

## Future Tech Computer Services Client Information: Computer and Laptop Maintenance

We have installed some reliable, free programs to help you maintain your computer/laptop in good working order. The Windows Operating System and most programs create many temporary files which are not always cleared from temporary locations on the computer when they are closed, installed or uninstalled therefore accumulating junk files that ultimately fragment the file system. The result of all this clutter causes a decrease in computer performance. The installed maintenance programs will clean out most of these files. Not one free program does everything so several are used to accomplish this task. No personal files are deleted. The programs have been set up for you and check boxes appropriately marked – do not change them.

Turn off any screensavers or running programs before starting these tasks to ensure the programs run as quickly and accurately as possible. The goal is to clean out the junk and then to defragment. No use wasting time defragmenting junk files that you eventually will discard.

Follow these instructions weekly to monthly depending on your computer use to keep your computer in good running order. The longer you take between maintenance tasks, the longer the programs require to do their clean up. If you do a lot of downloading, weekly maintenance is best. \* You do not need to run these programs daily.

It's up to you. The bottom line is that if you don't maintain your computer, it will slow down. Run them in the order shown for best results.

Please note: When you open these programs they are sometimes hidden under other windows open on your desktop, especially the Windows Disk Cleanup program. Check your task bar to see if it is there and click on it to bring it to the forefront. You will need to provide permission if you use Vista or Windows 7.

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1. Double click the "#1- CCleaner" icon - select "Analyze". DO NOT change any of the tick boxes to the left - they have been selected for your system specifically to remove only unnecessary clutter. Next click "Start Cleaning". Run "Analyze" again to make sure all the junk has been cleaned out and if not, repeat the processes.

This program has other components – *The registry cleaner should not be used*. The Startup manger in Tools is very safe to use.

Program created by Piriform Software – [www.piriform.com](http://www.piriform.com)

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2. Double Click the "#2- Disk Cleanup" icon (this is the WINDOWS cleanup program which has access to cleaning a few more types of junk files that are missed in step 1.) A box appears with the C or main drive selected - click "OK" now and the program starts to calculate how much disk space will be recovered. When it has finished calculating another window opens - DO not remove or add any checkmarks. Especially leave the TEMPORARY folder unchecked and MS Office Setup Files should you have that program installed. These folders can hold files which are often required by installed programs and must be cleaned out manually. It is beyond the scope of this help file to explain the crazy stuff that can happen in the Temporary Files folder. Please note that this window may be hidden by other open windows on your desktop when you first click on the icon so check your taskbar to see if you see it there and then click on it to bring it to the front of all open windows. Please note that it may take some time before you see any action as it calculates the disk space savings. Be Patient!

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3. Number 3 is PureRA. This is actually a program, not a shortcut so it requires different treatment as follows: For Windows XP: Double Click on "3-PureRA" - select "Clean", then select "Check All", now select "Clean Selected".

For Windows Vista: right click on the icon, then select: Run As Administrator, proceed as for XP for the rest of the cleaning.

A log file is created to view the results of the cleaning which is in the root of your C drive or main operating system drive. This file replaces itself each time the program is run. [www.raproducts.org](http://www.raproducts.org)

4. Number 4 is your installed antivirus program reminding you to run a thorough scan. If you have Vipre installed go to the Tools Tab and select History Cleaner. Make sure there is a checkmark in the "Show only installed Programs" and then select "Clean History". There is no animation to view as it cleans. It just tells you when it is finished and it is very fast.

[www.sunbeltsoftware.com](http://www.sunbeltsoftware.com)

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5. Number 5 is Malwarebytes. Double Click "#5-Malwarebytes " to open it. Go to the Update tab and manually update the definition files. Next select the type of scan to run. The free version does not support automatic updates. Malwarebytes is an excellent program to run along with your regular antivirus or security suite and will not interfere with it. It provides a tiered approach to computer security and is used by professionals all around the world.

[www.malwarebytes.org](http://www.malwarebytes.org)

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6. Lastly, Double Click "#6-Defraggler" and select Analyze. The system drive (drive where Windows is installed – usually C Drive) is always selected by default. Next click on "Defrag". You can set this program to shut itself off when it is finished by clicking on "Settings, Shutdown when complete" from the menu bar. It is a handy new feature. You can leave your defragging till just before bedtime, start the program, select shutdown when complete and the computer will shut itself off when it is finished.

Defraggler can now be used to check your drive for errors. Go to Action, Advanced then Check Drive for Errors. This is a handy replacement for the Windows disk checking utility.

[www.defraggler.com](http://www.defraggler.com)

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#### Additional Tips:

Make sure you restart your computer once per day if you are using it daily. More often may be required if you have low RAM (memory) or you are doing memory intensive tasks such as picture or video editing. Restarting the computer refreshes the RAM and makes it all available whereas putting the computer to sleep will not refresh the RAM when it comes out of sleep or hibernation.

**DO NOT USE THE REGISTRY CLEANER IN CCleaner or ANY OTHER REGISTRY CLEANER.** These types of programs are not recommended for use unless you have a lot of computer expertise and can evaluate the programs diagnostic results to see whether they are correct.. These programs are too aggressive and often report incorrect findings which if employed, will make your computer even slower.

To shut your computer down or off select Start, Shutdown - **Do NOT JUST POWER OFF WITH THE ON/OFF button** as this may damage your operating system and/or hard drive. If your computer freezes up and the only way to shut it off is by using the button then it needs professional attention. Using it in that state will only lead to more problems and possibly costlier repairs.

If you have a laptop, do not eat or drink near it. Spills Happen. If this does occur, unplug the laptop from it's AC adapter, do not close the lid, carefully turn it onto it's side so the fluid can start to drain out, be careful **NOT TO GRAB ANY PART OF YOUR SCREEN**, remove your battery and if under warranty call them for help or call us if out of warranty. **DO not try to start the laptop again.**

Never leave a laptop running on a soft surface such as bed or couch. The air vents will become blocked and it will overheat. It may cause a fire. Deaths occur every year due to this preventable cause. Teenagers are the worst for doing this.

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