

# SUN CITY COMPUTER GUY

## Honey, I Pulled the Plug



If your computer freezes while you are working on it, it is most likely:

- 1) Doing some internal scans, maintenance, or updates
- 2) A misbehaving program, or Internet Explorer Toolbar or Add-On.



On an older XP computer, it may appear to freeze because the scans, together with the programs you have installed, are overloading the computer.

The best thing to do if your computer freezes is **wait** for up to a couple hours or even overnight. What else do you need it to do that can't wait a bit? It will most likely finish its scans or maintenance and will continue working normally. Then, you can fix the problem that caused the freeze-up in the first place. Don't be impatient. Don't pull the plug. It will cause more problems, freeze-ups, and damage.

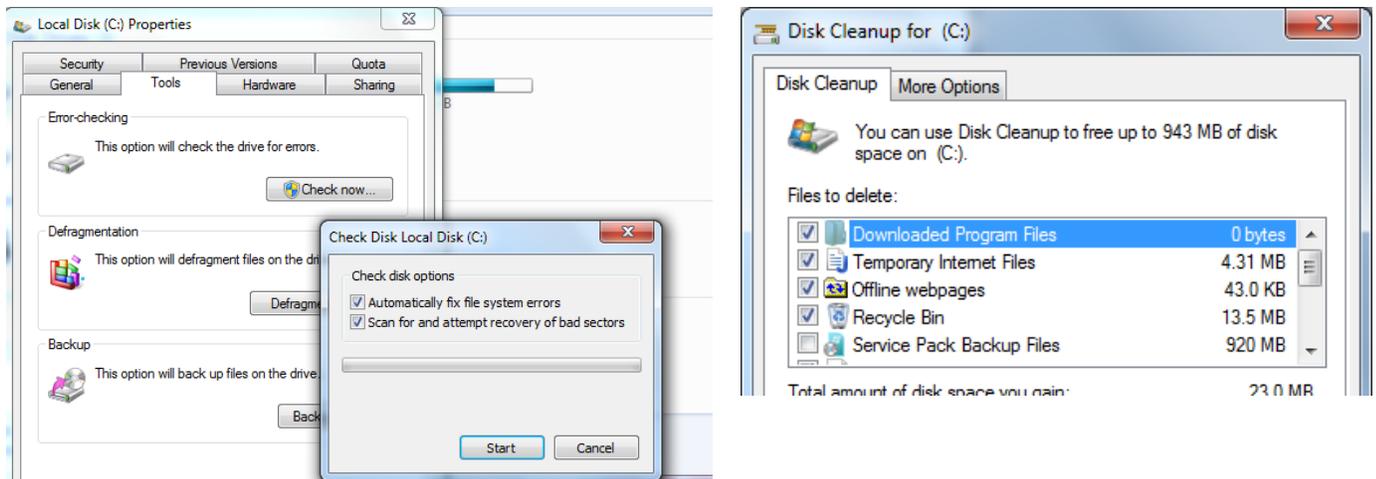
**Pull the Plug:** phrase 1. an impatient action. 2. Describes: a) actually pulling the plug on your computer; b) turning off the switch on the power strip to your computer; c) pressing and holding the Power Button to force an abrupt shutdown; d) pressing the CNTRL-ALT-DEL keys simultaneously to bring up the Task Manager and then using "End process", or "End program" to terminate a frozen computer program. 3. The worst possible thing you can do to your computer. 4. An action frequently denied. 5. A very bad idea.

In every case, you will cause damage to the Windows Operating system, your files, or your hard disk. Sometimes it is repairable, sometimes not. In every case, this will cause your computer to freeze more often. In the worst case, your computer may not start and your data could be lost. This damage must be repaired or the computer will: 1) Get slower, 2) freeze again, or 3) lose data.



So, if against everyone's advice, you pulled the plug, here is what you can do to fix SOME of the damage that you have caused:

- 1) Scan and repair the hard drive for errors using the full 5-stage disk scan.
  - a. You do this by clicking on START→My Computer. Then, RIGHT click on each of your hard drives and LEFT click on Properties. Click the Tools Tab. In the Error Checking section, click on Check Now. Check both boxes and then Check START. In the box that pops up, click on Schedule Disk Check. Close all boxes and then restart your computer. It looks like the picture below on the left:



- 2) Run Disk Clean-up to remove the bits of files left over by the abrupt shutdown.
  - a. Place a checkmark next to: 1) Temporary Internet Files, 2) Recycle Bin, and Temporary Files. It should look something like the picture above on the right.
- 3) Delete Internet Explorer temporary files
  - a. Yes, even if you did it in the step above.
  - b. Yes, even if you use another browser like Mozilla, Chrome, Safari, ...
- 4) Reset Internet Explorer to its default settings to disable misbehaving Add-ons.
  - a. See the handout "Internet Explorer is Slow"
  - b. Be sure you re-enable Microsoft and your anti-virus Add-ons. They are important
  - c. Do not re-enable any other Add-ons.
- 5) Run Defrag on all your internal and external hard drives.
- 6) Restart your computer.



**DO NOT run any Registry Cleaner, Tune-up, or Windows optimizer programs. They are worthless and may damage your computer.**

This may take a few hours. But it is necessary to repair the damage you caused by "Pulling the Plug".

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