

Computer Solutions

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My computer doesn't work

There comes a time when the computer doesn't work.

If there is no sound (of a fan) or light there is, obviously, a hardware fault which should be investigated, diagnosed and remedied by someone competent to do so.

If the computer comes on but will not boot up to the Desktop, boots up to the Desktop and fails or works slowly you may have a spyware or virus problem.

If the computer comes on but will not boot up to the Desktop temporarily install the hard disk drive to a working computer (which should be done by someone competent to do so) and follow the checking phases outlined below.

If the computer boots up to the Desktop and works slowly follow the checking phases below.

Experience has shown that, in some cases, resolving this (Phases 1 through 3) can be straight forward. However, it is necessary (and sometimes after many hours) to go to either Phase 4 or Phase 5. Please read 'Remedying spyware and virus threats' for more information.

Phase 1 – Check the hard disk for faults *(A fault on the magnetic media may be preventing a file from being found)*

To do this click on <Start><Run> Type explorer Click <OK><My Computer><C:><File><Properties><Tools><Check Now><Automatically fix file system errors><Scan for and attempt recovery of bad sectors><Start>

Phase 2 – Check for spyware and viruses

Install / update anti spyware and anti virus software (e.g. Adaware, AVG, McAfee, Norton, Spybot, Windows Defender)
Scan for spyware and viruses

Phase 3 – Revert to Restore Point prior to the time of failure

To do this click on <Start><Help and support><Undo changes to your computer with System restore><Restore to an earlier time><Next> Select a date (highlighted) Click on <Next>

Phase 4 – Re-format the hard disk and re-install Windows operating system and all applications software. *Everything on the hard drive will be lost!*
Please read 'Reformatting a hard disk drive' before starting this phase; or

Phase 5 – Install a new hard disk and install Windows operating system and all applications software. *This is recommended if you don't have a complete backup.*

- (4) Transfer known user files to another media
- (5) Install new hard disk and disconnect original hard disk
- (4)(5) Install Windows operating system
- (4)(5) Install anti spyware and anti virus software (e.g. Adaware, AVG, McAfee, Norton, Spybot, Windows Defender)
- (4)(5) Install motherboard utility software
- (4)(5) Install modem
- (4)(5) Configure connection to Internet Service Provider (ISP)
- (4)(5) Update Windows operating system
- (4)(5) Update anti spyware and anti virus software
- (4)(5) Scan for spyware and viruses
- (5) Reconnect the original hard disk
- (5) Scan for spyware and viruses on both hard disks
- (4)(5) Install the remainder of application software
- (4)(5) Configure application software
- (4) Transfer user files to the hard disk
- (5) Transfer user files from the original hard disk to the new hard disk

Now that you have (hopefully) a fully working computer, you may like to read 'Best tips for keeping problems at bay', 'Preventive maintenance for computers' and 'Threat prevention' for tips on how to keep it that way.

If you have any further queries on this subject please contact me.