

# Some recent computer experiences

Lexington Computer and Technology Group

Al Sherman

2/1/2012

# Topics

- Memory upgrade
- Microsoft/Windows Update
  - Repairing my sister-in-law's notebook
- Installation and use of ccleaner
- Uninstall programs
- Internet Explorer (9) update

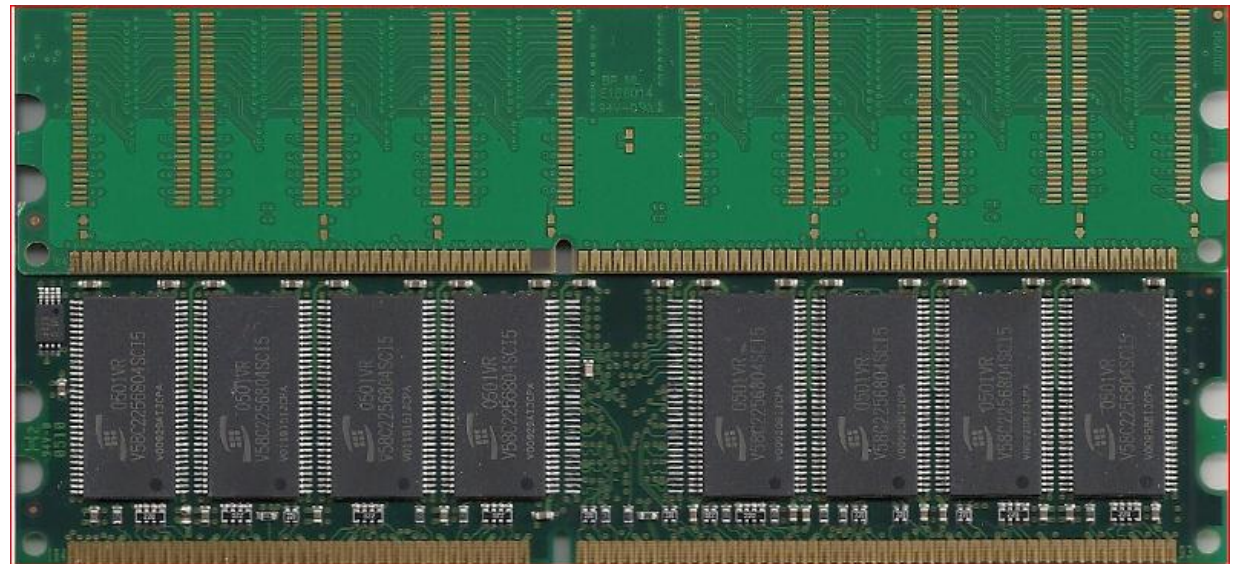
# Memory upgrade

## Sony VAIO VGC-RB42G

- Crucial.com memory scan (thanks to Bob)
- Ordered 1 GB Expansion (2-512 modules)
- Didn't work. Trouble shooting:
  - New and old worked alone, not together
  - Worked in either pair of slots
- Crucial recommended creating bootable CD "Memtest86+" from [memtest.org](http://memtest.org)

# More tests with Memtest

- Old and new memory did not work together
- Tried 1.5 and 2 GB configurations
- Crucial suggested boards incompatible because old memory had 16 chips and new memory has 8 chips





- New boards worked but position sensitive

# Repairing my sister-in-law's notebook

- Could not access internet, anti virus disabled
  - Was it malicious software?
    - Malware bytes - No problems found
- Paul's advice:
- Kaspersky Tdsskiller - No problems found
  - Rkill - No problems found
  - MS Stand-Alone System Sweeper
    - No problems
    - Verified that network hardware worked

# Did not fix the problem

- Rebuild tcpip stack
- netsh interface ip reset
- Fixit didn't help
- sfc /scannow multiple problems, not all fixed
- Chkdsk & Bios disk test showed no disk probs
- Ran system recovery: Startup Repair
  - Nothing found or fixed
  - Found no recovery points before today.



# Compaq – HP technical support

- Repeated many of the same tests to no avail
- Tried combofix program - no avail
- Uninstall and reinstall nw drivers – no avail
- Run Norton uninstaller
- **THAT FIXED IT!**
- Networking now working!

# Computer (Vista) off network since August

- Ran Windows Update
  - ~ 90 items updated
- Last item was “cumulative SP2” installation
  - This led to an additional 50+ updates
- All updates succeeded except Microsoft update of video driver failed.

# Called HP support again

- They used Bomgar software for remote access
- Tried manual reinstallation of video driver still had problem
- Reinstalled windows software using Reimage
- This rolled back the base software so MS update found additional 52 updates needed
- Video driver update still failed

# Maybe a problem with starting driver

- Installed driver from HP download  
still had the problem
- Installed driver downloaded from Nvidia  
still had problem
- I gave up!

# What is Windows Update?

- Demo

Install IE 9 update

Show status bar set up in IE 8 (and 9)

Obscure process to enable Google

# Install CCLEANER

- Misleading links in many search engines
- Can use [www.20search.com](http://www.20search.com)  
got from Google search “search engine list”
- Bad examples
  - Aol
  - Ask
  - Msn
  - Yahoo
  - Etc.

# Demo CCLEANER

- Remove unwanted programs
- Clean up registry
- Clean up unwanted files