

# Jim's XP Tune-Up Checklist <sup>©</sup>

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XP\_Tuneup.lwp

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The following sheets may also be needed: "XP-SP3 Install Guide", "Speed Up XP", & "Improve Display ReadabilityXP"

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

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

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

CPU: \_\_\_\_\_ @ \_\_\_\_\_ GHz, RAM: \_\_\_\_\_ MB, Main hard-drive = \_\_\_\_\_ GB

OP System (XP Home, XP Pro, XP mce, @ SP1, SP2, SP3): \_\_\_\_\_

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

XP PID: \_\_\_\_\_ Key to chg BOOT = \_\_\_\_\_

BIOS Version: \_\_\_\_\_ Key to enter BIOS = \_\_\_\_\_

Registered Name: \_\_\_\_\_ Computer Name: \_\_\_\_\_

Registered Org: \_\_\_\_\_ Computer Description: \_\_\_\_\_

Workgroup: \_\_\_\_\_

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

## 1. BOOT TEST & BENCHMARK:

- a. At this point, just assume the PC is infected with some kind malware and take the proper precautions.
- b. **UNPLUG ALL EXTERNAL DRIVES AND THE NETWORK CABLE.**
- c. Boot the system, ----> ----> ----> ----> and measure the bootup time = \_\_\_\_\_ min.
- d. 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.

2. **POWER OPTIONS:** (Control Panel > Power options). Current Power Options settings: \_\_\_\_\_, Set the Power Options to "Always On" so the system will never shutdown by itself during the Tuneup scans.

3. **SYSTEM ASSESSMENT & IMAGE BACKUP:** Space used on Drive C. \_\_\_\_\_ GB used (This is the amount to be backed up). Free Space \_\_\_\_\_ GB. Percent Free \_\_\_\_\_ % (15% minimum)

- a. HD TUNE: Install HD TUNE and 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. (Not RAID).
- b. BELARC ADVISOR: Install, scan, 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.**
- c. SPEEDFAN: Install and run to assess the PC temperatures. Core = \_\_\_\_\_ °C
- d. Power down, then plug-in an external HDD or Network cable that will get you to a hard drive. (Note: USB 1.0/1.1 is VERY SLOW for backing up.)
- e. USING A RESCUE BOOT CD, DO A FULL IMAGE BACKUP to a different hard-drive (All Partitions).
- f. **After the back-up, UNPLUG the Network cable and/or the External HDD before powering up the PC.**

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

- a. **BATTERY:** Copy down the BIOS settings, then power down and check that the "BACKUP" BATTERY voltage is 3.01 volts or more. It *may be hard to find on laptops*.
- b. **CLEAN OUT DUST:** If possible, blow out with compressor or canned air and a vacuum. Inspect all fans, intake grills, outgo grills, and heatsink fins. Be sure to look behind the front plate of the PC. *Note: If the PC has a separate Video card, be sure its heatsink is VERY clean. Many GPU's run too hot.*
- c. **MOBO:** Visually inspect the Motherboard for swollen or leaky capacitors. (Desktops only).
- d. **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.*
- e. **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. **TIME ZONE, DATE, & TIME:** Verify the Time Zone, Date, and Time are all correct.

#### 6. **SYSTEM RESTORE:**

- a. Verify that XP 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 XP 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. Running System Restore on multiple drives wastes space and time.*
- b. SET A RESTORE POINT (*Start > All Programs > Accessories > System Tools > System Restore*)

#### 7. **SCHEDULED TASKS:** Remove any tasks that you do not understand. (*Control Panel > Scheduled Tasks*)

#### 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*)
- b. Disable the real-time protection in any installed anti-virus programs. Especially Norton, McAfee, CA, or Trend.
- c. Run multiple anti-malware scans. Install or run the programs from a CD/DVD or write-protected Flash drive. Since you are not on the internet yet and cannot do updates, I suggest you download (on another PC) and run the most up-to-date version of the standalone SuperAntispyware Safe Scanner: <http://superantispyware.com/onlinescan.html> . Then install & run MalwareBytes Anti-Malware (MBAM).
- d. MSRT (Malicious Software Removal Tool): Make sure it is the most recent version. (*Start > Run > MRT*). Run a Full-scan. Note: The date of the version is in the window title bar.
- e. 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.
- f. **Connect to a standalone network (with no other PC's connected).**
  - 1) If MSE or Windows Defender 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 a Microsoft OneCare Live Protection Scan. (*onecare.live.com*). (*free online scan from Microsoft*)

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

#### 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 old versions of Adobe Reader, FLASH FF, FLASH IE, Shockwave, all JAVA's, Adaware, & SpyBot Search & Destroy. With User's permission, remove any old or unnecessary programs using "Add/Remove" Programs or Revo Uninstaller. Remove "Site Advisor" if installed. *It conflicts with newer anti-malware programs.*

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## 12. UTILITY PROGRAMS INSTALLATION:

- a. Create folders:
  - 1) Work\_MISC folder: Create a folder on the C Drive called C:\Work\_MISC (to use for downloads & stuff)
  - 2) "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.*
  - 3) "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"/> CCLEANER	<input type="checkbox"/> Codestuff STARTER	<input type="checkbox"/> HD TUNE
<input type="checkbox"/> REVO UNINSTALLER	<input type="checkbox"/> SECUNIA PSI	<input type="checkbox"/> TWEAKUI
- c. Drag the Icons for all the above programs, plus  BELARC ADVISOR &  SPEEDFAN into the new "UTILITY Programs" folder.
- d. USER PROFILE HIVE CLEANUP Service. If not installed, install it: <http://www.snapfiles.com/get/uphcservice.html>

## 13. 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.*

## 14. FOLDER OPTIONS SET-UP

- a. DEFAULT FOLDER VIEW: This sets the Default view for "All Folders". Open the "My Documents" folder and change the view to your preferred default view for ALL folders. (I prefer the "Details" view). Then (click Tools > Folder Options > View Tab > click the "Apply to All Folders" button [near the top]).
- b. FOLDER VIEW OPTIONS: (Control Panel > Folder Options > View Tab > Advanced).
  - 1) Verify the following boxes are checked as shown:

<input checked="" type="checkbox"/> Display simple folder view in Explorer's Folders List
<input checked="" type="checkbox"/> Display the full path in the title Bar.
-- Hidden files and folders
<input type="radio"/> Show Hidden files and Folders
<input type="checkbox"/> Hide extensions for known file types. <b>Un-check this one!</b>
<input checked="" type="checkbox"/> Hide protected operating system files
<input checked="" type="checkbox"/> Remember each Folder's view settings.
<input checked="" type="checkbox"/> Show encrypted or compressed NTFS Folders & files in color
  - 2) Click the <Apply> Button at the bottom.

## 15. NETWORK CONNECTIONS FOR WIRED LAN PC's (Control Panel > Network Connections)

- a. LAN Properties: Right-click on "Local Area Connection", click properties, then select:
  - 1)  Show icon in notification area when connected.
  - 2)  Notify me when this connection has limited or no connectivity.
  - 3) Click OK, OK, Close to exit.

## 16. TEST THE INTERNET CONNECTION & SPEED. Using a wireless connection if available (wired if not), and your browser, verify the connection works & check the speed of the internet connection. <http://www.speakeasy.net/speedtest/> . \_\_\_\_\_ kbps.

## 17. WINDOWS UPDATE:

- a. AUTOMATIC UPDATES: First record the current user "Automatic Updates" setting: \_\_\_\_\_, then TURN OFF Automatic Updates. (*Control Panel > Automatic Updates*).
- b. Verify Service Pack 3 is installed: (*Control Panel > System > General tab*). If not, you should install SP3 before any other updates. Install from CD if possible. (*See my SP3 INSTALL GUIDE*).
- c. Run Windows Update manually (*Start > All Programs > Windows Update or Microsoft Update*).
  - 1) Select [Custom]. If "High priority" updates are found, install them. If IE8 is not yet installed, UN-CHECK it and hide it. If IE7 is not yet installed, install all "High priority" updates until IE7 if offered, then install IE7 as a "High priority" update.
  - 2) Keep re-running Windows Update, always selecting [Custom] until no more "High priority" updates are found.
  - 3) Run Windows Update [Custom] again and install any desired "Software, Optional" updates including WMP 11. (*Do NOT install "Windows Search 4.0" or "Windows Live Essentials"*).
  - 4) WMP: If you have just installed WMP 11, open it and "first time use" configure it. During the config, be sure to UN-CHECK the box = " Download Usage rights automatically...." If WMP was already installed, click (*Tools > Options > "Privacy" tab*), and make sure box for " Download usage rights automatically..." is UN-checked. If Windows Media Player is not at version 11, click Help and "Check for player updates".
  - 5) Install all desired "Hardware, Optional" 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.

## 18. MICROSOFT UPDATE.

- a. 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 (*except for Office 2002 or older. Microsoft no longer supports updates for older Office Products. Bummer*). You can easily tell if it is active because it changes the "Windows Update Home" screen to say "Microsoft Update Home".
- b. To activate Microsoft Update, start the regular Windows Update. On the Windows Update Home main screen, you will see an announcement on the right side of the screen offering "Microsoft Update". Click on that and let IE install the required ActiveX control. After that, the "Windows Update Home" screen will now say "Microsoft Update Home".
- c. After you have activated "Microsoft Update", go to Microsoft Update Home screen and run it again & again until no new updates appear.
- d. "Unpin" the "Windows Update" Icon from the Start Menu (if it is there), then "Pin" the "Microsoft Update" Icon to the Start Menu.

## 19. DEVICE MANAGER ISSUES: (*Control Panel > System > Hardware Tab > Device Manager button*).

- 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!**

## 20. HARD DRIVE CHECKS: Go through any uncompleted steps of my "SPEED UP XP" Checklist, especially:

- a. **ERROR CHECK** all hard drives. (*chkdsk /f /r*). *See my XP TIPS sheet for details on running chkdsk.*  
Check the log for details. (*Control Panel > Administrative Tools > Event Viewer > Application > Winlogon*)
- b. **DEFRAG**: Check to see if a defrag is needed ( >5% fragmented). File Frag: \_\_\_\_\_% Before, \_\_\_\_\_% After.
- c. **SPINRITE SCAN**: If time allows, be sure to run a "level 4" SpinRite Scan on all hard drives.

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## 21. SYSTEM PROPERTIES:

- a. **COMPUTER REGISTERED OWNER+:** 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 > Computer Name tab & General tab*). 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 Tab, under Startup and Recovery, click the "Settings" button*). Under "System Failure", un-check both " Send an Administrative Alert" and " Automatically Restart".
- d. **ERROR REPORTING:** (*Control Panel > System > Advanced Tab*). Below Startup and Recovery, click "Error Reporting" button. Select " Disable error reporting", but leave " But notify me when critical errors occur".
- e. **VIRTUAL MEMORY:** Verify the virtual memory settings are correct. (*Control Panel > System > Advanced Tab > "Performance", <Settings> button > Advanced tab > Virtual Memory, "Change" button*). Init size = 1.5 x RAM size. Max size = 3 x RAM size. Press <Set> button. If there is a second hard drive (Drive D:), put the paging file on that drive for improved PC speed. You can also choose "System Managed size".
- f. **VISUAL EFFECTS:** (*Control Panel > System Icon > Advanced Tab, Performance, click <Settings>*). To improve speed, on the Visual Effects Tab, uncheck all boxes except:
  - ✓ " Smooth edges of screen fonts"    " Use Common Tasks in Folders"
  - ✓ " 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.*

## 22. DISABLE AUTOPLAY/AUTORUN:

- a. **Using the previously installed TweakUI Utility, disable Autoplay for removable drives.** In "Tweak UI" Left-hand column, open up: (*+My Computer > +Autoplay > Types*), then uncheck the box that "Enables autoplay for removable devices. (*Personally, I prefer to uncheck both boxes for added security*).

## 23. 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 box for " Enable Pointer Shadow".
- 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.*

24. **DISPLAY/DESKTOP optimizations:** (*Control Panel > Display*).
- a. **SETTINGS Tab:** (*Control Panel > Display > Settings tab*)
    - 1) DESKTOP: If you are using the owner's monitor, click (*the Advanced button > Monitor Tab*). Make sure Monitor type and Refresh rate are the best match for the Monitor. *Higher is better.*
    - 2) LAPTOP: If you are on a laptop, make sure the Screen resolution setting is the best for the owner's vision and needs. See OPTIMIZE MONITOR SETTINGS in my "IMPROVE DISPLAY READABILITY" sheet.
  - b. **DESKTOP Tab:** (*Control Panel > Display > Desktop Tab > Customize Desktop button*).
    - 1) GENERAL Tab: Check the boxes for  My Docs,  My Computer, &  My Network Places and UN-CHECK the box for " Run Cleanup Wizard every 60 days".
    - 2) WEB Tab: Make sure all items are UN-CHECKED!
    - 3) Click OK to exit "Desktop Items".
  - c. **SCREEN SAVER Tab:** (*Control Panel > Display > Screen Saver tab*).
    - 1) Verify the Screen Saver settings are set the way the User wants.
    - 2) "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.
  - d. **APPEARANCE Tab:** Adjust these settings using my "IMPROVE DISPLAY READABILITY" tips sheet.
25. **DESKTOP ICONS:**
- a. 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.
  - b. 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.*
  - c. Copy any favorite Start Menu ICONS from the Start Menu to the Desktop using "Right-click & drag".
26. **START MENU:**
- a. Find the "Microsoft Update" start Icon under (*Start > All Programs*). Right-click, & click "Pin to Start Menu". Do the same with the "Command Prompt" Icon. (*Start > All programs > Accessories*) and any others desired.
  - b. Remove any unwanted ICONS from the Start Menu and the Desktop.
  - c. Turn off "Highlight newly installed programs". (*Right-click START > Customize > Advanced tab*). Uncheck the box for " Highlight newly installed programs".
  - d. Verify the "All Programs" Menu is fully visible. If not, tune it up per my "Start menu Customizations XP" sheet.
  - e. Sort the "All Programs" Menu: Start > All Programs > right-click in any text area > click "Sort by name".
27. **TASKBAR:**
- a. Verify the Quick Launch bar is visible. If not, (*Right-click the Taskbar > Toolbars, then click (to check) "✓Quick Launch"*).
  - b. Add Quick Launch Bar Icons: Drag any desired Icons to the Quick Launch Area. If the Icons won't drag, unlock the Taskbar. If the Icons do not all show up, unlock the Task bar, then drag the separator to the right until the Icons all show up.
  - c. Verify the Taskbar is locked. If not, (*Right-click the Taskbar, then click (to check) "✓Lock the Taskbar"*).

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28. **SYSTEM TRAY:** (*Right-click Taskbar > Properties > Customize*), and set up desired Icons to "Always Show" in the system tray. Items like; Volume, MSE, Network, Messenger, Synaptics Trackpad, etc.....
29. **INTERNET EXPLORER 7** (*IE7 should be installed, not IE6 or IE8*).
  - a. Install the IE add-on called **WOT**. (*Just Google WOT or go to WWW.MYWOT.COM*).
  - b. Verify the Browser cache size is correct: *Tools > Internet Options > General Tab. Under Browsing History, click Settings > select 50 MB.*
  - c. *Any problems with IE, go to Tools > Internet Options > Advanced tab > click "Restore advanced settings"*
30. **FIREFOX BROWSER:** Install if desired.
  - a. Be sure to do a restart after installing Firefox or some antivirus programs will not recognize that it is installed.
  - b. Configure all Firefox options (*Tools > Options*) per my FIREFOX TIPS Sheet.
  - c. For added browsing security, install the add-on called: WOT
  - d. Verify Browser cache size: (*Tools > Options > Advanced > Network tab > set Cache to 50 MB > click OK*).
  - e. Remove any old versions of JAVA from the Add-ons. (*Tools > Add-ons*).
31. **THUNDERBIRD E-MAIL:** If desired by the owner, install Thunderbird and configure the user's e-mail per my THUNDERBIRD SETUP sheet.
32. **COMPACT ALL MAIL FOLDERS:** (*THUNDERBIRD: File > Compact Folders* ), (*OUTLOOK: Right-click Personal Folders > Properties > Advanced > Compact Now*), (*OUTLOOK EXPRESS: File > Folder > Compact All Folders*)
33. **ADOBE READER** (or Adobe Acrobat)
  - a. 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*)
  - b. 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".
34. **OPEN OFFICE (optional):**
  - a. If it is already installed, make sure it is the latest version. If not, install it, then delete the install 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".
35. **MULTIMEDIA UTILITIES:** Make sure the latest versions of these programs are installed:
  - a.  JAVA
  - b.  Adobe FLASH (for Firefox)
  - c.  Adobe FLASH (for IE)
  - d.  Windows Media Player 11.
  - e.  Verify DirectX is version 9c or higher is on the PC (*Start, run: DXDIAG*).
  - f.  If desired, install:  WINAMP  LogMeIn Free  iTUNES, etc.
  - g.  K-Lite Codec Pack Full (Only needed if movies will not play)

### 36. SECURITY & ANTI-MALWARE PROGRAMS INSTALL:

- a. ANTI-VIRUS: Make sure some kind of Antivirus Program is permanently installed for the user. It must include automatic updates, real-time protection, and scheduled scans. *I currently recommend Microsoft Security Essentials (MSE). WARNING: Older PC's will run noticeably slower when using a big Antivirus Suite like Norton, McAfee, Trend, or AVG. MSE is the best alternative for older PC's.*
  - 1) SCHEDULED SCAN: Verify the AntiMalware program is set to automatically scan at least weekly. (See my "ANTI-MALWARE TOOLS & TIPS" sheet for set-up suggestions for various AV Programs).
  - 2) UPDATES: Manually check & re-check the on-line updates until no more show up. Make sure the program is setup to do Automatic Updates.
- b. ANTI-SPYWARE:
  - 1) Verify the following programs are all installed. If not, download and install them.  
 MSE (Microsoft Security Essentials)    MALWAREBYTES ANTI-MALWARE    SECUNIA PSI  
*For details see my "ANTI-MALWARE TOOLS & TIPS" sheet.*
  - 2) ESET ON-LINE SCAN:
    - ✓ It is best to install this online scanner into Internet Explorer. <http://www.eset.com/onlinescan/>
    - ✓ Create a shortcut icon for the "ESET OnLine Scanner" that opens Internet Explorer & goes directly to the ESET website. Shortcut = "C:\Program Files\Internet Explorer\iexplore.exe" <http://www.eset.com/onlinescan/>
  - 3) MSRT: Create a shortcut Icon for the "Malicious Software Removal Tool": (Right-click desktop > New > Shortcut). In the Location box, enter: %windir%\system32\MRT.exe & name the shortcut: "MSRT Run".
- c. Drag the Icons for all the above programs into the "Anti-Malware Programs" folder on the Desktop.
- d. Set-up & configure all the above programs. Then do the "On-line updates" for each one.

37. **EVENT VIEWER:** Review the Event Viewer Logs and resolve any errors found. (Right-click My Computer > Manage > Event Viewer). Check both "System" and "Application" Logs. **Fix all issues before continuing.**

### 38. FILE CLEANING: **DO THE FOLLOWING TASKS FOR EACH USER ACCOUNT!**

- a. **DELETE "TEMP" FILES:** Do a (Start > Run > %temp%), for each User. Delete all files that are found and allowed to be deleted
- b. **CCLEANER SCAN:** Verify the latest version of CCleaner is installed. Set-up & configure CCleaner. Run "File Clean";, then for each User, run "file clean" again.      FILES cleaned: \_\_\_\_\_ MB. .

### 39. SCANS:

- a. **SECUNIA PSI SCAN:** Run a full scan [http://secunia.com/software\\_inspector/](http://secunia.com/software_inspector/) . **Fix all "Insecure" & "End of Life" issues before continuing!**

Issues found: \_\_\_\_\_

#### b. ANTI-MALWARE Scans

- 1) Anti-virus other than MSE: If you have an antivirus suite other than MSE, verify automatic updates and real-time protection are on. Run a full-scan.
- 2) MSE: Verify automatic updates and real-time protection are on. Do online updates, then a Full-Scan.
- 3) MBAM: MalwareBytes AntiMalware. Update and run full scan.
- 4) SPYWAREBLASTER: Do the online updates then activate all protections.
- 5) MSRT - Run a Full-Scan (*Malicious Software Removal Tool from Microsoft*)
- 6) ESET On-Line scan. If not completed in a previous step, do a scan now.
- 7) **Fix all issues before continuing!**

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## 40. TESTING:

- a. Do the following three checks for every Application Program:
  - 1) Make sure that each Program opens OK. (*NOTE: Updates to the .Net Framework and/or Java can cause some programs to NOT Load correctly.*)
  - 2) Verify that all user data files are accessible from the Program.
  - 3) If possible, 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 is cuts off the speaker sound.
- d. WINDOWS MEDIA PLAYER 11.
  - 1) MENUS: Right-click in the menu area and select "View". If Classic menus is not already checked, check it.
  - 2) Verify the usage rights option is off. Click (*Tools > Options > "Privacy" tab*), and make sure box for " Download usage rights automatically..." is UN-CHECKED.
  - 3) FILETYPES: Unless iTunes or some other preferred Media player is installed, click the following to make WMP is the default Media Player for all: (*Tools > Options > "File Types" tab > "Select all" button > click OK*)
- 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: \_\_\_\_\_  
*NOTE: If problems occur trying to playing a movie, try a different player or install the "K-Lite codec pack Full".*
- g. WINDOWS PICTURE & FAX VIEWER TEST: Open a .jpg file. The Default .jpg Viewer is: \_\_\_\_\_
- h. WINDOWS MEDIA PLAYER TESTS: Play the following file types: .  
 AU     AVI     MID     MP3     MPG     WAV     WMA     WMV .  
*If problems occur trying to playing any of these, install the "K-Lite codec pack Full".*
- i. .DOC: Set the default application to open .doc files. (Open Office, Word, Wordperfect) Def Prog: \_\_\_\_\_
- j. POWERPOINT TEST: Play a ".ppt" and a ".pps" Powerpoint file. Default PPT/PPS 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 player is: \_\_\_\_\_
- l. FIREFOX TESTS:
  - 1) JAVA: Google: "Java test" . Select the test site: [www.java.com/en/download/help/testvm.xml](http://www.java.com/en/download/help/testvm.xml)
  - 2) FLASH: Play a video from: [www.youtube.com](http://www.youtube.com)
  - 3) QUICKTIME PLUGIN: Play a video from: [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: Google: "Java test" . Select the test site: [www.java.com/en/download/help/testvm.xml](http://www.java.com/en/download/help/testvm.xml)
  - 2) FLASH: Play a video from: [www.youtube.com](http://www.youtube.com)
  - 3) QUICKTIME PLUGIN: Play a video from: [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.

41. **BENCHMARKS:** Bootup time = \_\_\_\_\_ min. Number of processes now running: \_\_\_\_\_ processes.
42. **HIBERNATE & STANDBY:** For laptops, first unplug any external USB devices, especially an external Keyboard and Mouse. Then verify that "Hibernate" and "Standby" function OK.
43. **BELARC ADVISOR:** Run another pass of Belarc and save the results to a Flash-drive.
44. **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.
45. **DEFRAG:** Check to see if another Defrag is needed. File Fragmentation: \_\_\_\_\_% Before, \_\_\_\_\_% After.
46. **IMAGE 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).
47. **POWER OPTIONS:** Set the Power Options back to normal as recorded earlier (usually either Portable/Laptop or Home/Office Desk).
48. **AUTOMATIC UPDATES:** Restore the original Windows Update "Automatic Updates" setting as recorded in an earlier step. (*Control Panel > Automatic Updates*). I recommend "ⓄAutomatic" for most users.
49. **SECURITY CENTER:** Go to the Windows Security Center and make sure it is running and everything is GREEN. (*Control Panel > Security Center*).
50. **SYSTEM RESTORE:**
  - a. CLEAR THE SYSTEM RESTORE HISTORY: Disable then re-enable System Restore to clear history.
  - b. SET A RESTORE POINT: This a good time to create a Windows Restore Point: (*Start > All Programs > Accessories > System Tools > System Restore*).
  - c. Verify that System Restore is only monitoring Drive C.
51. ***Make sure the CD/DVD Drive is empty before powering down PC!***