSPOT" Utility: A program that identifies which codec is needed if an audio will not play: <http://www.free-codecs.com/download/GSpot.htm>
- **VIDEO CONVERSION**
 - ✓ SUPER (Simplified Universal Player Encoder & Renderer. FREE!) <http://www.erightsoft.com/SUPER.html>
 - ✓ Adobe Premier Elements.
- **VIDEO DOWNLOADING FROM WEBSITES**
 - ✓ WM RECORDER or WM CAPTURE (Not free) <http://www.wmrecorder.com/>
 - ✓ FREEMAKE DOWNLOADER <http://www.freemake.com/>
- **EDITING, CONVERTING, ETC.**
 - ✓ CAKEWALK (SONAR)
 - ✓ LIVE (ABLETON.COM)
 - ✓ PROTOOLS
 - ✓ AUDACITY (Record & Play - Free)
 - ✓ FREE AUDIO EDITOR 2008: http://www.download.com/Free-Audio-Editor-2008/3000-2140_4-10809742.html
 - ✓ FREEMAKE Video and Audio Converters <http://www.freemake.com/>
- **CODECS:**

- ✓ See K-Lite codec Pack (Full): http://filehippo.com/download_klite_codec_pack/
- ✓ Free CODECS - See the AUDIO/VIDEO Section of my "WEBSITES - USEFUL" sheet.
- ✓ "GSPOT" Utility: A program that identifies which codec is needed if a video will not play:
<http://www.free-codecs.com/download/GSpot.htm>

WINDOWS UPDATES - OFFLINE TOOLS & REPAIR TOOLS:

- CT OFFLINE UPDATE (for XP) - Free: <http://www.softpedia.com/get/Others/Signatures-Updates/ct-Offline-Update.shtml>
- CTUPDATE - Free <http://www.heise.de/ct/projekte/offlineupdate/download/ctupdate60.zip>
- **WSUS Offline Update Tool** - Free: <http://download.wsusoffline.net/>
- **FIX WU** (Repairs many Windows Update errors - Vista & Win 7 only) <http://www.thewindowsclub.com/downloads/Fix%20WU.zip>
- **DIAL-A-FIX** (Fixes Windows update errors, missing Registry entries - XP only) <http://wiki.djlizard.net/Dial-a-fix>
- DOTNET FRAMEWORK TOOLS (.Net Framework) (from Aaron Stebner)
 - .Net Framework Verification Tool <http://blogs.msdn.com/b/astebner/archive/2008/10/13/8999004.aspx>
 - .Net Framework Cleanup Tool <http://blogs.msdn.com/b/astebner/archive/2008/08/28/8904493.aspx>

WIRELESS NETWORKING UTILITIES: (See my NETWORKING TIPS sheet)

ZIP PROGRAMS: (See ARCHIVING PROGRAMS)

ADDITIONAL PROGRAM TIPS & NOTES

ACRONIS TRUE IMAGE HOME: See the tips on my "BACKING UP AN IMAGE OF YOUR HARD-DRIVE" sheet.

ADOBE-READER 9 ~ ADOBE-ACROBAT 9 and lower: CONFIGURATION FOR BROWSERS

- To make sure this program operates smoothly with Firefox, configure the Internet option:
 1. Start the Reader, and in the Reader click: (Edit > Preferences > Categories:Internet)
 2. Uncheck the box " Display PDF in Browser".
 3. Click OK to exit.
 4. Close the Reader and Restart the PC.

BELARC ADVISOR

- If Belarc Advisor posts the wrong Anti-virus, try the following:
 1. Stop the WMI Service
 2. Delete the "repository" folder in C:\windows\system32\wbem
 3. Start the WMI Service. Starting the service rebuilds the deleted folder and the database. Once I restarted my system, Windows Security Center no longer showed McAfee Firewall as running.
- The latest version of Belarc Advisor (version 8.1b or higher) now scans the entire local network and lists all devices discovered. First by IP address, then Device Type, Device Name, & Device Description.

CCLEANER - SETUP & USE: (A File & Registry Cleaner): (Ref: version 3.00.xxxx)

- **INSTALL TIPS:** When installing original or updated versions of CCLEANER, be sure to UN-CHECK the boxes " Add Run CCleaner option to recycle bin context menu", and " Add Open CCleaner option to Recycle Bin...". Also be sure to UN-CHECK the boxes for " Include Google Chrome", and " Make Google Chrome my default browser".
- **CREATE A BACKUP FOLDER:** Before running CCleaner, create a sub-folder in "My Documents" called "CCleanerRegBackups". **NOTE: As of 12-2009 I no longer routinely do any kind of Registry cleaning. I only do it during malware removals.**

- **UPDATES:** Each time you open the program, click "Check for updates..." in the far lower RH corner or set it up for automatic update checking. (*Options > settings > Automatically check for updates*). If needed, download and install the latest version. ***Always make sure you are using the latest version available.***
- **SET-UP CHOICES:**
 1. **CLEANER SCREEN:** (Click "Cleaner" on the left). The Cleaner function removes unused & temporary Files. Before running you must decide which files types you want processed.
 - a. **WINDOWS Tab:**
 - 1) Internet Explorer: Un-check " Autocomplete Form History"
 - 2) Windows Explorer: Check all entries.
 - 3) System: Un-check " Windows Log Files", " Start Menu Shortcuts", and " Desktop Shortcuts".
 - 4) Advanced: Make sure ALL ENTRIES ARE UN-CHECKED.
 - b. **APPLICATIONS tab:**
 - 1) Firefox/Mozilla: Un-check " Saved Form Information"
 - 2) Applications: Un-check " Adobe Reader or Acrobat", and " Nero or any CD burning program".
 - 3) Internet: Un-check all entries.
 - 4) Multimedia: Un-check all entries if desired.
 - 5) Utilities: Un-check all entries.
 - 6) Windows: Un-check " Regedit"
 2. **REGISTRY SCREEN:** (Click "Registry" on the left): Leave all boxes checked . ***NOTE: As of 12-2009 I no longer do any kind of Registry cleaning except during malware removals.***
 3. **OPTIONS SCREEN:**
 - a. **SETTINGS:**
 - i. Make sure first three boxes are UN-CHECKED. I always check Automatically check for updates. Auto Checking for Ccleaner updates is good as it does update frequently.
 - ii. Choose a preferred "Secure Deletion" method,
 - iii. Under "Wipe Free Space drives", choose which drives upon which you want to have the Free Space wiped. This is not used for normal scans. (*To run it, see above under CLEANER SCREEN > WINDOWS tab > Advanced > Wipe Free Space*).
 - b. **COOKIES:** If desired, select which individual cookies you want to keep.
 - c. **INCLUDE & EXCLUDE:** For advanced users only
 - d. **ADVANCED:** I UN-CHECK the box for " Only delete files in Windows Temp Folders older than 24 hours". The only box I leave checked is for Show prompt to backup registry issues . I leave all other boxes UN-CHECKED.
- **RUNNING THE FILE CLEANER:**
 1. Click the "Analyze" button first to see what will be deleted, before you click the "Run Cleaner" button to remove the files.
 2. If you click the "Analyze" button again. It should come up clean.
- **RUNNING THE REGISTRY CLEANER:** (*NOTE: I no longer use this unless I am removing Malware*)
 1. Click the "SCAN FOR ISSUES" button first to see what entries will be deleted.
 2. Click the FIX SELECTED ISSUES button.
 - a. The first time you run Reg clean, say Yes to "Do you want to backup changes to the registry?". Then browse the My Documents folder and find the new folder you created called "CCleanerRegBackups". Save to that folder. It will then save the backup as a file named "cc with the Date and a unique sequence number.reg".
 - b. **NOTE:** Each time you click FIX SELECTED ISSUES and say Yes to "Backup changes?", it will now save the changes to the "CCleanerRegBackups" folder.
 - c. Click the FIX ALL SELECTED ISSUES button, then say Yes to the verify prompt.
 - d. If trouble follows, you can restore any Registry entry deletions by double-clicking on the saved Backup file. Each backup file is saved with the date and a unique sequence number.

3. Keep re-running SCAN FOR ISSUES and FIX SELECTED ISSUES until the scan comes up clean or with just one or two entries.

- **TOOLS SCREEN:**

- ✓ Uninstall (Programs): *NOTE: I prefer Revo Uninstaller for removing programs*
- ✓ Startup manager: *I prefer "Codestuff Starter" for startup management.*
- ✓ System Restore History: This is an easy way to remove old System Restore History entries.
- ✓ Drive Wiper. This feature offers several levels of erasing security. Be sure to use CAUTION with Drive Wiper. Make sure you do not erase your good data. (*Note: I have been using DBAN for wiping drives but this new CCleaner feature looks good*)

- **WIPING FREE SPACE ON THE HARD DRIVE:** (This option runs very slow and only needs to be done rarely)

1. First run a pass of the normal File Cleaner. (*Click Cleaner on the left*)
2. Next, make sure you have correctly selected the desired drives, under the (*Options screen > Settings > Wipe Free Space Drives*).
3. Then go to the (*Cleaner screen > Windows tab > Advanced*) and click to check the box for " Wipe Free Space".
4. Click the "Run Cleaner" button.
5. After running this scan, be sure to UN-CHECK the box " Wipe Free Space", (*under the Cleaner screen > Windows tab > Advanced.*) or it will do the Wipe scan every time you run CCleaner.

CODESTUFF "STARTER" TIPS

- Stick with the "Startups" Tab and avoid the other tabs to be safe. Unless you are experienced, making changes to entries on the "Processes" or "Services" Tabs can be risky.
- Warning: There may a "startup" listed that has no name and no description. Do not disable this entry or Windows will not boot.
- Here is a list of undesired startups: <http://www.bleepingcomputer.com/startups/>

FAB'S AUTOBACKUP NOTES

- Backup notes:
 - ✓ Fab's default settings usually will find and backup all the user data and settings. Ask the user if any data is located in a strange or unusual folder.
 - ✓ I do not believe you can backup from one kind of system (like XP) and restore to another kind like Vista. I have not tried it yet. To go from XP to Windows 7, use the Windows 7 Easy Transfer Tool. See my writeup under UPGRADE/MIGRATE XP OR VISTA TO WINDOWS 7.
 - ✓ If you want to back up user data and settings from a System that will not boot, you must buy Fab's Autobackup version 4, then mount the drive in another running PC and select the drive.
- Restore notes:
 - ✓ Create to the user account that you are want to restore. Log-in to that account and start Fab's autobackup. Select the backup file for that account and do the restore.
 - ✓ Also restore the common files for each user along with that user's data. *At least that is how I understand the instructions.*
 - ✓ WARNING for Windows7 and Vista: Never select "Run as Admin" when starting Fab's Autobackup. *If you do, all the data files will end up in the Admin user account.*

MOZBACKUP NOTES

- FIREFOX: MOZBACKUP saves all your bookmarks, history, settings, saved passwords, etc and will restore them to a Firefox installed on another computer. When I have tried it, it also has successfully restored all my installed add-ons & extensions. (They do not promise that will all work though).
- FIREFOX BOOKMARKS: Firefox bookmarks can be manually exported and saved in a file (Bookmarks > Organize Bookmarks > Import & Backup > Export HTML) without using MOZBACKUP. I do this regularly as people have complained that very rarely, Firefox bookmarks just disappear.
- THUNDERBIRD: I have also successfully used MOZBACKUP to fully restore all my Thunderbird mail, mail settings, & address books in one swell foop. NOTE: MOZBACKUP can be erratic with Thunderbird if your

mail file is too big or if you do not compact your mail folders first. I suggest you delete old mail or move it to local folders first, then Compact Folders, then run MOZBACKUP.

- NOTES: One thing I have always done is to make sure the version of Firefox or Thunderbird I restore "To" is the same version I used to back up "From". Supposedly, this is not necessary but I do it anyway. Also, I have not yet tried it with Firefox 3.0.x.

NORTON GOBACK

REMOVING GOBACK FROM THE SYSTEM MBR: (XP, Win98, and VISTA/WIN7???)

- Problem description: <http://www.knoppix.net/forum/viewtopic.php?p=61459>
- To remove the changes that GoBack made to the boot record
- The Symantec site has a GoBack ISO image you can use to burn to CD. Boot it to remove GoBack & fix MBR.
- Find or create a Windows Startup disk for Windows 98/Me. For more information, see the document How to create a Windows Startup disk.
- Copy the GoBack Gb_prog.exe (See Note below) to the Windows Startup disk. If there is not enough room to copy Gb_prog.exe to the Windows Startup disk, then copy Gb_prog.exe to a separate floppy disk.
- On the computer that you want to remove the GoBack changes from, insert the Windows Startup disk and then start the computer. The computer has finished starting when you see an A:\> prompt and a blinking cursor.
- Insert the disk that has the Gb_prog.exe file.
- Type `gb_prog.exe /u` and then press Enter.
- The utility removes the changes that GoBack made to the boot sector and the partition table and further troubleshooting can proceed.
- Notes:
 - a. The following instructions require a computer that can successfully start Windows 98/Me in order to create a Windows Startup disk. This computer does not have to be the computer you are trying to remove GoBack changes from.
 - b. The Gb_prog.exe can be located in the GoBack installation folder (C:\Program Files\GoBack is the default location). Gb_prog.exe can also be found on the Norton SystemWorks CD in the \Support\GBTools folder.
 - c. Note: This process does not entirely remove the GoBack program. Use the Add/Remove Programs utility in the Windows Control Panel to remove the rest of the GoBack program.

GoBack Problems

- **DISABLING GOBACK.** Clearing the GoBack History takes forever.
 - ✓ FIX: Do not disable GoBack or clear the History from the GoBack program running in Windows. Instead do a system restart and press the spacebar while the GoBack Flash screen is displayed. From the GoBack boot window, tell it to clear the History or disable GoBack. It will clear much faster.
- Notes from Charles_Pattison on 10/4/2007 10:38:00 PM On Windows XP:
 - a. Norton GoBack does not yet have the ability to restore the MBR and PBP when it is in doubt about its backup copies. If the MBR can be restored by another utility from a backup copy, your data should be intact. You may boot to a floppy to bypass the norton goback boot driver.
 - b. Quick fix ... use windows 98 cd boot to dos ... Type: `fdisk/mbr` This works . Now you can start XP normally. P.S. Booting to the Windows XP Repair terminal and replace boot sector..... does not work!
- **USB Drives.** The presence of GoBack on a drive's MBR may cause the blue screen of death on the system when plugged into a USB port on a system without GoBack installed. Try the GoBack removal Tool or UBCD4WIN. (I am not sure if the GoBack removal tool recognizes USB Drives. --Jim)
- The presence of GoBack on any internal drive can cause it to be unrecognized by Windows, unless GoBack is already installed on the System. See my SYMPTOM FIX TIPS for more details.

PC FIXER (Optimizes system settings for XP/Vista/Win7, Firefox, and IE)

- Run the "Checkup" option to scan the PC for issues.
- On the Results window, check the category boxes for both Security and Performance.
- Check all items shown (at the left), **EXCEPT for the "HID INPUT SERVICE"** , Do not disable this Service. It is needed for custom buttons & controls on many keyboards.

- Click <Apply Selected>. (Requires a restart)

REVO UNINSTALLER:

- I love using Revo for uninstalling programs, but here are a few problems and considerations:
 - ✓ The free version of Revo does not fully support 64-bit systems. For example, I have Windows 7 64-bit with both Java 32-bit and Java 64-bit installed. Revo only sees the 32-bit Java. If you go to Windows 7 "Programs and Features" you will see both versions of Java installed. Secunia PSI also sees both versions of Java.
 - ✓ I NEVER use Revo Uninstaller to remove any Microsoft Programs. You can mess things up reeeal good.
 - ✓ Deleting registry entries and/or files that are shared between multiple programs can cause problems with the program that remains. (IE: Office 2003 and Office 2007). Make sure you are backed up.
 - ✓ If you have progressed in the Revo removal process to where the program has been uninstalled, but you are having second thoughts about removing any Registry entries, then on the "Found Leftover Registry Items" window, just click "Next" without checking any of the boxes, then "Yes" then click "Next" again.
 - ✓ I you use Revo to remove an Anti-Malware suite, I still recommend using the Vendor's removal program to be sure all the remnants, hooks, and registry entries are gone. See my "ANTIMALWARE TOOLS & TIPS" for how to remove Commercial Anti-Malware program suites.
- When in doubt about whether to remove any registry entrie, use the "Add/remove Programs" (XP) or "Programs and features" (Win7) window instead of Revo Uninstaller.

SANDBOXIE: *(Safely browse the internet)*

- See my separate sheet on SANDBOXIE under MALWARE TOPICS at www.jimopi.net

SECUNIA PSI - (Personal Software Inspector) Version 2.0.x

- **ABOUT PSI:** This free scanner does a very thorough job of assessing many programs on your PC for vulnerabilities. Secunia PSI scans for the latest updates from Microsoft, Adobe, Apple, Skype, and many other companies. The new version 2.x allows automatic updating of many programs and by default does a weekly system scan. The GREEN Secunia Logo in the system notification area will turn RED or ORANGE to let you know that Operator action is required.
- **FIRST-USE SETUP:** For the average user, I recommend allowing Secunia start up on every boot as well as enabling autoupdate all possible programs and without requiring operator prompts. Not all programs allow Secunia to autoupdate. .
- **CLOSING SECUNIA PSI:** If the box for "Start Secunia on Boot" is checked, Secunia will continue running in the background even after you close the program. In this case, to completely close Secunia, you must right-click the Secunia PSI Icon in the taskbar System Tray (Notification area), and click "Close tray icon".
- **CORRECTING INSECURE PROGRAMS:**
 1. **PROGRAM UPDATES AVAILABLE:** When a program is flagged as "Insecure" or at "End-of-life", the error includes a link to the site where the update is located. If the link is blue, you can click the link. If it is black, you must update manually. Some programs can be updated, & others must be removed using Add/Remove Programs and replaced with a newer version. Note: These Blue update link buttons do not always do the job. *Personally, I prefer updating programs from inside the program itself, usually by clicking Help > Check for updates.*
 2. **MICROSOFT OFFICE UPDATES:** The Blue update link buttons frequently fail to update Microsoft Office products. To update Microsoft Office, see my WINDOWS 7 TIPS or XP TIPS sheet under: MICROSOFT OFFICE UPDATES. Note: In some cases Windows Update will show all updates are On. In this case you must use the "Install Solution" button in Secunia to download a specific update that is missing.
 3. **NO PROGRAM UPDATES AVAILABLE:** If a needed program that is shown as "Insecure" or at "End-of-life" has no updates available for free (IE: Power DVD), and you do not want to pay for a newer version of the program, you can set PSI to just Ignore it. Go to the Scan Results and tell Secunia to ignore the error.

4. **IGNORING A PROGRAM:** Go to the Scan Results window and double-click the desired program. Then right-click the program listed in the "Detected Installations" section. Click "Ignore Program". *NOTE: If you don't need the program, I suggest removing it with Add/Remove Programs rather than ignoring the error.*
 5. **DELETING OLD PROGRAM FILES:**
 - a. Always try to first remove "Insecure" or "End-of-life" Programs using Add/Remove Programs.
 - b. If PSI shows a program as "Insecure" or "End-of-life", and it is not listed in Add/Remove Programs, then you can safely just delete the offending file. Go to the Scan Results window and double-click the desired program. Note the file-name of the offending program listed in the "Detected Installations" section, then right-click the program, click "Open Folder".(IE: Flash.ocx), and delete it.
 - c. On occasion, Windows will say the file is in use and will not let you delete it. In this case, close Secunia, manually go to the folder where the program file is located and delete it.
 6. **"FLASH" UPDATES:** When you update FLASH to a higher version, residual files are usually left on the machine by the Adobe installer. To the Secunia Inspector, these files look like down-level versions of FLASH that are still actively running on your PC. You must manually find and delete the old files as shown above. Also, be aware that there are two different versions of FLASH on a typical PC. One for IE (ActiveX) and one for FIREFOX (General Plugin). To install the correct version, go to the adobe.com website using the desired browser to download and install the correct FLASH. After that, track down and delete all the old versions using the error messages in the "Scan Results" area. You can also use the "Flash Player Uninstall" Tool to remove all versions of Flash, and then install the latest version. See: http://kb.adobe.com/selfservice/viewContent.do?externalId=tn_14157
 7. **"JAVA" UPDATES:**
 - a. First, look in Add/Remove programs to see if older versions of JAVA , JRE or IBM JRE are listed. Remove all but the latest one. JAVA may be listed as Microsoft JAVA (*Look under "M"*), and SUN JAVA (*Look under "J"*), or it may be listed as JRE (*Java Runtime Environment*) or even as IBM JRE.
 - b. In the past, when a new version of JAVA (jre) was installed, residual files and folders from old versions of JAVA were frequently left behind by the SUN installer. Java version 6u11 and newer seems to have fixed this issue.
 - c. After installing the latest JAVA update, if PSI tells you old versions still exist, you must first try to remove them using Add/Remove programs. IF JAVAs are still listed, then you must manually delete the folder for each old version as shown above. (*Usually they are in C:\Program Files\Java\jre...*). *Both XP & Windows 7 should be the same. In a 64-bit system, it can OK to have both 64-bit JAVAs and 32-bit JAVAs installed.*
- **ERROR 1920:** If you get error 1920 on startup of Secunia PSI, reset the security settings for Internet Explorer back to "Default" and try again. (*Control Panel > Internet Options > Advanced tab > click the "Reset..." button*).

SECUNIA OSI (Online Software Inspector) http://secunia.com/vulnerability_scanning/online/

- I no longer recommend the OSI version of Secunia. Secunia PSI is way, way better.

SPEEDFAN (This utility allows you to monitor hardware temperatures, fan speeds, & voltages of various PC components. It also allows you to control the speed of specific fans).

- See this youtube tutorial: <http://www.youtube.com/watch?v=hQsb0ld2eWk>
- SpeedFan can let you know if your PC is running hot without opening the covers. It tells you the current operating temperature of several components in a PC.
- SpeedFan only runs on PC's that have hardware temperature monitoring chips. Older PC's cannot do this.
- SpeedFan can also monitor system voltages on PC's equipped with the proper hardware & BIOS.
- How do you know if your PC has hardware with temperature monitoring sensors & fan controls?
 - ✓ If SpeedFan shows valid temperatures, then your PC is new enough to monitor hardware temps.
 - ✓ If SpeedFan shows nothing or temps of 0 C, then you probably do not have hardware monitoring. You can try looking in the BIOS setup to see if there are any options for activating it.
 - ✓ Even it you can monitor temperatures, you may or may not be able to manually control fan speeds.
- Too HOT?

- ✓ If any component is running hot, a good cleaning of fans, grills, and heatsinks by a knowledgeable technician will probably be the most help.
 - ✓ Never attempt to clean out a laptop. Let an expert do it.
 - ✓ Any component running hotter than 70 Celsius needs immediate attention.
 - ✓ SpeedFan considers any temp over 50 Celsius to be too hot.
 - ✓ You can reduce the temperature of some components by using the program to increase specific fan speeds, but you should only do this after a thorough cleaning of dust & pet hair.
- SpeedFan does not always clearly identify components, but you can click the "Configure" Button for some definitions. SpeedFan is at the mercy of the BIOS as far as names for components, so if you see something strange like Temp1 (Chip = IT8712F) it will probably end up being some sensor on the motherboard, you will have to go to your PC User Manual or Google it to find out exactly what it is. *Note: HD0 is usually the main hard drive, HD1 is usually the secondary hard drive, GPU is usually the Video card, CPU is the main processor, but may be referred to by other names (Core 0, Core 1, etc).* Basically if anything shows too hot, you should take action.
 - NOTES:
 - ✓ A PC that is running hot will run slower.
 - ✓ Many Processors are programmed to "Throttle down" when getting hot to protect themselves.
 - ✓ Windows does not warn you when this is occurring, it just runs slow .

SPINRITE: If SpinRite gets an opcode error during boot message, suspect that the BIOS is set for RAID even if there are no RAID drives. (Typical Dell issue)

SYNCKBACK With a click of a button you can backup or synchronize data files between two PC's or between hard drives. You can also set up jobs to run automatically as a scheduled task as long as all devices are powered on. See these tutorials

- Syncback Help PDF <http://www.2brightsparks.com/assets/pdf/SyncBackPDF.zip>
- Video Tutorial http://www.youtube.com/watch?v=ITL7sA_wX6Y

TFC - TEMP FILE CLEANER With a click of a button you can clean temp files for all users on the PC. Be sure you are running version 3170 or higher. *Warning: If you run the Temp File Cleaner Utility via Logmein, the system will hang with a user message requiring an onsite operator to say "OK" to Reboot. Log me in loses contact during the TFC run until the reboot completes.*

"ULTIMATE BOOT CD FOR WINDOWS" TIPS (*UBCD4WIN version 3.60*)

- How to create a "UBCD4WIN" CD:
 - ✓ http://www.maximumpc.com/article/howtos/how_to_create_ultimate_boot_disk or http://datamike.net/?page_id=72
 - ✓ I tried using an XP CD with SP3 and it failed, plus it was too big. XP CD at SP2 works good and the final size was 697MB. NOTE: If the ISO is a little too big to fit on a CD, delete the games from the ISO and try again.
 - ✓ More Help: http://www.bendburrows.com/?page_id=145
- TOOLS AVAILABLE ON THE CD: For a summary of tools, see: <http://www.ubcd4win.com/contents.htm>
- OPERATING NOTES:
 - ✓ SINGLE CLICK: Note: The Desktop Icons are set up for "Single-click". A "double-click" will open it twice.
 - ✓ BE PATIENT after clicking a button: UBCD4WIN runs slow. *You are running from CD and a Virtual RAM Drive.*
 - ✓ "NORTON GOBACK" WARNING: If GoBack is installed on the PC's drive, UBCD4WIN will not recognize it. When you first boot the CD (Before UBCD loads), there is an option to remove GoBack.
 - ✓ If you get a message saying "Out of Virtual memory" or "Low on virtual memory", make sure the BIOS video memory setting is set to 2MB or more (8MB is preferred).
- MOVE XP TO ANOTHER PC OR IF MOTHERBOARD IS REPLACED:
 - ✓ See the steps below under XP BOOT FAILURES > AFTER MOBO CHANGE
 - ✓ See this site:
<http://www.raymond.cc/blog/archives/2008/07/09/move-windows-xp-hard-drive-or-change-motherboard-without-getting-blue-screen-of-death/>
- XP BOOT FAILURES: *To restore an unbootable PC to an earlier state*
 - ✓ Run CHKDSK from UBCD4WIN: (*Start > Programs > Disk Tools > Diagnostic > Check Disk. Run Option 3*)
 - ✓ Run HD TUNE to establish condition of the hard-drive: Its Icon is on the UBCD4WIN Desktop (*Also: Start > Programs > Disk Tools > Diagnostic > HD Tune*). Tests, Benchmarks, and gets Drive SMART info
 - ✓ Run the Registry Restore Wizard: (*Start > Programs > Registry Tools > Registry Restore Wizard*).
 - ✓ Try the EZPCFIX Utility. (*Click the EZPCFIX Icon on the UBCD4WIN desktop*)
 - ✓ AFTER MOBO CHANGE: To fix XP so it will boot after a MOBO change, use the "FIX HDC" Utility to install a generic IDE controller driver so Windows will boot. (*Start > Programs > Registry Tools > Fix_hdc > Fix hard disk controller*). Run option T (*Target is C:\Windows*). Run option M. Run option O, if M does not exit you from the program. Reboot XP into safe mode and see if Windows can boot now. Install any necessary drivers.
- MALWARE RECOVERY: To do proper Anti-Malware scans, you need to have Networking started: If you did not start Networking when you booted UBCD4WIN, go to (*Start > Programs > Networking Tools > Start Network and Dialup Services*)
 - ✓ SUPERAntispyware (*Start > Programs > Anti-Spyware Tools > SUPERAntiSpyware*). Do the online updates and then scan drive C. Any errors found on drive X or B can be ignored.
 - ✓ Malwarebytes Anti-Malware (MBAM) (*Start > Programs > Anti-Spyware Tools > MalwareBytes Anti-Malware*). Do the online updates and then select "Perform Full Scan". Check only Drive C and then click "Start Scan". Any errors found on drive X or B can be ignored.
 - ✓ Avira Antivir is on the Taskbar (Red umbrella). The first time you click the Icon, Antivir installs and updates. When its done with that, it looks like nothing happened. Click the Icon again and Antivir will open to its normal main screen. Make sure the update Date is current before running a scan. *Note: Any errors found on drive X or B can be ignored.*
 - ✓ CCLEANER (*Does not work when booting from UBCD4Win CD*)
- DATA & SETTINGS AUTOBACKUP: Use FABS AUTOBACKUP Utility. Its Icon is on the UBCD4WIN Desktop. (*Also: Start > Programs > File Management > Recovery > Fabs's Autobackup*).
- DATA RECOVERY: RECUVA (*Start > Programs > File Management > Recovery > Recuva*). ????
- PRODUCT KEY RECOVERY

- SIW: (*Start > Programs > System Information > Info & Diag Tools > SIW (Remote)*). Save file to flash drive. (*File > Create Report File > HTML*)
- PRODUKEY: Copy the “Produkey” folder from flash drive to drive C:\ (root). *Then click Start > Run: C:\Produkey\produkey.exe /external*. Select all items and Save to flash drive.
- PASSWORD RECOVERY:
 - ✓ To access a system, try (*Start > Programs > Password Tools > Password Pro*)
 - ✓ To access a system, try the SALA PASSWORD RENEW Utility. (*Start > Programs > Password Tools > Password Renew*)
- PARTITION RECOVERY: TESTDISK Utility. (*Start > Programs > Disk Tools > Partition > TestDisk*)
- RAM TESTING: MEMTEST86 (Scans RAM for errors) Run this from the Primary UBCD4WIN Boot menu.