

TROUBLESHOOTING WINDOWS 7



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Windows7_Troubleshoot.lwp

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SYMPTOM/FIX TIPS (See my separate "TROUBLESHOOTING PC's" document for ideas not directly related to WINDOWS 7.)

ANY PROBLEM: Make sure the PC's Date and Time is set correctly. A wrong date can cause a myriad of problems.

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"ACCESS IS DENIED" message or "You don't currently have permission to access this Folder" when trying to open a folder or file.

- NOTE: These tasks are best done from an "Administrator" Account. Especially if you are having trouble accessing folders brought over from another PC.
- Gain Ownership (*Right-click the problem Folder or File > Properties > Security tab*). Click "Advanced", then go to the Owner Tab. (If asked "Do you want to continue?", click "Continue", and enter the Admin password). Click "Edit", then under "Change Owner to:", click your current User name. Click "OK", "OK", "OK" to exit. If you still do not have access to the folder, complete the next item to gain permissions.
- Gain access permissions (*Right-click the problem Folder or File > Properties > Security tab*). Click "Edit", then click "Users....." . (or if asked "Do you want to continue?", click "Continue" and enter the Admin password). If any boxes are checked in the "Deny" column, click to un-check them. Now, click the box to "Allow" Full Control. Click "OK", "OK" to exit. For details, Also see: <http://technet.microsoft.com/en-us/library/cc753659.aspx> or google the keywords above.

AERO AND/OR TRANSPARENCY WON'T WORK: Make sure you have a video card that is supported by Win7/Vista. If you cannot find a Win7/Vista video driver for your Video card online, you may have to buy a new video card that has a driver available.

BOOT FAILURE

- BOOTLOG:
 - ✓ If booting into Safe Mode works, use msconfig to create a bootlog on the next regular boot.
 - ✓ After failure, boot into safe mode or with a win98 Disk or DOS Disk and look at the bootlog file.
 - ✓ See what the last driver that started was. That driver or hardware device is what is failing.
- STARTUP REPAIR: This is a WINDOWS 7 Recovery Tool that can be used to repair some problems. It is best loaded from a WINDOWS 7 Install DVD. If you do not have one (as is most common), try loading per the following Microsoft Article:
<http://windowshelp.microsoft.com/Windows/en-US/Help/5c59f8c1-b0d1-4f1a-af55-74f3922f3f351033.msp>
- RUN CHKDSK FROM INSTALL DVD to scan & fix corrupted system files using a Windows 7 Install DVD. Boot the Win 7 Install DVD and when asked, select Repair. Then when a menu comes up, select command prompt. Enter `chkdsk c: /f /r` . If it says volume is locked, add the /x switch.
- You can also use a UBCD4WIN BOOT CD, go to a command prompt and enter: `chkdsk c: /x /f /r` (*Note: When using UBCD4WIN, the main system drive may not be drive "c:". If not, use whatever letter is for the system drive in place of c: in the chkdsk command*).
- See my XP Troubleshooting sheet for more Boot failure tips.

CHKDSK: TO ERROR CHECK THE HARD-DRIVES: Run this on all your hard-drives if you experience any strange problems. See my WINDOWS 7 TIPS sheet for details on how to run chkdsk.

COMMAND PROMPT. If programs will not run from a Command Prompt, make you you first right-click on the Command Prompt Icon and select " Run as Administrator". See the Command Prompt Icon topic above)

DESKTOP ICONS MOVING

after reboot or refresh. Apparently this is a bug in WINDOWS 7.

Two tricks to try:

1. Try turning off "Align to Grid: (Right-click on Desktop > View > click on "Align to Grid", *to uncheck it*). If you want the Icons lined up nicely again, turn on "Align to grid" and then turn it off again. (*Yes, I know that "Align to Grid" does not cause any problems in XP*)
2. Here is a workaround. Download & install a free Utility called "Icon Restore 1.0" from http://www.download.com/Icon-Restore/3000-2347_4-10163499.html . Then right-click most any Icon on the Desktop and select "Save Desktop Icon Layout". Then when the bug shows up, you can restore the Icon positions by right-clicking an Icon and selecting "Restore Desktop Icon Layout". *Not much of a fix but it helps*. PS: This download works on all versions of Windows.

EVENT VIEWER

- (Control Panel > System and Security. Under "Administrative Tools", click "View Event logs"). Look at both System and Application errors. The event viewer displays all errors detected by Windows 7.
- Help analyzing Events (Subscription required): <http://eventid.net/>

HOT (CPU RUNS HOT):

- WARNING: CPU's, especially laptop CPU's, can overheat when running a 64-Bit Operating system at full speed. There are usually BIOS options to slow it down. Test this with the utility called "Speedfan".

INTERNET EXPLORER 8 (IE8):

- Cannot connect to the internet to some websites or any strange problems. Try resetting IE back to factory defaults:
 - ✓ Open IE8 > Tools > Internet Options > Advanced Tab > click "Reset". Then on the Reset IE Settings window, select Reset > click OK. When done, click "close & restart IE8".
 - ✓ If that does not work, then open IE8 > Tools > Internet Options > Advanced Tab > click "Restore Advanced Settings".
- SLOW TO START: There are problems with IE8 and SpyBot Search & Destroy. On the SpyBot "Immunize" window, you need to remove all IE protections ending with the words (Domains) or (Secure Domains). For more details, here is a link to the spybot forums: <http://forums.spybot.info/showthread.php?t=48815>
- SLOW and OTHER PERFORMANCE PROBLEMS including Cursor Latency: Clear the Java cache and then set the Java cache size to 50 MB. (Control Panel > Java > General tab > Temporary Internet Files "Settings" . Click "Delete Files, then set Disk Space = 50 MB. Click <OK>, <OK> to save the new value and exit.) (Note: The default is 1000 MB)
- CERTIFICATE ERRORS: Make sure the Date and Time are correct on your PC.

LAPTOP LCD DISPLAY IS DIM:

Go to the Power Plan settings and set the default LCD Brightness higher. (Control Panel > System and Security > Power Options). Click "Show additional Plans", then choose a "Power Plan". Set to "☉ High Performance" (unless you run a lot on batteries). Customize other settings as desired.

MEMORY DIAGNOSTICS TOOL (Control Panel > System and Security > Administrative tools > Memory Diagnostics Tool).

- This Tool tests your RAM.
- Click "Restart now and check for problems". During the Restart, a set of memory tests will run. It could take 30 minutes or more to run. **Do not interrupt the process!**
- When done, it will restart Windows and display test results in the Taskbar Notification Area.

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NETWORKING PROBLEMS: *(For more ideas, see my separate "NETWORKING TIPS" document).*

- The easiest way to get a Windows 7 PC to network with XP PC's is to disable the Homegroup and make sure the Workgroup name matches the XP PC's.
 1. "Leave the Homegroup", then set up sharing manually for each PC (Win7, Vista, or XP) on your network. *(Control Panel > Network and sharing Center > click Homegroup (on the left) > click "Leave the homegroup").*
 2. To change the Workgroup Name: *(Right-click Computer > Properties > "Change Settings" > click "Change" > enter the desired the workgroup name > click OK.)*
- The harder way is to use this TUTORIAL set up Homegroups to network between Win 7, Vista, and XP PC's: <http://blogs.techrepublic.com.com/window-on-windows/?p=1910>

PING: UNABLE TO PING PC SOMETIMES: *(Go to Device Manager > Network Card > properties).* Make sure any power saver modes are OFF

SLEEP/HIBERNATE PROBLEMS:

- Some hardware drivers can hang and keep a PC from going into Sleep or Hibernate or coming out of Sleep/Hibernate. If the PC works OK in safe mode, it is probably a driver issue.
- If a PC will not come out of sleep. On the Taskbar tab, under Taskbar appearance, clear the box for "Auto-hide the taskbar", and then click OK.
<http://windows.microsoft.com/en-US/windows7/Show-or-hide-the-taskbar>

SLOW STARTUP (Slow to Boot):

- Hold down the Shift Key while booting. This takes you to a semi-safe (diagnostic mode) mode.
- Run msconfig or Starter. Try removing various programs from Startup.

START MENU PROBLEMS : See my separate sheet on Customizing the Windows 7 Start Menu..

SYSTEM FILE CHECKER : (SFC). This Utility will find missing or corrupt WINDOWS 7 System Files. You may be required to insert your Windows DVD to continue the program. *(Start > Run > enter: SFC /scannow > OK).* If it does not run, go the Command Prompt and run it from there. *Note; If it runs successfully, you get no warm fuzzy messages. It just goes away.*

SYSTEM HEALTH REPORT

(Control Panel > System and Security > Performance Information and Tools > Advanced Tools). Read the info on this screen and then click "Generate a system health report" . Best run by an Administrator Account.

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