

Jim's XP Tune-Up Checklist [©]

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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"

OWNER Name, Date, & Phone: _____

PC Make, Model: _____

Date's Worked: _____

ASSESSMENT/COMMENTS/PROBLEMS: _____

WARNING: AT THIS POINT, ASSUME THE PC IS INFECTED WITH SOME KIND OF MALWARE AND USE PROPER PRECAUTIONS SO YOU DO NOT INFECT OTHER PC'S.

If, for any reason you cannot complete tasks 1 through 9, go to my "How to Remove Malware from XP" sheet, then return here. Make every effort to get a good image backup before removing malware, as removing malware can sometimes make the PC unbootable.

1. **BLOW OUT ALL DUST:** If possible, blow out with a 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. *If the PC has a separate Video card, be sure its heatsink/fan is VERY clean. Many GPU's run too HOT!*
2. **BOOT TEST & BENCHMARK:**
 - a. Before powering up, make sure **ALL EXTERNAL DRIVES AND THE NETWORK CABLE ARE UNPLUGGED.**
 - b. Boot the system, ----> ----> ----> ----> and measure the bootup time = _____ min.
 - c. PROCESSES count: Open the Task Manager > Processes tab. Make sure the " Show processes from all users" box is checked. # of processes running after boot = _____.
3. **POWER OPTIONS & SCREEN SAVER:**
 - a. Record the current "Power Options" settings. Current settings: _____, then set the Power Options to "Always On". (So the system will never shutdown by itself during the Tuneup scans).
 - b. Record the "Screen Saver" settings, then change screen saver to NONE. Current settings: _____
4. **SYSTEM ASSESSMENT:** Drive C size = _____ GB. Space used on Drive C = _____ GB. (This is the amount to be backed up). Free Space = _____ GB. (Percent free must be greater than 15%).
 - a. **HD TUNE**
 - Install HD TUNE and Crystal Disk Info.
 - Verify that the Drive Hardware Health is OK.
 - Run an HDTUNE benchmark for data speed (Typically 35-90 MB/sec): _____ MB/sec.
 - Run an HDTUNE Error Scan on drive C and verify that all boxes are green. If Error Scan is OK, continue to next step. If not, run "chkdsk /f /r" to clean any errors prior to image backup. See my XP TIPS sheet for details on running chkdsk. (Not on RAID).
 - b. **BELARC ADVISOR:** Install, run the scan, and save the results to the My Documents folder or to a flash drive. **Use Caution, as the PC may be infected at this point.**
 - c. **PC TEMPERATURES:** Install "Speedfan" and run it to assess the PC temperatures. If too hot, clean out more dust. Record the SpeedFan core temp readings while an A/V scan or PRIME95 is running to work the CPU hard: Core/Temp1 = _____ °C
5. **AUTOMATIC UPDATES:** First record the current user "Automatic Updates" setting: _____, then TURN OFF Automatic Updates: (Control Panel > Automatic Updates)

6. IMAGE BACKUP

- a. Power down, then plug-in an external HDD or Network cable that will get you to a hard drive. A second internal Drive is OK for backups
- b. BOOT FROM AN ACRONIS RESCUE CD (or other image backup CD) AND DO A FULL IMAGE BACKUP to a different physical hard-drive, external or internal (Back up ALL Partitions).
- c. **After the back-up, UNPLUG the Network cable and/or the External hard-drive BEFORE powering up the PC and booting XP. Remember it could be infected!**

7. HARDWARE INSPECTION:

- a. BATTERY: Power off the PC, unplug it and measure that the "BACKUP" battery voltage is 3.01 volts or more. (*It may be hard to find on laptops*). _____vdc
 - b. MOBO: Visually inspect the Motherboard for swollen or leaky capacitors. (Desktops only).
 - c. 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.*
 - d. KEYBOARD FUNCTION KEYS: On laptops, make sure the Fn Function keys operate correctly.
8. **TIME & DATE:** Verify the Time, AM/PM, Date, Year, and Time-Zone are all absolutely correct.

9. SYSTEM RESTORE:

- a. Verify that XP System Restore is running on drive C. *WARNING: The PC should only be running ONE restore program, and only on Drive C. Not on any other drives.*
- b. SET A RESTORE POINT (*Start > All Programs > Accessories > System Tools > System Restore*)

10. SCHEDULED TASKS:

 Remove any tasks that you do not understand. (*Control Panel > Scheduled Tasks*)

11. "DESKTOP" LAYOUT:

 Do a <Print Screen> & paste the image into a word processing document (*so that if you screw-up the layout, you can use this to put icons back in place*). Also save the filename and location of any custom Desktop wallpaper image, in case it disappears: _____

12. CLEAN TEMP FILES, COOKIES, ETC: (Do a or b)

- a. TFC Utility: Close all programs & run the Temp File Cleaner utility (*This will auto-reboot*). _____MB
- 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.
DO THIS TASK FOR EACH USER ACCOUNT. FILES cleaned:_____MB

13. RUN ANTI-MALWARE SCANS:

If you know this PC is infected, I suggest you go to my "How to Remove Malware from XP" checklist, then return here. Also see my "Anti-Malware Tools & Tips" sheet. If you have just completed the "How to Remove Malware from XP" checklist, skip this step.

- a. Disable real-time protection in any installed anti-virus programs. (*Especially Norton, McAfee, CA, or Trend.*), including any third party firewall programs.
- b. Unplug any external hard-drives or flash drives that are not part of the scans.
- c. Install or run the following programs from a CD/DVD or write-protected Flash drive.
 - 1) WINDOWS DEFENDER OFFLINE: If available, boot and run this program.
 - 2) MICROSOFT SAFETY SCANNER: Download the latest version and run the Microsoft Safety Scanner (msert: 32-bit or 64-bit).
 - 3) SAS-Standalone: On another PC, download the most up-to-date version of the "Standalone - SuperAntispyware" scanner to a flash drive: <http://superantispyware.com/onlinescan.html> and run it.
 - 4) MBAM: Install MalwareBytes Anti-Malware and run a full-scan. (No updates yet)
 - 5) KASPERSKY VIRUS REMOVAL TOOL: Download the latest version and run this tool.

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- d. Make sure the Windows Firewall is ON. (*Control Panel > Windows Firewall*). **WARNING:** Some AV suites prevent the Windows Firewall from being turned on.
 - e. **Connect the PC to a "standalone" Network (with no other PC's connected).**
 - f. Run an ESET On-line Scan from: <http://www.eset.com/online-scanner>
14. **USER COMPLAINTS:** Try to reproduce and fix any specific problems the user is complaining about.
15. **BIOS UPDATE: WARNING:** Only do this if it is needed to fix an issue. Be aware there always is a risk of permanently damaging the motherboard while doing a BIOS flash.
16. **REMOVE PROGRAMS.** Remove all old versions of Adobe Reader, FLASH FF, FLASH IE, Shockwave, all JAVA's, Ad-Aware, Windows Defender & SpyBot Search & Destroy. With the User's permission, remove any old or unnecessary programs using "Add/Remove" Programs or Revo Uninstaller. Remove "Site Advisor" if it is installed. *It conflicts with newer anti-malware programs.*
17. **UTILITY & MISC PROGRAM INSTALLS:**
- a. NINITE Installer:
 - 1) From an Administrator Account, go to www.ninite.com and select the following programs, then download and run the custom installer. *You can close the browser while Ninite Installer is running:*

<input type="checkbox"/> -Firefox	<input type="checkbox"/> -Thunderbird	<input type="checkbox"/> -Flash FF	<input type="checkbox"/> -Flash IE
<input type="checkbox"/> -JAVA	<input type="checkbox"/> -Adobe Reader	<input type="checkbox"/> -MSE (optional)	<input type="checkbox"/> -MalwareBytes AntiMalware
<input type="checkbox"/> -SpyBot S & D	<input type="checkbox"/> -SuperAntiSpyware	<input type="checkbox"/> -CDBurnerXP (optional)	
<input type="checkbox"/> -Revo Uninstaller	<input type="checkbox"/> -OPEN OFFICE (optional)	<input type="checkbox"/> -SKYPE (optional)	
 - 2) Download, then run the custom installer. You can close the browser while Ninite is running.
 - 3) When done, Verify the Results before closing Ninite. Fix any problems before continuing.
NOTE: The Ninite Program Installer window says "Finished" when it is done installing. Do not minimize the window or disturb or shutdown the PC until you are sure Ninite is done.
 - b. Manually install these, if not already installed:

<input type="checkbox"/> -BELARC ADVISOR	<input type="checkbox"/> -CCLEANER	<input type="checkbox"/> -CRYSTAL DISK INFO	<input type="checkbox"/> -HD TUNE
<input type="checkbox"/> -SANDBOXIE	<input type="checkbox"/> -SECUNIA PSI	<input type="checkbox"/> -SPEEDFAN	<input type="checkbox"/> -SPYWAREBLASTER
<input type="checkbox"/> "Codestuff" STARTER	<input type="checkbox"/> -TFC	<input type="checkbox"/> -TWEAKUI	
<input type="checkbox"/> -USER PROFILE HIVE CLEANUP SERVICE.			
18. **NEW DESKTOP FOLDERS:**
- a. Create folders:
 - 1) "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.
 - 2) "ANTI-MALWARE PROGRAMS" folder: On the Desktop, create a new folder called "Anti-Malware" Programs. Customize the Icon as desired.
 - b. Move all desired Program start Icons into the two new folders. Leave others on the Desktop.

19. 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:
 - Display simple folder view in Explorer's Folders List
 - 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.

20. 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.

21. 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 Wired** _____ **kbps Wireless.**

22. WINDOWS UPDATE:

- a. **AUTOMATIC UPDATES:** Make sure Automatic Updates is still OFF. (*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 is 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.

23. MICROSOFT UPDATE:

- a. Even if you do not have "Microsoft Office" installed, you should 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.

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- c. After you have activated "Microsoft Update", go to Microsoft Update Home screen and run it (Custom) again and again until no new updates appear.
 - d. If MSE (Microsoft Security Essentials) is desired, you can now install it as an Optional update.
24. **DEVICE MANAGER ISSUES:** (*Control Panel > System > Hardware Tab > Device Manager button*).
- a. Make sure there are no devices with Exclamation marks, Question marks, or Red 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!**
25. **HARD DRIVE CHECKS:** Go through any uncompleted steps of my "SPEED UP XP" Checklist and:
- 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. **SPACEMONGER:** Run Spacemonger 4.0.0 (Portable) to see if any large unusual file blocks show up. Research them and delete as necessary and as permitted by the owner.
 - c. **DEFRAG:** Check to see if a defrag is needed (>5% fragmented). File Frag: ___% Before, ___% After
 - d. **SPINRITE SCAN:** If time allows, be sure to run a "level 4" SpinRite Scan on all hard drives.
26. **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 the "Error Reporting" button. Select " Disable error reporting", but leave " But notify me when critical errors occur".
 - e. **VIRTUAL MEMORY:** Verify the Virtual Memory is set to "System managed size". (*Control Panel > System > Advanced Tab > "Performance", <Settings> button > Advanced tab > Virtual Memory, "Change" button*). Select " System managed size", then click the "Set" button. (*Warning: You MUST click the <Set> button for the change to take effect*). If the PC has a second hard drive (Drive D:), put the paging file on that drive for improved PC speed.
 - f. **VISUAL EFFECTS:** (*Control Panel > System Icon > Advanced Tab, Performance, click <Settings>*). To improve speed, on the Visual Effects Tab, UN-CHECK 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.*
27. **DISABLE AUTOPLAY/AUTORUN:**
Using the TweakUI utility: In "Tweak UI" Left-hand column, open up: (+My Computer > +Autoplay > Types), then uncheck the box that "Enables autoplay for removable devices.
28. **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.*
29. **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 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.
 - d. **APPEARANCE Tab:** Adjust these settings using my "IMPROVE DISPLAY READABILITY" tips sheet
30. **DESKTOP:**
- a. Check the Desktop Folder size (*C:\Documents and Settings\<Username>\Desktop*). It should be under 500MB
 - b. 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.
 - c. 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.*
 - d. Copy any favorite Start Menu ICONS from the Start Menu to the Desktop using "Right-click & drag"
31. **START MENU:**
- a. Find the "Windows Update" or 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"*).
32. **TASKBAR:**
- a. Verify the Quick Launch bar is visible. If not, (*Right-click the Taskbar > Toolbars, then click (to check) "üQuick Launch"*).

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- 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) "üLock the Taskbar")*.
- 33. **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....
- 34. **INTERNET EXPLORER 8** *(IE8 should be installed, it is more secure than IE6 or IE7)*.
 - a. WOT: Make sure the add-on called WOT is installed. *(see www.mywot.com)*
 - b. TOOLBARS: Set up the IE 8 Toolbars:
 - 1) Delete all the unwanted default Links that Microsoft installed.
 - 2) Add custom Links for "www.google.com", "www.jimopi.net", "www.speakeasy/speedtest", etc.
 - 3) MENU BAR: Turn on the Menu Bar: *(Right-click toolbar area > click to check "Menu Bar")*.
 - 4) Customize the Toolbars as desired by unlocking them and moving items around. *(Right-click in the toolbar area and click "Lock the toolbars" to uncheck)*.
 - 5) Drag the WOT toolbar Icon to the desired location, then lock the toolbars.
 - c. CACHE SIZE: *(Tools > Internet Options > General tab. Under Browsing History, click "Settings" button & enter 50 MB)*.
 - d. CONNECTIONS: *(Tools > Internet Options > Connections tab > LAN Settings > check "Automatically detect settings")*.
 - e. SECURITY:
 - 1) Go to *(Tools > Internet Options > General tab. Under Browsing history, click the "Delete" button and choose the items to be deleted)*. Note: I check all items except "Preserve Favorites..." and "History".
 - 2) When done, click Delete. Then back on the General tab, click (to check) the box for " Delete Browsing History on exit. Now, each time you close IE, the selected items will be deleted.
 - f. *Any problems with IE, re-initialize it by going to (Tools > Internet Options > Advanced tab > click "Restore advanced settings" > then click "Reset"), then start over.*
- 35. **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. WOT: For added browsing security, make sure the add-on called: WOT is installed.
 - d. Verify CACHE Setting: *(Tools > Options > Advanced > Network tab)*. Make sure the box is UN-CHECKED for " Override automatic cache management".
- 36. **THUNDERBIRD E-MAIL:** If desired by the owner, install Thunderbird and configure the user's e-mail per my THUNDERBIRD SETUP sheet.
- 37. **CLEAN-UP E-MAIL FOLDERS:** Remove attachments, delete/archive old emails, empty the Trash folder, and compact all folders. *(See my "SPEED UP XP" sheet at www.jimopi.com for instructions)*
- 38. **ADOBE READER** (or Adobe Acrobat): version: _____
 - 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. If desired, configure Reader or Acrobat to display PDF's separate from the browser, click *(Edit > Preferences > Internet)* and UN-CHECK the box: " Display PDF in Browser".
- 39. **OPEN OFFICE (optional):** version: _____
 - 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".
40. **MULTIMEDIA UTILITIES:** Make sure the latest versions of these programs are installed:
- Verify DirectX is version 9c or higher. (*Start > Run: DXDIAG > OK*).
 - If desired, install: **VLC PLAYER** QUICKTIME WINAMP iTUNES.
41. **SECURITY & ANTI-MALWARE PROGRAMS (Install & initialize):**
- ANTI-MALWARE PROGRAMS:**
Verify the following programs are all installed. If not, download, install, and configure them.
 MICROSOFT SECURITY ESSENTIALS or preferred AV SPYBOT S&D
 MALWAREBYTES ANTI-MALWARE SUPERANTISPYWARE
 - BROWSER SECURITY**
 WOT for all BROWSERS and all users SPYWAREBLASTER SANDBOXIE for all users.
 - MISC**
 - If desired, additional Anti-Malware Suites can be installed. *Be aware that multiple programs all running "Full-time protection" can conflict with each other, as well as slow down the PC.*
 - UPDATES: Check & re-check all these programs for online updates until no more show up.
 - SCHEDULED SCANS: Set up a weekly scheduled scan of MSE or your preferred browser. (*See the writeup for MSE in my "VIRUS-MALWARE TOOLS & TIPS" sheet.*)
 - 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/>
 - 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".
 - Drag the Icons for all the above programs into the "Anti-Malware Programs" folder on the Desktop.
42. **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.**
43. **SCANS:**
- HD-TUNE SCAN ON ANY ADDITIONAL HARD-DRIVES:** Run the "Slow" Error-scan any additional hard-drives and make sure they all look OK.
 - SECUNIA PSI SCAN:** Run a full scan http://secunia.com/software_inspector/ . **Fix all "Insecure" & "End of Life" issues before continuing!**
Issues found: _____
 - ANTI-MALWARE program updates & Scans: First, un-plug all Flash-drives and external Hard-drives, then run any updates and scans not previously completed.**
 - SAS: SuperAntiSpyware. Update the installed program. Set it to not start when Windows starts.
 - MBAM: Malwarebytes AntiMalware. Do the online updates. Run another full scan on all drives.
 - MSE or preferred Anti-virus: Verify automatic updates and real-time protection are on. Verify a Scheduled scan is set up. Run a full-scan on all drives.
 - SPYBOT S&D: Update and run a full scan. Turn off IE Helper and Teatimer.
 - SPYWAREBLASTER: Do the online updates then activate all protections.
 - MSRT - (Malicious Software Removal Tool): Make sure it is the most recent version. (*Start > Run > MRT*), then run a full-scan. (*Note: The Month of the version is in the MSRT window title bar*).
 - ESET On-Line scan. If not completed in a previous step, do a scan now.
 - Fix all issues before continuing!**

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44. 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. SOUNDS
 - 1) Check that the system "Sounds" are working OK. (*Control Panel > Sounds & Audio Devices > Sounds*)
 - 2) Test the Front Panel Headphone Jack that you hear sound & that is cuts off the speaker sound.
- c. 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 WMP is version 11.
 - 3) Verify the usage rights option is off. Click (*Tools > Options > "Privacy" tab*), and make sure box for " Download usage rights automatically..." is UN-CHECKED.
 - 4) FILETYPES: Unless iTunes or some other preferred Media player is installed, click the following to make WMP is the default Media Player: (*Tools > Options > "File Types" tab > "Select all" button > click OK*)
- d. MUSIC CD: Load & play a Music CD. Default music player is: _____
- e. DVD MOVIE: Load & play a DVD Movie FULL SCREEN. 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".
- f. .JPG WINDOWS PICTURE VIEWER TEST: Open a .jpg file. Default .jpg Viewer is: _____
- g. 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" or VLC Player)
- h. .DOC & DOCX: Set the default application for opening these files. Default Office program is: _____
- i. POWERPOINT TEST: Play .pps, .ppsx, .ppt, & .pptx files. Default PowerPoint viewer is: _____
- j. QUICKTIME TESTS: Play a video file: .MOV (Use either a "regular" .mov file or an "h.264" .mov file). The default MOV player (usually Quicktime or VLC player) is: _____
- k. FIREFOX TESTS:
 - 1) FLASH TEST: Play a youtube video FULL SCREEN: www.youtube.com/trailers
 - 2) JAVA TEST: Go to: www.java.com/en/download/installed.jsp
 - 3) QUICKTIME PLUGIN TEST: Play a video from: www.apple.com/trailers
 - 4) WMP PLUGIN: Play a video from: www.windowsmedia.com
- l. INTERNET EXPLORER TESTS:
 - 1) FLASH TEST: Play a youtube video FULL SCREEN: www.youtube.com/trailers
 - 2) JAVA TEST: Go to: www.java.com/en/download/installed.jsp
 - 3) QUICKTIME PLUGIN TEST: Play a video from: www.apple.com/trailers
 - 4) SILVERLIGHT TEST. Play a video from: www.silverlight.net/learn/videos/all/
 - 5) WMP PLUGIN: Play a video from: www.windowsmedia.com
- m. REALPLAYER/REAL ALTERNATIVE: Play a REAL video file: Try .ram file or .ra file (guide.real.com)
- n. CD/DVD BURNING: Try burning a data CD & DVD. The Default CD/DVD burning program is: _____
- o. WIRELESS: If wireless is installed, make sure it will connect to a network and access the internet.

45. **CLEAN TEMP FILES, COOKIES, ETC (Again):**
 - a. TFC: Close all programs and run the Temp File Cleaner utility (*This will auto-reboot*). _____MB
 - 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.
DO THIS TASK FOR EACH USER ACCOUNT . FILES cleaned: _____MB.
46. **BENCHMARKS:** Bootup time = _____ min. Number of processes now running: _____
47. **HIBERNATE & STANDBY:** For laptops, first unplug any external USB devices, especially an external Keyboard and Mouse. Then verify that "Hibernate" and "Standby" function OK.
48. **BELARC ADVISOR:** Run another pass of Belarc & save the results to a flash-drive. Fix any issues.
49. **PC USERS GUIDE:** It is a good idea to put 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.
50. **DEFRAG:** Check again to see if Defrag is needed. File Fragmentation: _____% Before, _____% After
51. **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).
52. **POWER OPTIONS & SCREENSAVER:**
 - a. Set the Power Options and Screensaver settings back to normal as recorded earlier (*usually either Portable/Laptop or Home/Office Desk*).
 - b. Verify the Power button and for laptops the "Close the Lid" button functions are set as desired.
53. **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.
54. **SECURITY CENTER:** Enable any real-time anti-malware protection, then go to the Windows Security Center and make sure it is running and everything is GREEN. (*Control Panel > Security Center*).
55. **SYSTEM RESTORE:**
 - a. CLEAR the System Restore History by disabling then re-enabling System Restore.
 - b. Verify that System Restore is only monitoring Drive C.
 - c. SET A RESTORE POINT: This a good time to create a Windows Restore Point: (*Start > All Programs > Accessories > System Tools > System Restore*).
56. ***Make sure the CD/DVD Drive is empty before powering down PC!***