HOW TO FIX
COMPUTER

REVEALED: THE 3 STEPS IT PROFESSIONALS USE

AKILESH SUMER

HOW TO FIX COMPUTER

AKILESH SUMER

Fix Your Own Computer

By Akilesh Sumer

Introduction

Hi my name is Akilesh Sumer and I'm from Sacramento, CA. I have been in the IT industry for over 8 years now and during the course of my career I have worked in many different industries like Healthcare, Law, Banking and as a Managed Service Provider. I hold various certificates like A+, N+, S+ , CCENT, ITIL, MCSA and Linux. With my experience and background I have held many positions like Helpdesk, Helpdesk Administrator, IT administrator and currently holding a Project Manager position. During my time in these industries I have realized how important it is for all computers to have a uptime and be operational during work hours and the impact it has on employees productivity. Now taking that scenario and placing it on your own laptop and desktop where you have NO help, NO knowledge, NO training of how to fix your own computer, can leave you deserted. Well, that is until you find someone to help you which could be days or hours later. In this ebook I will teach how you can fix your or anyone else's computer by yourself and even get paid for it. So read on and get a pen and paper ready.

Rights

Contents at a Glance

1. How to fix a frozen computer

Have you ever had that situation where your whole computer freezes and you're not able to do anything? Isn't that really annoying? I know I have and it make me feel like throwing my whole laptop out the window. Well before you ever decide to throw it out the window try using these methods to see if it will work for you.

There could be multiple reasons why a computer freezes. One could be that the processor is probably overloaded with tasks and it's not able to do anything else. Two the memory is probably at its full capacity and it's not able to execute another program or function. Three your video graphics card memory is not able to process any more requests due to the threshold reached in the graphics memory card.

Now since the computer is frozen the first task will be to hold down the power button for at least 10 seconds until the computer shuts down completely. Next, you will need to investigate why the computer shutdown. To do this you will need to check the logs… so go to > Start button > in the search bar type 'Event Viewer' > click on event viewer on the search results and then in the Event Viewer window click on 'Windows Logs' > 'System'. This will show logs of services which were running, so look for a yellow exclamation mark and see if it ran during the your computer froze. If so you will be able to determine that a application had caused this issue. Another factor to take into account is that if your computer has only 1-2GB of memory then you probably need a upgrade.

To check memory status go to start > right click on 'computer' > 'properties'> scroll down to installed memory and see how many GB of memory is installed you will see a number. Now standard computers are coming with 2-8GB of memory, So if you have less than that then you will need a upgrade. you can easily prevent your computer from freezes and crashed in the future by using this free tool called WiseCare365 which is for

free. Just do a Google search and download this tool from the Vendors site and run it on your computer. It will clean up every area on your computer and you should not encounter another freeze again.

Now since this is a freeware product, there is a likely chance that you will get offers every often to buy the full version of the product. I will tell you this that the FREE version is just as best as a FULL version so you don't have to spend any money on these software's. Now just like WiseCare there are many FREE tools out there which can clean your PC. You can also use them side by side with this tool to make sure that your computer will be completely freeze free.

2. How to fix power issues

As a PC Tech, I had encountered many issues with keyboard not working, mouse not working, monitor not working and heck the whole computer is not turning on. Power issues are very common and if you are a PC technician who is reading this then please note that you will have many encounters relating with this issue alone.

Power issues happen in a 2 ways, one if it is not connected in properly or in the right port or simply the device driver may not be installed or supported by the computer. So let's say you are working with a computer where the mouse is not working. For a wired mouse I would connect it in different USB ports front and back of the computer to check to see if I get any response from the computer. What I mean by response is that sometimes the computer will try to install a new device driver once a USB device gets connected to the computer. You can see this happen on the bottom right of the screen once the USB device is plugged in.

Why should you test in all USB ports? there have been many advances in USB ports over the past 3 to 4 years. Most computers now come with USB 3.0 and 2.0. the USB 3.0 is usually in blue color and labeled SS for 'SuperSpeed'. Most current 3.0 devices are backward compatible with 2.0 USB ports . Now this USB is the same for all mouse's and keyboard's or any USB devices out there. In most cases the manufacturer of the products will label if this is only a 3.0 device or both.

If the mouse and keyboard do not work in any USB ports then there could be a fault on the ports or the mouse and keyboard itself. I would recommend try plugging in a working keyboard or mouse in the affected computer to see if it works in order to separate the issue. In this way you will be able to pinpoint the exact problem.

If the computer does not turn on at all then my recommendation will be to check the power cable connection setting first from your desktop tower to the wall outlet. make sure that its securely plugged in on both sides. Check to see if you see any lights in front of the desktop tower or laptop. If no lights? Get a working appliance like a iron and plug in to the wall to see if the iron is getting power to separate the issue. If the wall outlet turns out ok then you may have a problem with your power supply unit on your desktop computer. Try to Google your computer model name + power supply unit and see if you can find any replacement parts. After buying, simply YouTube to see how to install a power supply unit.

3. How to fix virus issues

Now we all know that this is a major problem with close to 25 billion computers around the world today. Virus issues are so common that I remember making at least $800 a week just fixing desktops and laptops infected with them. if you are looking to start a computer business and only target cleaning computers with viruses then I highly recommend you focus on this topic. Virus, spywares, bots all come in many forms and sometimes you need different software's to clean them all up.

Lets dive right in. So say you have a computer which is heavily infected with a virus and you simply are not able to do anything with this computer except turn off and turn on. The first step will be to get into 'safe mode of the computer', think of safe mode as basic Windows version, you will not be able to do any major tasks here and only highly necessary services run in safe mode. You can boot into safe mode by simply restarting the computer and holding down the 'F8' key on your keyboard. Then go ahead and login to the computer and be sure that you have admin level access.

Now viruses are very smart, if you try to clean the computer up with the software right away then they will detect the services running and shutdown the computer. Or they will restore their old virus after your are done cleaning the computer so the next 2 steps are very CRITICAL so pay close attention. You would have to run RKILL software from BleepingComputer just do a Google search for that software which is for FREE. And you will have to disable 'System Restore' now this maybe different in Windows XP/7/8 so I'll tell you the Windows 7 version. You simply right click on computer > click on system protection > scroll down to configure restore settings and click on configure> select disable system restore.

Now that you have disabled system restore run the RKILL software and wait for it to complete. This will enable to genuine windows processes which should be running and give you the report. Once the report shows up, download HitmanPro, SuperAntispyware, Comodo Internet Security, Malwarebytes, and DriverBooster FREE version from their respective websites. Again you can Google these sites and download them on a separate computer. First install HitmanPro, SuperAntiSpyware and Malwarebytes and update the virus signatures database (You have to be connected to the internet). This in most cases will be done automatically once the software's are installed. after updates simply run the virus scan and you then you'll start to see the software picking up viruses and spyware. After the scan is done quarantine all the viruses and close the program. Uninstall any other antivirus or firewalls from the computer. Install the DriverBooster software, this will update all the old, stale or outdated drivers from the computer. I like DriverBooster a lot, its free and easy to use and in most cases automated.

Finally, after doing the driver updates, uninstall the DriverBooster and all the antivirus software's from the computer. Don't worry about the viruses, they won't comeback anymore. Install the Comodo Internet Security FREE version on the computer. This antivirus software is very powerful and has a 2 in 1 feature which is a antivirus and a firewall together. It tracks every packet that comes in to the computer, every packet which goes out, every service that runs and every files that are executed. It has a very extremely high caliber of security which guarantees that your computer is safe from hackers. Now I hope you were doing all of these tasks in safe mode, so now you can reboot your computer and login in normally. You will soon notice that the whole computer will start running much faster and better than before and you will not see any annoying pop-ups or viruses. I would also recommend running WiseCare365 just to speed up your computer a little more. Hey after all it has been through a lot of course.

Conclusion

I hope you enjoyed and learned a lot from the above three steps that we have discussed. Overall fixing computers is a very large industry which I feel not many people are tapping into. If you decide to further your career in this field then I would highly recommend buying A+ Comptia book which goes in absolute detail of fixing computers, being part of a helpdesk and starting your own computer business. There is tons of money in this business and endless possibilities and I will also recommend getting training from certified experienced instructors, one site that I normally get my training from is ITUOnline. Again please do a Google search on that too. I hope you enjoyed reading this book, I will be releasing more books in the future of starting IT businesses and Marketing strategies. If you have any questions then please don't hesitate to contact me.

Contact

Akilesh Sumer , Sacramento CA. Asumer@live.com