

# Windows 7 Tune-Up Checklist

Jim McKnight

www.jimopi.net

Windows7\_Tuneup.lwp

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Note: A copy of my "Windows 7 - Improve Display Readability" may be needed.

PC Make, Model: \_\_\_\_\_

OWNER Name, Date, & Phone: \_\_\_\_\_

Date's Worked: \_\_\_\_\_

CPU: \_\_\_\_\_ @ \_\_\_\_\_ GHz, \_\_\_\_\_ MB RAM,  
\_\_\_\_\_ GB Drive C, ( \_\_\_\_\_ GB Free on Drive C)

OP System Vista/Win 7 (Home/Prof (SP1 or 2): \_\_\_\_\_

COA Product Key: \_\_\_\_\_

Product ID: \_\_\_\_\_ Key to chg Boot = \_\_\_\_\_

Computer Description: \_\_\_\_\_ BIOS: \_\_\_\_\_ Key to Enter BIOS = \_\_\_\_\_

Computer Name: \_\_\_\_\_ Workgroup: \_\_\_\_\_

COMMENTS/PROBLEMS: \_\_\_\_\_

## 1. BOOT TEST & BENCHMARK:

- At this point, just assume the PC is infected with some kind malware and take the proper precautions.
- UNPLUG ALL EXTERNAL DRIVES AND THE NETWORK CABLE.**
- Boot the system, ----> ----> ----> ----> and measure the bootup time = \_\_\_\_\_ min
- PROCESSES count: Open the Task Manager > Processes tab. Make sure the  "Show processes from all users" box is checked. # of processes running after boot = \_\_\_\_\_ processes
- Go into the BIOS and copy down the various settings, as all will reset when you check the battery later.

## 2. SYSTEM IMAGE BACKUP: Space used on Drive C. \_\_\_\_\_ GB used (size to backup).

- Install "HD Tune" & run an Error Scan on drive C and look that all boxes are green. Verify Hardware Health is OK. If in doubt about the Health, use "Crystal Disk Info". If OK, continue. If not, run "chkdsk /f /r" to clean errors. See my XP TIPS sheet for details on running chkdsk.
- Install Belarc Advisor and save the results to the My Documents folder or to a flash drive or floppy drive. **USE CAUTION, as the PC may be infected at this point.**
- Power down, then plug-in an external HDD or Network cable that will get you to a hard drive.
- IMAGE BACK-UP: Using an "ACRONIS TI HOME 2010" or newer Rescue CD, do a full image backup to a hard-drive other than the main drive (*Back-up all partitions*).
- After the back-up, UNPLUG the Network cable and/or the External HDD before powering up the PC.**
- Run Spacemonger 4.0.0 (Portable) to see if any large unusual file blocks show up. *Delete as necessary.*

## 3. CONTROL PANEL VIEW: (Start > Control Panel) Write down the current preferred Control Panel view for later use. \_\_\_\_\_ . Change to the "Large Icon view" for the rest of the Tuneup. (For Vista; select Classic view)

#### 4. **HARDWARE INSPECTION:**

- a. PC TEMPERATURES: Install and run the SpeedFan Utility to benchmark PC temperatures. Core = \_\_\_\_\_ °C
- b. CHECK THE "BACKUP" BATTERY VOLTAGE IS 3.0v or more. It *may be hard to find on laptops*.
- c. AIR FLOW: Inspect all fans, intake grills, outgo grills, and heatsink fins. Clean as necessary. Note: If the PC has a separate Video card, be sure its heatsink is VERY clean. Many GPU's run too hot.
- d. MOBO: Visually inspect the Motherboard for swollen or leaky capacitors. (Desktops only).
- e. FAN CHECK: Power up the PC and make sure all fans are rotating. *For laptops, you can get the fans running by running the Stress Utility called PRIME95.*
- f. PC TEMPS AGAIN: Run SpeedFan again to make sure the system temperatures are OK. If not, clean it more. Record the SpeedFan core temp readings while an A/V scan or prime95 is running to work the CPU hard: \_\_\_\_\_

#### 5. **SAVE AN IMAGE OF THE "DESKTOP" LAYOUT:** Do a <Print Screen> & paste the image into any kind of word processing document. *If you screw up the layout, you can use this to put icons back in place.*

#### 6. **POWER PLAN:** (*Control Panel > Power options*).

- a. On the left, choose the "Power Button" action, the "Close Lid" action, the "When to turn off the display" action, and the "When the computer sleeps" action.
- b. Click "Show additional Plans" if necessary, then set the "Power Plan" to "⊙ High Performance" (unless you run a lot on batteries), then customize settings as desired by clicking: "Change Advanced Power settings". Some settings are found by clicking: "Change plan settings". The default LCD Brightness can be set at this time if you are on a Laptop.
- c. Write down the current Power Options setting for the display timeout and sleep/hibernate timeout time: DISPLAY = \_\_\_\_\_ SLEEP/HIBERNATE = \_\_\_\_\_, then set them to "Never" so the system will never shutdown by itself during the Tuneup scans.

#### 7. **SYSTEM RESTORE:**

- a. (*Control Panel > System > System Protection*). Verify that Windows System Restore, GoBack, or some other automatic restore program is running. **WARNING: The PC should only be running ONE restore program, and only on Drive C. NOTE: Running System Restore along with other automatic restore programs like Norton "GoBack" will slow down the PC dramatically, and is a BIG waste of hard drive space. Also, running System Restore on multiple drives wastes space and time.**
- b. SET A RESTORE POINT (*Control Panel > System > System Protection*). Click "Create" )

#### 8. **RUN ANTI-MALWARE SCANS: \*\*\* JUST ASSUME THE PC IS INFECTED WITH SOME KIND OF MALWARE AND USE PROPER PRECAUTIONS SO YOU DO NOT INFECT OTHER PC's.**

- a. For malware removal, see my "Anti-Malware Tools & Tips" sheet. ( [www.jimopi.net](http://www.jimopi.net) )
- b. Disable the real-time protection in any installed anti-virus programs. Especially Norton, McAfee, or Trend.
- c. Run multiple anti-virus/anti-malware scans. Install or run these from a CD/DVD or write-protected Flash drive. Since you are not on the internet yet and cannot do updates, you need to install the most up-to-date version of SuperAntispyware, and MalwareBytes Anti-malware (MBAM), etc.
- d. Make sure the Windows Firewall is turned on. (*Control Panel > Windows Firewall*). A third party firewall is OK, but not recommended at this point. Some AV suites prevent the Windows Firewall from being turned on.
- e. **Connect to a standalone network (with no other PC's connected).**
  - 1) If MSE is installed, make sure it is up to date and then run a scan.
  - 2) Run on-line updates for SuperAntispyware and MBAM, then run full scans again.
  - 3) Run an ESET ONLINE SCAN. ([www.eset.com/online-scanner](http://www.eset.com/online-scanner)).

#### 9. **USER COMPLAINTS:** Try to reproduce and fix any specific problems the user is complaining about.

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10. **BIOS UPDATE:** Only do this if it is needed to fix an issue. Be aware there is a risk of damaging the MOBO.
11. **REMOVE PROGRAMS.** Remove all downlevel versions of Adobe Reader, FLASH FF, FLASH IE, & all JAVA's (including all old JAVA Firefox add-ons). With User's permission, remove any old or unnecessary programs using "Add/Remove" Programs or Revo Uninstaller. This includes any Anti-Malware suites other than MSE (with approval). Remove "Site Advisor" if installed. *It conflicts with newer anti-malware programs.*
12. **UTILITY PROGRAMS INSTALLATION:**
  - a. Create folders:
    - 1) Work\_MISC: Create a folder on the C Drive called C:\Work\_MISC (to use for downloads & stuff)
    - 2) CCLEANER BACKUP FILES: Create a folder in "My Documents" called "CCleaner\_RegBU\_Files".
    - 3) "UTILITY PROGRAMS" FOLDER: On the Desktop, create a new folder called "UTILITY Programs".  
*Note: You can customize this Folder's Icon Image by (Right-clicking Icon > Properties > Customize Tab > Change Icon button. Select an Icon and click <OK>, <OK>). The new Icon Image should now be there.*
    - 4) "ANTI-MALWARE PROGRAMS" FOLDER: On the Desktop, create a new folder called "Anti-Malware" Programs. Customize the Icon as desired.
  - b. If not already installed, add the following utility programs:

<input type="checkbox"/> BELARC ADVISOR	<input type="checkbox"/> CCLEANER	<input type="checkbox"/> Codestuff STARTER	<input type="checkbox"/> HD TUNE
<input type="checkbox"/> REVO UNINSTALLER	<input type="checkbox"/> SECUNIA PSI	<input type="checkbox"/> ULTIMATE WINDOWS TWEAKER	<input type="checkbox"/> SPEEDFAN
  - c. Drag the Icons for all the above programs into the new "UTILITY Programs" folder.
  - d. CLEAN FILES & REGISTRY: ***RUN THE FOLLOWING TASKS FOR EACH USER ACCOUNT!***
    - 1) Start > Run > %temp%. Delete all files that are found.
    - 2) CCLEANER: Set-up & configure CCleaner. Verify that the latest version is installed. Run "File Clean" and "Registry Clean". then re-run the Reg clean until no more issues show up:  
FILES cleaned: \_\_\_\_\_ MB, Registry issues cleaned: \_\_\_\_\_ Reg, \_\_\_\_\_ Reg, \_\_\_\_\_ Reg.
13. **FOLDER OPTIONS SET-UP**
  - a. DEFAULT FOLDER VIEW: This sets the Default view for "All Folders". Open the "Documents" folder and change the view to your preferred default view for ALL folders. (I prefer the "Details" view). Then (*click Organize > Folder and search options > View Tab > and click the "Apply to All Folders" button [near the top]*).
  - b. OTHER FOLDER VIEW OPTIONS: (*Control Panel > Folder Options > View Tab > Advanced*).
    - 1) Verify the following boxes are checked as shown:
      - Display simple folder view in Explorer's Folders List
      - Always show menus
      - Display the full path in the title Bar.
      - Hidden files and folders
        - Show Hidden files and Folders
      - Hide extensions for known file types. ***Un-check this one!***
      - Hide protected operating system files
      - Remember each Folder's view settings.
      - Show encrypted or compressed NTFS Folders & files in color
    - 2) Click the <Apply> Button at the bottom.

14. **TEST THE INTERNET CONNECTION & SPEED.** Using a wired or wireless connection, and your browser, verify the connection works & check the speed of the internet connection.  
<http://www.speakeasy.net/speedtest/> . \_\_\_\_\_ kbps.
15. **WINDOWS UPDATE:**
- a. CHANGE SETTINGS: (*Control Panel > Windows Update > Change Settings*)
    - 1) TURN OFF AUTOMATIC UPDATES: First record the preferred user "Automatic Updates" setting, \_\_\_\_\_ then set Automatic Updates to "Never Check for updates". We will turn this back on later..
    - 2) RECOMMENDED UPDATES: It is a good idea to activate "Include Recommended Updates".
    - 3) MICROSOFT UPDATE: Even if you do not have "Microsoft Office" installed, it is a good idea to activate "Microsoft Update". Once activated, "Microsoft Update" will keep all Microsoft products secure and up to date. To activate, check the box " Use Microsoft Update".
  - b. MANUAL UPDATES: Run Windows Update manually (*Start > All Programs > Windows Update > Check for Updates*).
    - 1) If "Important" updates are found, install them.
    - 2) Keep re-running Windows Update until no more "Important" updates are found.
    - 3) Select any desired "Software, Optional" updates for install.
    - 4) Install all desired "Hardware, Optional" driver updates. (*the latest Microsoft approved Drivers*). USE CAUTION: These can be a LOWER Level than is already installed on the PC. If a lower level, "Hide" them.
16. **OPEN OFFICE (optional):**
- a. If it is already installed, make sure it is the latest version. If not, install it. After the install, delete the installation work folder from the desktop.
  - b. Put an Icon for the "Open Office Tutorials" website on the Desktop: <http://www.tutorialsforopenoffice.org/>
  - c. Set the default "Save" format to ".DOC". Go to (*Tools > Options > Load/Save*), and select a save format of "Microsoft Word 97/2000/XP".
17. **DEVICE MANAGER ISSUES:** (*Control Panel > Device Manager*).
- a. In Device Manager, make sure there are no devices with Exclamation marks, Question marks, or X's.
  - b. If you see any exceptions, delete or un-install the bad entries and reboot to see if XP can re-detect & re-install the devices OK.
  - c. **Fix all issues before continuing!**
18. **HARD DRIVE CHECKS:** (*From an Administrator Account*)
- a. **VERIFY FREE SPACE:** Verify there is adequate free space on Drive C. (*15% minimum for Windows.*)
  - b. **RUN ERROR CHECK**
    - ✓ Run (chkdsk /f /r) on all hard drives. See my *WINDOWS 7 TIPS* sheet for details on running chkdsk.
    - ✓ After running on drive C during boot, inspect the Log to see what it found. (*Control Panel > Administrative Tools > Event Viewer > Windows Logs > Application > "Wininit" entry for the time and date of the scan*).
  - c. **DEFRAG:** (*Control Panel > System > Performance Information & tools > Advanced tools > Open Disk Defragmenter*). Check to see if a defrag is needed (> 10% fragmented). File Frag: \_\_\_\_\_% Before, \_\_\_\_\_% After. (*Note: The Vista defragmenter sucks*)
  - d. **SPINRITE SCAN:** If time allows, be sure to run a "level 4" SpinRite Scan on all hard drives.

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## 19. SYSTEM PROPERTIES:

- a. **COMPUTER REGISTERED OWNER & ORG:** (*Start > type: winver > Enter*) Verify the Registered Owner and Registered Org are correct. If wrong, search the registry (*using Start > run > regedit*) using the old data, and correct the info in each instance found. Usually three or so.
- b. **COMPUTER NAME + STUFF:** (*Control Panel > System*). Verify the PC has a good Computer Name (i.e. Dell-D8300), a good Computer Description (i.e. Jim's Dell PC), and the desired Workgroup: (i.e. MSHOME).  
*Note: The Workgroup Name on every PC in a home network must be exactly the same to communicate between PC's.*
- c. **STARTUP & RECOVERY:** (*Control Panel > System > Advanced System settings > Advanced Tab*). Under Startup and Recovery, click the "Settings" button). Under "System Failure", un-check " Automatically Restart".
- d. **VIRTUAL MEMORY:** Verify the virtual memory settings are correct. (*Control Panel > System > Advanced Tab > "Performance", <Settings> button > Advanced tab > Virtual Memory, "Change" button*). Choose " Automatically manage.....". (*If there is a second internal physical hard-drive in the system, put the paging file on that drive for improved PC speed. Click the Set button*).
- e. **VISUAL EFFECTS:** (*Control Panel > System Icon > Advanced system settings > Advanced tab > Performance, click <Settings>*). To improve speed, on the Visual Effects Tab, uncheck all boxes except:
  - ✓ " Smooth edges of screen fonts"    " Use Drop Shadows"
  - ✓ " Use visual styles on windows and buttons" (optional)
  - ✓ *Warning: Every time you make a change here, most of the Desktop Appearance Settings will reset back to default.*

## 20. DISABLE AUTOPLAY/AUTORUN:

- a. To turn this off, go to (*Control Panel > Autoplay*) and un-check the box for: " Use Autoplay for all Media and devices", then click "Save".
- b. To totally turn off autoplay in the registry, install and run the "Ultimate Windows Tweaker" utility program. (see *my UTILITY PROGRAMS sheet for details*). In the left column, click "Security Settings". Then, check the box: " Disable autoplay for removable devices". *This way is most secure.*

## 21. MOUSE: (*Control Panel > Mouse*)

- a. **Buttons Tab:** Drag the "Double-click speed" lever to the SLOWEST setting,
- b. **Pointers Tab:** Scheme: Choose the "MAGNIFIED" system scheme. If desire, customize the Normal Pointer with any special Pointer using the Customize box. UN-CHECK the boxes for " Enable Pointer Shadow" and " Allow Themes to change the mouse".
- c. **Pointer Options Tab:** Set "pointer speed": medium to fast. Check the boxes:
  - Automatically move pointer to the default button..
  - Show location of pointer when I press CTRL key.
- d. **Wheel Tab:** Choose a setting of 3 or 4 lines at a time. (*Personal preference*)
- e. **TAP:** If on a laptop: **TURN OFF TAP!!!** (also called "Tap-to-click"). *Very annoying feature.*

22. **DISPLAY/DESKTOP optimizations:** (*Control Panel > Personalization*).
- See my **WINDOWS 7 IMPROVE DISPLAY READABILITY** sheet for details and more items.
  - CLEARTYPE:** If you are using an LCD or Plasma Monitor, you should turn on ClearType. (*Control Panel > Appearance and Personalization > Personalization > Display > Adjust ClearType text*). Check the box: " Turn on ClearType", click "Next", then follow the instructions for "ClearType Tuning".
  - SCREEN SAVER Tab:** (*Control Panel > Personalization > Screen Saver tab*).
    - Verify the Screen Saver settings are set the way the User wants.
    - "Power" button: Leave the Power Options set to "Always On" for now. If Hibernation feature is desired, then while still in the "Power Options Properties" window, click the Hibernate Tab and check the box for " Enable Hibernation". Then click the Advanced Tab and choose if you want a password or not after waking up. Click OK, OK to exit.
23. **DESKTOP ICONS:**
- If the Desktop Icons have moved as a result of changes to the Display Properties, restore them to their original positions using the Desktop image saved in an earlier step.
  - Delete any unneeded Icons from the Desktop or create a folder on the Desktop, call it "Old Icons" and drag the Icons into that folder. That way you don't lose them. **WARNING:** *Removing any ICONS from the Desktop or dragging them into folders can affect other User's Desktops.*
  - Copy any favorite Start Menu ICONS from the Start Menu to the Desktop using "Right-click & drag".
24. **START MENU:**
- Find the "Windows Update" start Icon under (*Start > All Programs*). Right-click, & click "Pin to Start Menu". If desired, do the same with the "Command Prompt" Icon. (*Start > All programs > Accessories*) and any others.
  - Remove any unwanted ICONS from the Start Menu and the Desktop.
  - Turn off "Highlight newly installed programs". (*Right-click START > Customize > Advanced tab*). Uncheck the box for " Highlight newly installed programs".
  - Verify the "All Programs" Menu is fully visible. If not, tune it up per my "Windows 7 Install" sheet.
25. **TASKBAR:**
- Verify the Taskbar is locked. If not, right-click the Taskbar, then click (to check) " Lock the Taskbar"
  - Notification Area: Set up desired Icons to "Always Show".
26. **INTERNET EXPLORER 8** Secure and customize IE8
- SECURE IE: (*Tools > Internet Options > General Tab*).
    - Under Browsing history, Click the "Delete" button and make sure all desired items are checked.
    - Now click the "Delete" button to exit the "Delete browsing History" Window.
    - Wait a little, then click the box "Delete browsing history on exit". This should leave a check in the box. Click OK to exit.
  - Verify the IE add-on called **WOT** is installed. (*If not, just Google WOT or go to WWW.MYWOT.COM*).
  - CACHE SIZE: *Tools > Internet Options > General Tab*. Under Browsing History, click Settings & select 50MB.
  - Any problems with IE, go to *Tools > Internet Options > Advanced tab > click "Restore advanced settings"*
27. **FIREFOX** Install if desired and verify customizations:
- Be sure to do a restart after installing Firefox or antivirus programs will not recognize that it is installed.
  - Verify the Firefox add-on called **WOT** is installed. (*If not, just Google WOT or go to WWW.MYWOT.COM*).
  - Configure all Firefox options (*Tools > Options*) per my FIREFOX TIPS Sheet.
  - Verify CACHE SIZE: *Tools > Options > Advanced > Network tab > set Cache to 50 MB > click OK*.

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28. **THUNDERBIRD E-MAIL:** If desired by the owner, install Thunderbird and configure the user's e-mail per my THUNDERBIRD SETUP sheet.
29. **ADOBE READER** (or Adobe Acrobat)
- Verify either Reader or Acrobat is installed & that the latest on-line updates are on. (*If downloading the free Adobe Reader, be sure to un-check " Add Google Toolbar" every time it asks*)
  - To configure Reader or Acrobat to properly display PDF's from a browser, click (*Edit > Preferences > Internet*) and UN-CHECK the box: " Display PDF in Browser".
30. **MULTIMEDIA UTILITIES:** From an Administrator Account, verify the latest versions are installed:
- JAVA
  - Adobe FLASH (for Firefox)
  - Adobe FLASH (for IE)
  - QUICKTIME
  - Verify DirectX is version 11 or higher is on the PC (*Start, run: DXDIAG*).
  - If desired, install:  WINAMP  LogMeIn Free  iTUNES, etc.
31. **SECURITY & ANTI-MALWARE PROTECTION:**
- STANDARD USER:** Make sure the main User Account is a "Standard User" and not an Administrator.
  - ANTI-MALWARE PROGRAMS:**
    - Verify the following programs are all installed. If not, download, install, and configure them.
      - MICROSOFT SECURITY ESSENTIALS
      - MALWAREBYTES ANTI-MALWARE
      - SECUNIA PSI SOFTWARE INSPECTOR
    - If desired, additional Anti-Malware Suites can be installed. *Be aware that multiple programs all running "Full-time protection" can conflict with each other.*
    - UPDATES: Check & re-check all these programs for online updates until no more show up. Verify that it is set up for automatic updates.
    - MSE: SET UP SCHEDULED SCANS: (*See the writeup for MSE in my "VIRUS-MALWARE TOOLS & TIPS" sheet.*)
    - START ICONS: *Make sure the Start Icon for each of the above programs is set up to run as "Administrator". Click (Properties > Shortcut tab > "Advanced" button) and check the box for " Run as Administrator", <OK>, <OK> to exit.*
  - ACTION CENTER** (Vista calls it the Security Center): Go to the Windows 7 ACTION CENTER and make sure all is OK. (*Control Panel > System and Security > Action Center*). Nothing should be **RED**. Drag Icons for all the above programs into the new "Anti-Malware Programs" folder created on the Desktop in an earlier step..

## 32. TESTING:

- a. Do the following three checks for every Application Program:
  - 1) Make sure that each Program opens OK.
  - 2) If you have restored User data to this PC, verify that all user data files are accessible from their Program.
  - 3) If on-site, try a test-print from each Program to each Printer on the system.
- b. Check that the system "Sounds" are working OK. (*Control Panel > Sounds & Audio Devices > Sounds*)
- c. Test the Front Panel Headphone Jack that you hear sound and that it cuts off the speaker sound.
- d. Windows Media Player 12:
  - 1) Open & "First time" configure it. Select "Custom Settings". During the set up wizard, be sure to UN-CHECK the box = " Download Usage rights automatically...." and check "Make Windows Media Player the default Music and Video Player".
  - 2) MENUS: Right-click in the menu area and select View. If "Show Menu bar" is not already checked, check it.
  - 3) FILETYPES: To change any multimedia filetype associations, go to (*Control Panel > Programs > Default Programs*).
- e. MUSIC CD: Load & play a Music CD. The default music player is: \_\_\_\_\_
- f. DVD MOVIE: Load & play a DVD Movie. The default Video player is: \_\_\_\_\_
- g. .JPG WINDOWS PHOTO VIEWER TEST: Open a .jpg file. The default Viewer is: \_\_\_\_\_
- h. WINDOWS MEDIA PLAYER TESTS: Play the following file types: .  
 AU  AVI  MID  MP3  MPG  WAV  WMA  WMV and  www.mp3.com/video.  
*If problems occur trying to playing these, install the "K-Lite codec pack Full".*
- i. .DOC TEST: Set the default application to open .doc files. Open Office, Word, Wordperfect etc. \_\_\_\_\_
- j. POWERPOINT Default: Play a ".ppt" or ".pps" Powerpoint file (*PC must have, Office powerpoint, ppviewer, or Open Office*). Make sure the desired default program opens properly. The default Viewer is: \_\_\_\_\_
- k. QUICKTIME TESTS: Play a video file:  .MOV (Use either a "regular" .mov file or an "h.264" .mov file). The default .MOV file player is (usually WMP12 or QUICKTIME): \_\_\_\_\_
- l. FIREFOX TESTS:
  - 1) JAVA TEST: Google: Java test and select the java.com test site to verify latest version works.
  - 2) FLASH TEST: Play a www.youtube.com video
  - 3) Play a QUICKTIME video to test the Quicktime plugin. [www.apple.com/trailers](http://www.apple.com/trailers)
  - 4) WMP PLUGIN: Play a video from: [www.windowsmedia.com](http://www.windowsmedia.com)
- m. INTERNET EXPLORER TESTS:
  - 1) JAVA TEST: Google: Java test and select the java.com test site to verify latest version works.
  - 2) FLASH TEST: Play a www.youtube.com video
  - 3) Play a QUICKTIME video to test the Quicktime plugin. [www.apple.com/trailers](http://www.apple.com/trailers)
  - 4) WMP PLUGIN: Play a video from: [www.windowsmedia.com](http://www.windowsmedia.com)
- n. REALPLAYER/REAL ALTERNATIVE: Play a REAL video file: Try .ram file or .ra file ([guide.real.com](http://guide.real.com))
- o. CD/DVD BURNING: Try burning a data CD & DVD. The Default CD/DVD burning program is: \_\_\_\_\_
- p. WIRELESS: If wireless is installed, make sure it will connect to a network and access the internet.
- q. WEBCAM: If the PC has a built-in webcam, open the program for it and test it.

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## 33. **CLEANING & SCANS:**

- a. **DELETE "TEMP" FILES:** Do a (*Start > Run > %temp%*), for each User. Delete all files that are found,
- b. **CCLEANER SCAN:** Verify the latest version of CCleaner is installed, then for each User, run the "file clean" scan. FILES cleaned: \_\_\_\_\_MB.
- c. **HD-TUNE SCAN:** Scan any additional Hard Drives and make sure all look OK.
- d. **SECUNIA PSI SCAN:** Run a full scan [http://secunia.com/software\\_inspector/](http://secunia.com/software_inspector/) **Resolve all insecure and end-of-life issues before continuing.** See the Secunia Overview in my "VIRUS~MALWARE TOOLS & TIPS" sheet.
- e. **MSE SCAN:** Verify Automatic Updates and Real time protection are on. Do updates, then run a Full Scan.
- f. **MALWAREBYTES ANTI-MALWARE SCAN:** Do updates, then run a full scan.
- g. **SPYWAREBLASTER:** Do online updates then activate all protections.
- h. **SPYBOT SEARCH & DESTROY SCAN:** Do updates, then run a Full Scan. (*Leave Immunizations off!*)

**Resolve all issues before continuing!**

34. **EVENT VIEWER:** Review the Event Viewer Logs and resolve any errors found. (*Right-click My Computer > Manage > Event Viewer > Windows Logs*). Check both the "System" logs and the "Application" logs. **Fix all issues before continuing.**
35. **BENCHMARKS:** Bootup time = \_\_\_\_\_ min. Number of processes now running: \_\_\_\_\_ processes.
36. **HIBERNATE & STANDBY:** First, unplug any USB devices, especially an external Keyboard and Mouse. Verify that "Hibernate" and "Standby" function OK. If the Hibernate option is not there, Open a Command prompt in (Run Administrator mode), type: `powercfg -h on` <enter>, then: exit.
37. **BELARC ADVISOR:** Run another pass of Belarc and save the results to a Flash-drive.
38. **SYSTEM PROTECTION (SYSTEM RESTORE):** (*Control Panel > System > System Protection*).
  - a. **CLEAR THE SYSTEM RESTORE HISTORY:** Highlight Drive C, then click "Configure", then "Delete". (*For Vista, uncheck all boxes, click Apply, recheck box for drive C, click Apply.*)
  - b. **MONITOR DRIVE C ONLY:** Make sure System Restore is only monitoring Drive C.
  - c. **SET A RESTORE POINT:** This a good time to create a Windows Restore Point. Click "Create".
39. **PC USERS GUIDE:** Make sure there is a PDF version of the PC User Guide/Manual on the PC. Put it in "My Documents" and then put a shortcut to it on the Desktop.

40. **DEFRAG:** Check to see if another Defrag is needed. File Fragmentation: \_\_\_\_\_% Before, \_\_\_\_\_% After.
41. **SYSTEM BACKUP:** At this point it is a good idea to do a full image back-up of the system to an external Hard-drive, as well as User-Data backup to CD or DVD to save off-site (safe deposit box).
42. **POWER PLAN:** *Restore to its original settings. (Control Panel > Power options).* Under "Ⓞ HighPerformance", set the Power Options setting for the display timeout & sleep timeout back to that recorded earlier.
43. **AUTOMATIC UPDATES:** Restore the original Windows Update "Automatic Updates" setting as recorded in an earlier step. *(Control Panel > Windows Update > Change settings). I recommend "Automatic" for most users.*
44. **USER ACCOUNT CONTROL:** Make sure UAC is turned on and set to "Always Notify". *(Control Panel > Actions Center)* , (for Vista: Control Panel > Security Center > Other Security settings)
45. **ACTION CENTER:** (Vista calls it the Security Center) Go to the Windows Security Center and make sure it is running and everything is GREEN. *(Control Panel > Action Center).*
46. **CONTROL PANEL:** Make sure the Control Panel view is set back as recorded earlier.
47. **DEMO THE UTILITY PROGRAMS:** Show the User how to regularly run the scans in step 33.
48. ***Make sure the CD/DVD Drive is empty before powering down PC!***