

// MAGIX

PC CHECK & TUNING

2017



English language manual

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Preface

Congratulations on purchasing MAGIX PC Check & Tuning 2017!

You are now the owner of a powerful optimization program for all PCs, notebooks and netbooks. You can access all areas of optimization from one single interface and you won't need any computer skills to keep your PC in good shape.

The MAGIX PC Check & Tuning 2017 interface leads you through your computer easily and in a straightforward way – from the first general PC check that recognizes and explains all problems to increasing performance, freeing up disk space, backing up data and configuring Windows settings. You can adjust all settings one after the other as you follow the convenient steps laid out for you by MAGIX PC Check & Tuning 2017.

Have fun using your MAGIX program and enjoy your improved PC!

Your MAGIX Team

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Support

Dear MAGIX customer,

Our aim is to provide fast, convenient, solution-focused support at all times. To this end, we offer a wide range of services:

- **Unlimited web support:**

As a registered MAGIX customer, you have unlimited access to web support offered via the convenient MAGIX service portal on <http://support.magix.net>, including an intelligent help assistant, high-quality FAQs, patches and user reports that are constantly updated.

The only requirement for use is product registration at www.magix.com

- **The online community, on-the-spot support and a platform for exchange:**

MAGIX customers have free and unlimited access to the online community at www.magix.info, which includes approx. 150,000 members and offers the opportunity to ask members questions concerning MAGIX products as well as use the search function to search for specific topics or answers. In addition to questions & answers, the knowledge pool includes a glossary, video tutorials and a discussion forum. The multiple experts, found round-the-clock at www.magix.info guarantee quick answers, which sometimes come within minutes of a question being posted.

- **Email support for MAGIX products:**

For each new MAGIX product you will automatically receive 12 months free customer support by email.

- **Premium Email Support:**

For priority support, or if you want the support team to help with non-MAGIX related hardware problems you can purchase a premium email support ticket. Proceed as follows:

1. Go to the MAGIX customer support page at <http://support.magix.net>.
2. Sign in using your login details.
3. Click on "Purchase access code" in the navigation bar.

Each ticket corresponds to a specific problem, it will remain valid until the problem has been solved. A ticket is not limited to a single email.

Please note: To be able to use the Premium email support and free product email support via the Internet, you have to register your MAGIX product using the serial number provided. The serial number can be found on the sleeve of the installation disc or on an insert card included in the package.

- **Additional telephone service:**

Besides the large number of free customer service offers, we also offer a fee-based telephone customer service.

Here you can find a summary of our technical support telephone numbers:

<http://support.magix.net/>

Mail (Europe): MAGIX Development Support, P.O. Box 20 09 14, 01194 Dresden, Germany

Mail (North America): MAGIX Customer Service, 1105 Terminal Way #302, Reno, NV 89502, USA

Please make sure you have the following information at hand:

- Program version
- Configuration details (operating system, processor, memory, hard drive, etc.), sound card configuration (type, driver)
- Information regarding other audio software installed

MAGIX Sales Department

You can reach the MAGIX Sales Department workdays for help with the following questions and problems:

- Orders
- Product consulting (pre-purchase)
- Upgrade requests
- Returns

Europe

Monday - Friday, 09:00-16:00 GMT

U.K.: 0203 3189218

Denmark: 45 699 18763

Sweden: 46 852 500713

Finland: 35 89 42419023

Norway: 47 210 35843

North America

9 am to 4 pm EST Mon-Fri

Phone: 1-305-722-5810

Particularities for purchases made through Steam™

Different conditions apply if you have purchased the program through Steam™. You can find more information at <https://support.steampowered.com>
<https://support.steampowered.com>.

Uninstalling the program

If you would like to uninstall MAGIX PC Check & Tuning 2017, go to the Control Panel and select "Software" or "Programs and Features".

Before You Start

System requirements

- Operating system: Microsoft Windows XP Service Pack 3 | 7 | 8 | 10
- Processor: 1 GHz min.
- RAM: 256 MB min.
- Free hard drive space: 100 MB min.
- Graphics card with a screen resolution of at least 1024 x 768
- Program functions and activation require an Internet connection.

Serial number

A serial number is included with each product. This serial number is required for software activation. Please store this number in a safe place.

What does a serial number do?

With a serial number your program license is clearly assigned to you and only you. This allows you to use the free customer service via email.

Serial numbers also help protect against software piracy. This makes it possible for us to offer our customers the most value for their money.

Where is the serial number located?

The serial number is on the insert card in the program box.

If you have purchased the download version, you will receive a confirmation email containing the serial number that you can use to activate the program. This will be sent immediately following purchase to the email address you provided.

When is the serial number needed?

The serial number is required when you start the program the first time, as well as for program registration.

Particularities for purchases made through Steam™

Different conditions apply if you have purchased the program through Steam™. You can find more information at <https://support.steampowered.com>
<https://support.steampowered.com>.

Tips for Program Help

When the program is open, you can access the Help feature by pressing F1 on your keyboard. The program Help contains tips on how to use the program and lots of additional information. Many important terms are indicated in the text in italics. Simply click on these terms for a more detailed explanation of what they mean.

Context Help: Press the "F1" key on your keyboard at any point in the open program and Help will open with the matching help topic.

Search function: This feature can be used to look for specific words in the Help section. Enter either the individual word or use logical operators (e. g. OR, AND, NEAR) to refine your search if you have several search words.

- **OR** (between two words): all topics which contain both words or one of the words will be listed.
- **AND** (between two words): only those topics will be listed which contain both words.
- **NEAR** (between two words): only those topics will be listed which contain both words. A maximum of 6 additional words are allowed between two search words.
- **NOT** (before a word): topics which contain this word will **not** be listed.

Print: The print function can be used to print out specific Help topics or entire topic sections. The print button is located at the very top of the toolbar in the Help window.

Introduction

What is MAGIX PC Check & Tuning 2017?

MAGIX PC Check & Tuning 2017 is an optimization, tuning and help tool for modern Windows PCs which helps you analyze and fix common system-dependent problems as well as optimize internal settings. It also offers functions for individual adjustment of the operating system that work using Windows' own settings functions by supplementing or grouping them in different ways.

Key Features

MAGIX PC Check & Tuning 2017 contains the following main areas:

- Clean up PC
- Speed up your PC
- Protect PC

Computer analysis after starting

During startup MAGIX PC Check & Tuning 2017 automatically analyzes all weak spots and problems in your system and lists them.

The intuitive interface (view page 12) makes it possible to fix problems while maintaining a clear overview.

Clean PC

Remove unnecessary "digital baggage". Clean up your hard drive and optimize disk space, e.g. by deleting unnecessary data.

Speed up your PC

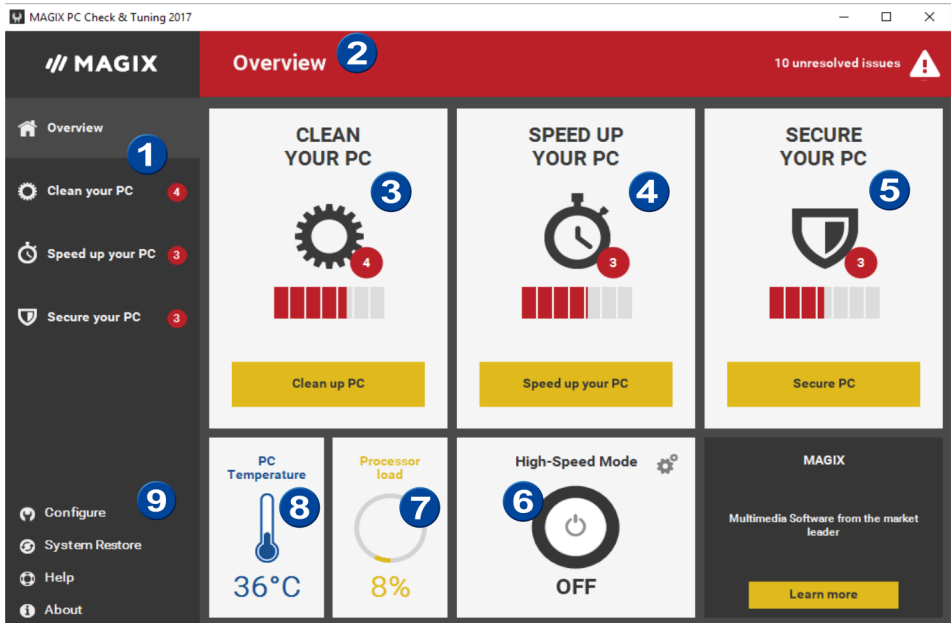
Optimize your PC's startup time, performance, and stability to work faster and to keep your PC from crashing. With MAGIX PC Check & Tuning 2017 you can customize the system start, defragment hard drives and much more.

Safe PC

Protect your PC against malware, e.g. by permanently removing deleted files from your hard drive. Updating programs and drivers closes security gaps and it's even possible to restore files that were deleted by mistake.

Overview of the program interface

Overview Page



Note: Holding the mouse pointer over a control element will reveal helpful tips. These appear in small text fields and contain information about the control element.

1 Navigation: This is where the overview page and the subcategorized main areas are opened.

2 Header: Shows which main area is currently open. It also shows the number of subcategories of the main areas where problems have been found.

3 Clean your PC: Free up disk space, optimize your file storage, restore deleted files or remove them permanently.

The "Clean up PC" button opens the Clean your PC main page (view page 16).

4 Speed up your PC: The number of problems that are slowing down the PC is displayed here.

The "Speed up PC" button opens the Speed up your PC main page (view page 18).

Optimize your PC's startup, performance, and stability.

5 Secure your PC: The number of problems that are threatening your PC security is displayed here.

The "Secure your PC" button opens the Secure your PC main page (view page

19).

- 6 **High-Speed Mode:** For an immediate increase in performance (view page 21) all of the energy saving features and unnecessary services are deactivated.
- 7 **Processor load:** Displays the current load on the main processor (CPU).
- 8 **PC Temperature:** Shows the temperature of the system hardware.
- 9 **Configure:** Specify general settings for MAGIX PC Check & Tuning 2017 (Automatic PC check, View, System monitoring).

System Restore: If something does not work the way it should after a change to the system, the previous state of the system can be restored (view page 26).

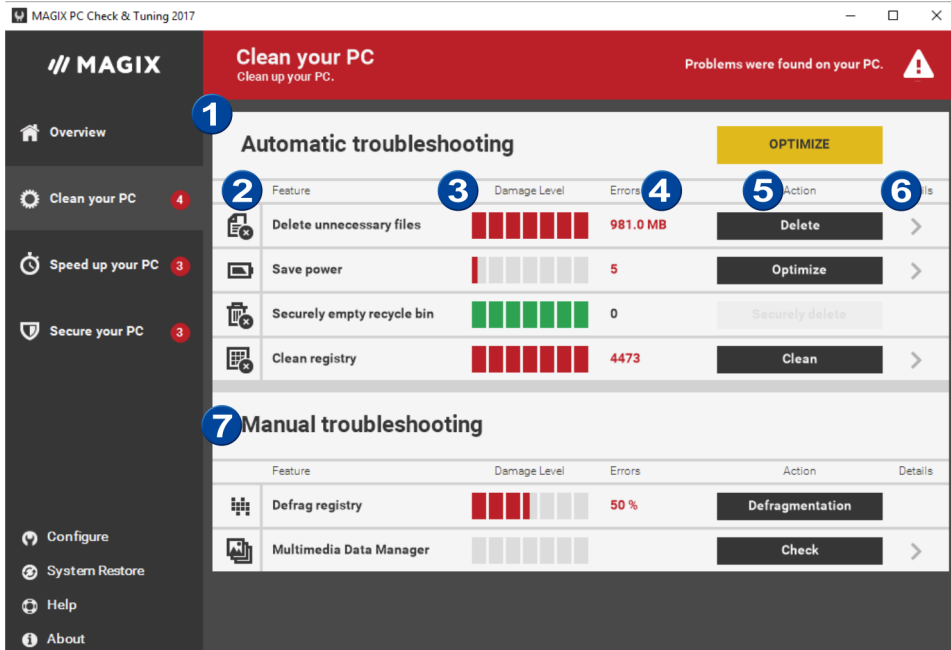
Help: Opens the program help.

Info: Opens a window that contains detailed information about MAGIX PC Check & Tuning 2017.

In the navigation and upper part of the overview, the number of problems in the subcategories of each program area is displayed in the red circle.

Main Page Structure

The main pages of "Clean PC", "Speed up your PC" and "Safe PC" are structured in the same way. The following explains the structure using the "Clean PC" main page as an example.



1 „Automatic Troubleshooting“

MAGIX PC Check & Tuning 2017 uses the functions located here to perform automatic troubleshooting.

2 Function: Here you'll find all the functions in MAGIX PC Check & Tuning 2017. When you move the mouse pointer over the function, a tip will be displayed.

3 PC Damage Level: The status bar has several functions:

- **Red:** Indicates that errors were discovered. If possible, the status bar shows the intensity of their effects.
- **Yellow:** Indicates that MAGIX PC Check & Tuning 2017 is currently analyzing the condition of the PC.
- **Green:** Indicates that no errors were found that could negatively affect the PC.

4 Error: Shows the number of errors that the optimization will fix.

5 Action: When this button is clicked, MAGIX PC Check & Tuning 2017 performs the corresponding optimization function individually.

6 Details: A detailed view of the respective functions can be opened here.

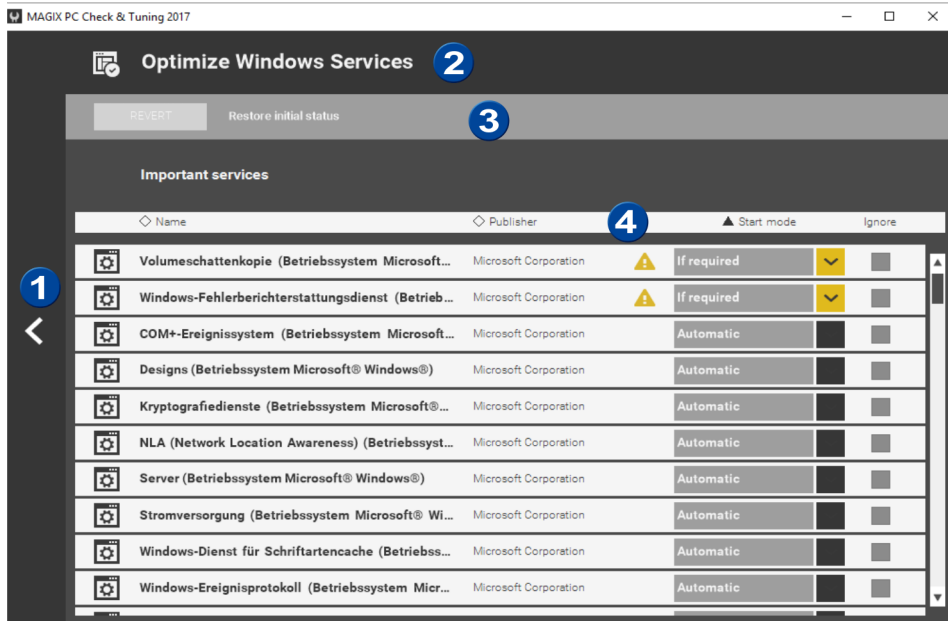
7 „Manual Troubleshooting“

The functions here are activated only by the user and are never started during automatic troubleshooting.

The structure is identical to the "Automatic Troubleshooting" section.

Structure of Detail Pages

The interface of all detail pages is basically the same. The following description applies equally to all detail pages.



The detail pages consist of several sections:

- 1 **Back:** Switches back to the main page from which the detail page was accessed.
- 2 **Title Bar:** This shows which detail page is currently open. This bar sometimes contains buttons for specific functions.
- 3 **Filter/Additional Functions** (only on some detail pages): On some detail pages there are special functions, e.g. reset to original status or a file filter.
- 4 **Display Area:** Information and options for each identified error are displayed here. Some entries can be expanded to reveal further settings. The entries are partly grouped to improve the overview and make operation easier. You can sort entries by clicking on "Name", "Amount", "Size" or "Selection".

Program functions at a glance

This chapter will provide you with an overview of the functions available in MAGIX PC Check & Tuning 2017 and where to find them.

Clean your PC

MAGIX PC Check & Tuning 2017

MAGIX Clean your PC Clean up your PC. Problems were found on your PC. ⚠️

Overview

Clean your PC 4

Speed up your PC 3

Secure your PC 3

Configure

System Restore

Help

About

Automatic troubleshooting

Feature	Damage Level	Errors	Action	Details
Delete unnecessary files	██████████	981.0 MB	Delete	>
Save power	██████████	5	Optimize	>
Securely empty recycle bin	██████████	0	Securely delete	>
Clean registry	██████████	4473	Clean	>

Manual troubleshooting

Feature	Damage Level	Errors	Action	Details
Defrag registry	██████████	50 %	Defragmentation	>
Multimedia Data Manager	██████████		Check	>

1 Automatic Troubleshooting

Clicking the "Optimize" button fixes all the errors in the "Automatic Troubleshooting" area.

2 Delete Unnecessary Files

Temporary files created by programs are often not properly deleted. Completely deleting these files frees up disk space.

The affected folders are displayed in the „Details“ section and can be cleaned separately.

3 Save Power

MAGIX PC Check & Tuning 2017 has a power saving setting that in our opinion offers the best compromise between performance and energy efficiency.

Your system operates at the highest level possible while saving energy at the same time.

All of the power saving configurations are displayed in the "Details" section. Already existing power saving plans can also be activated here.

4 Securely Empty Recycle Bin

When files are deleted, they are first sent to the Recycle Bin and continue to use up disk space. Emptying the Recycle Bin permanently deletes the files and frees up disk space.

5 Clean Registry

The Windows registration database, a.k.a. the "Registry", is the central configuration file for Windows. The cleaning function removes invalid entries and increases PC stability and performance.

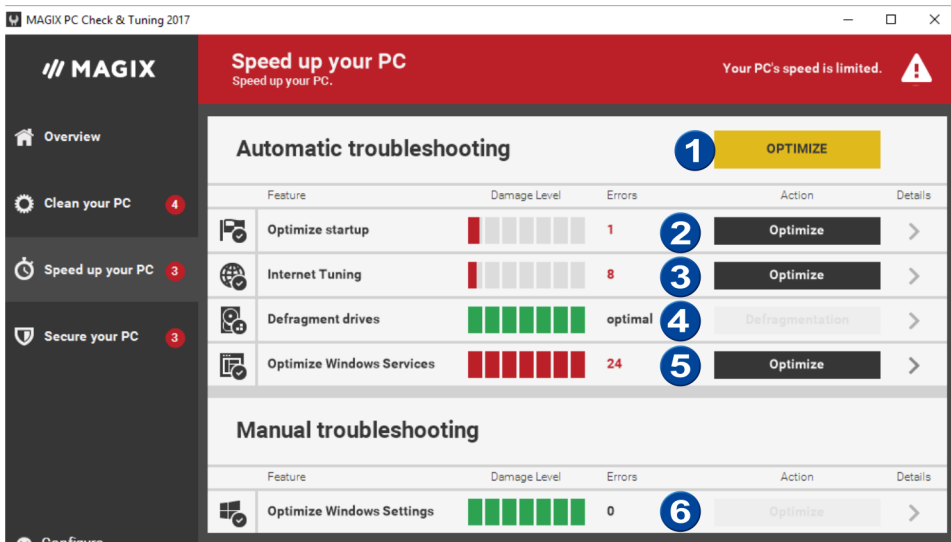
6 Registry Scan

Registry defrag removes empty areas and increases the access speed in the Registry.

7 Multimedia Data Manager

The largest multimedia files and folders are displayed here. More about the Multimedia Data Manager ... (view page 22)

Speed up your PC



1 Automatic troubleshooting

Clicking the "Optimize" button fixes all the errors in the "Automatic troubleshooting" area.

2 Optimize Autorun

Unnecessary autorun entries are switched off.

All autorun entries are displayed in the "Details" section and can be manually activated and deactivated there. MAGIX PC Check & Tuning 2017 categorizes the displayed entries according to their importance.

3 Internet Tuning

Internet Explorer, Microsoft Edge, Chrome and Firefox as well as the general network settings in Windows are optimized for browsing with a broadband connection (e. g. DSL or cable).

4 Defragmentation

Files that are saved in separate chunks on the hard drive are called "fragmented files". When fragmentation increases, the PC takes longer to read the data on the hard drive because the read head has to move around much more to find all of the data chunks for a single file.

Defragmentation finds all of these data chunks and repositions them together effectively putting everything back where it belongs.

This means that the read/write head on the hard drive does not have to move around to find all the parts of a file, which increases reading speed considerably.

5 Optimize Windows Services

Services are background programs that are responsible for various tasks. Depending on the user, some of these services might not be required.

Click on the "Optimize" button deactivates the services that aren't needed. Services can also be manually activated and deactivated in the "Details" section.

6 Optimize Windows Settings

Certain settings can negatively affect the performance of your PC. The settings can be automatically optimized or manually adjusted in the "Details" section.

Secure your PC

MAGIX PC Check & Tuning 2017

MAGIX Secure your PC Protects and updates your PC. Security issues have been identified.

Overview

Clean your PC 4

Speed up your PC 3

Secure your PC 3

Configure

System Restore

Automatic troubleshooting

1 OPTIMIZE

Feature	Damage Level	Errors	Action	Details
Delete Internet traces		6	2 Delete	>

Manual troubleshooting

Feature	Damage Level	Errors	Action	Details
Shred deleted files		0	3 Search for files	>
Update drivers		1	4 Show	>
Update Software		2	5 Show	>
Recover Deleted Files		0	6 Search for files	>
Uninstall Wizard		0	7 Show	>

1 Automatic Troubleshooting

Clicking the "Optimize" button fixes all the errors in the "Automatic Troubleshooting" area.

2 Delete Digital Footprints

Browsers save various types of files in the "Browser Cache" to make surfing faster and easier. The problem is that these files are a threat to your PC security because they often contain personal data such as usernames and passwords. Deleting these digital footprints helps to protect your privacy while surfing the Internet.

This can also lead to increased browser performance and faster surfing when a large number of files is deleted during the cleaning process.

In the "Details" section you can select the files that should be deleted.

3 Shred Deleted Files

Deleted files can often be restored using special software because they are actually only removed from the hard drive content folder and not physically removed from the disk.

The "Shred Deleted Files" function finds these restorable files and physically removes them from the hard drive permanently so they can never be restored.

In the "Details" section you can select the hard drive where the files should be shredded.

4 Update Drivers

Outdated drives can negatively affect the security, performance and stability of a PC. This function searches for driver updates and installs them when necessary. This function requires an Internet connection.

5 Update Programs

Outdated programs are often a security risk because they offer the perfect "back door" for malware. Updating programs closes these security gaps and makes the PC more secure.

6 Recover Deleted Files

Files deleted by mistake can sometimes be restored using this function.

7 Uninstall Wizard

Unused programs take up space on your hard drive and can slow down your PC. This function removes these unused programs from your PC to help increase performance.

High Speed mode

High Speed mode makes working on your PC fun! Even CPU-intensive programs run faster and the overall performance of your computer is increased.

When you activate High Speed mode, the following will take place:

- All unused services will be deactivated.
- Power saving settings will be changed to achieve maximum PC performance (high power consumption).
- All programs that are started **after** High Speed mode is activated will be given higher priority.

Application

1. Activate High Speed mode on the overview page.

It will normally take a while before all settings are changed.

2. **After this**, start the program that should be given higher priority.

All other programs started **before** High Speed mode activation will be treated with lower priority.

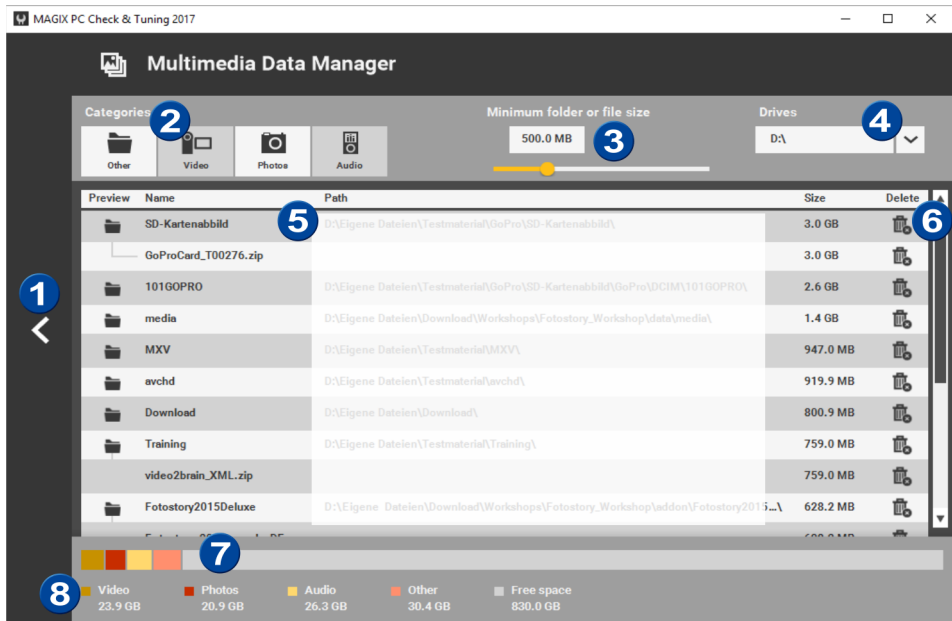
Note: A dialog listing your settings changes will appear in order for you to keep track of them.

Steam Boost (Steam version only)

Steam Boost is contained only in the Steam version of MAGIX PC Check & Tuning 2017 and basically corresponds to the "High Speed Mode".

Steam™ is given higher priority over other running programs, allowing it to perform faster.

Multimedia Data Manager



Multimedia data takes up a lot of memory. In many cases it is difficult to keep track of this data and delete the files that are no longer needed.

The Multimedia Data Manager solves this problem with its clearly structured interface and ease-of-use.

- 1 Back:** Clicking on this button takes you back to the Clean your PC main page.
- 2 Categories:** The Multimedia Data Manager only displays the files that belong in the selected category.
- 3 Minimum Folder or File Size:** The slider can be used to set the minimum size of the folders and files that will be displayed in the list.
- 4 Drives:** Displays the drive where the multimedia data will be searched for. Clicking on the arrow button displays a list of all the drives where deletion is possible.
- 5 File and Folder List:** Here all of the files and folders that belong in the selected category **2** and correspond to the set minimum size are listed in a **3** table.
- 6 Delete:** Clicking on this button deletes the selected folders and files.
- 7 Graphic Display of Memory Usage:** Displays the memory usage of the selected drive according to the legend displayed **8** underneath it.

8 **Legend:** The drives have assigned colors for the graphic display.

Numeric Display of Memory Usage: Displays the memory usage of the selected drive numerically in appropriate size units.

1-Click-Optimization

With the 1-Click-Optimization feature in MAGIX PC Check & Tuning 2017 you can conduct basic optimization functions without having to open the main program.

The fastest way to do this is through the 1-Click-Optimization desktop icon.

Automatic Monitoring

The Automatic Monitoring feature is a small program that runs in the background and notifies you in real time when PC problems are detected. This feature monitors current events and informs you immediately when problems are identified. You can even adjust your settings to have it solve problems immediately while running in the background.

Note: Even if MAGIX PC Check & Tuning 2017 is set to solve problems automatically, you will always receive a message informing you that a problem has been found and solved. This message also contains an option for undoing the fix.

Settings for automatic monitoring



To open the settings, right-click on the symbol in the Windows task bar and select "Settings...".

You can assign each area with "Do not monitor", "Monitor" or "Solve automatically" status.

- **Do not monitor:** The area will no longer be automatically monitored.
- **Monitor:** The area will be monitored in the background. If a problem occurs, a message will appear offering to solve it.
- **Solve automatically:** The area will be monitored in the background and any problems identified will be solved automatically. A message giving you the option to undo this will appear.

System Restoration

In Windows XP and higher, restoration points are created (system check points) before significant system-changing alterations, enabling you to bring the system back to the old state. This may become necessary when new installations of programs, drivers, etc make the PC unstable or cause it to malfunction.

You can also set restore points manually. System restore can only be used when at least 200 MB free disk space is available. If this is not the case, Windows deactivates the function automatically.

During system restoration, personal data such as emails and bookmarks are not lost, but a backup can never hurt in case something goes wrong during restoration. You can also undo system restore.

System Restore in Windows XP

For system restore in XP, proceed as follows:

1. If there are several user accounts on the computer, log in with a user account that has administrator rights.
2. If other programs are running, close them before starting system restore.
3. Go to MAGIX PC Check & Tuning 2017 and select "Restore".

Or:

Go to "Start -> Programs -> Accessories -> System Tools -> System restore". The System Restore Wizard will open.

4. To the right in the wizard, select the task "Restore my computer to an earlier time" and confirm your selection with "Next". A calendar will appear with days on which restore points were created appearing in bold.
5. Now select an appropriate day in the calendar. In the list on the right you will see a restore point.
6. Select the desired restore point in the list and confirm with "Next". The selected restore point will be displayed.
7. Confirm your selection with "Next". System restore will start: The computer will turn off and restart. Afterwards, the system restore is finished and a note of its success will be made.

Note: If the restoration did not work, a message will appear. Try restoring to an older restore point by starting the wizard again and selecting an older date with a restore point.

Important! If the PC no longer starts, system restore will not be able to help. **In this case, you have two options:**

- Press the F8 key while the PC boots and select "Last known good configuration".

Or:

- Insert the Windows installation CD/DVD while the PC is booting and start the system repair.

Set system restore point manually (XP)

If you are planning large-scale program installations or deinstallations, or you want to install new hardware, it is recommended to set a restore point manually. If you run into problems, you can restore your system and your PC will run as stably as it did before.

To do this, proceed as follows:

1. Close all programs before starting the System Restore Wizard.
2. Go to Start > Programs > Accessories > System Tools > System Restore. The System Restore Wizard will open.
3. At the right in the wizard, select the task "Create a Restore Point" and confirm your selection with "Next".
4. Enter a description of the restore point so you can easily recognize it in case you have to restore the system. (Date and time will be added automatically.)
5. Clicking on "Create" creates a restore point.

Note: After a restore point has been created, it cannot be changed.

Undo system restore with Windows XP

If you want to undo system restore, proceed as follows:

1. Close all programs before starting the System Restoration Wizard.
2. Open the wizard by going to Start > Programs > Accessories > System Programs > System Restore.
3. At the right in the wizard, select the task "Undo Last Restoration" and confirm your selection with "Continue".

System restoration will be undone and the old state will be restored.

System Restore in Windows 7

For system restore in Windows 7, proceed as follows:

1. If there are several user accounts on the computer, log in with a user account that has administrator rights.
2. If other programs are running, close them before starting system restore.
3. Go to MAGIX PC Check & Tuning 2017 and select "Restore".

Or:

Go to "Start > Control Panel > System and Security > System > left: System Protection > System Restore". The System Restore Wizard will open.

4. Select a restore point time in the dialog. Activate the "Show more restore points" option if your restore point of choice is not listed.

- Click on "Next" and "Finish" to begin restoring the system. The PC will reboot to apply the changes.

Or:

Click on "Start" and enter the word "System" in the search field. Select the "System" entry from the search results that appear and then click on "System Protection". Proceed as described in step 4.

Attention: If the PC no longer starts, system restore will not be able to help. **In this case, you have two options:**

- Press the F8 key while the PC boots and select "Last known good configuration".
- Or:**
- Insert the Windows installation CD/DVD while the PC is booting and start the system repair.

Create system restore time point manually (Windows 7)

To set a system restore point, proceed as follows:

- Log in with a user account that has administrator rights.
- Close all programs.
- Go to "Start > Control Panel > System and Security > System > left: System Protection".
 - Now select the option "Create" in the dialog.
 - Assign a descriptive name.
 - Click "Create".

The restore point will be created.

Or:

Click on "Start" and enter the word "System" in the search field.

Select the "System" entry from the search results that appear and then click on "System Protection".

Proceed as described in step 3.1.

Undo system restore (Windows 7)

If you want to undo system restore, proceed as follows:

- Close all programs.
- Go to "Start > Control Panel > System and Security > System > left: System Protection > System Restore".

Or:

- Click "Start".
 - Enter the word "System" in the search field.
 - Select the "System" entry from the search results that appear.
 - Now click on "System Protection".
- Select "Undo System Restore".

4. Check the options you selected and click on "Finish".

System Restore in Windows 8

For system restore in Windows 8, proceed as follows:

1. If there are several user accounts on the computer, log in with a user account that has administrator rights.
2. If other programs are running, close them before starting system restore.
3. Go to MAGIX PC Check & Tuning 2017 and select "Restore". The Restore Wizard will open.
4. Then click on "Continue".
5. Select a restore point time in the dialog. Activate the "Show more restore points" option if your restore point of choice is not listed.
6. Click on "Next" and "Finish" to begin restoring the system. The PC will reboot to apply the changes.

Create system restore time point manually (Windows 8)

To set a system restore point, proceed as follows:

1. If there are several user accounts on the computer, log in with a user account that has administrator rights.
2. If other programs are running, close them before starting system restore.
3. Open the Windows 8 interface, type "Control Panel" and press Enter. The Control Panel will open. Select "System and Security > System > System Protection > System Restore" and click "Create". Enter a suitable name and click "Create". The restore point will be created.

Undo system restore (Windows 8)

If you want to undo system restore, proceed as follows:

1. If other programs are running, close them before starting system restore.
2. Open the Windows 8 interface
3. Now type in "Control Panel" and press Enter.
The Control Panel will open.
4. Select "System and Security > System > System Protection > System Restore".
5. Select "Undo System Restore".
6. Check the options you selected and click on "Finish".

System Restore in Windows 10

The feature for creating system restore points can be deactivated on a Windows 10 system, so that no restore points can be created. The "System Restore" feature in MAGIX PC Check & Tuning 2017 will not function as a result.

If you want this feature to be supported or activated, you can find out more in the program help in Windows 10.

Tips & tricks - Problems & solutions

Here you will not only find useful tips & tricks which may help you with your computer, but also some background information.

Safe Mode in general

If Windows can no longer be started properly due to a problem (e.g. defective drivers), Safe Mode enables an attempt at repairing this problem. In this mode you can back up all of your important files.

Note: Save these files on a different hard drive - ideally on an external drive. This keeps them separate from the system and makes it possible to use them on a different PC if necessary.

In Safe Mode, only drivers that are essential are loaded, so that Windows operates with minimum resources. You can select this start option to change registration or remove defective drivers.

In this mode, virus protection programs can also access files and system components which are usually protected by the operating system. For this reason, Safe Mode is also recommended for searching for errors.

Safe Mode in Windows XP/Vista/7

In Windows XP/Vista/7 you can enter safe mode by following these steps:

1. Restart the computer.
2. To access the expanded Windows start menu, press the F8 key several times before the Windows logo appears.

If you have several operating systems installed on your computer, press F8 when the selection menu for the installed operating systems appears.

3. In the expanded Windows start menu, select the "Safe Mode" option.

In the selection menu you can also select the following start options:

- **Safe Mode:** Windows starts in Safe Mode with the Windows GUI screen.
- **Safe Mode with Networking:** Windows starts in Safe Mode with the Windows GUI screen and loads the most important services and drivers for working on the network.
- **Safe Mode with Command Prompt:** Windows starts in Safe Mode in DOS mode (command prompt) without a Windows screen and network drivers.
- **Start Windows Normally:** All installed drivers are loaded and Windows is started as usual.

Safe Mode in Windows 8

In Windows 8, safe mode can be activated with the following steps:

1. Choose "Settings" in the charm bar. The charm bar appears when the mouse touches the right-hand side of the screen.
2. Select "Change PC settings" > "Update/Restore" > "Restore".
3. Under "Advanced Startup", click "Restart Now". The PC will start up in the boot menu. Several processes will be listed.
4. Select "Troubleshooting" > "Advanced Options" > "Start Up Settings" and click "Restart". Several processes will be listed after the computer restarts.
5. To start safe mode, press "4" on your keyboard.

Safe Mode in Windows 10

In Windows 10, safe mode can be activated with the following steps:

1. Open the Start menu (Windows logo) and click "Settings".
2. Select "Update/Restore" > "Restore".
3. Under "Advanced Startup", click "Restart Now". The PC will start up in the boot menu. Several processes will be listed.
4. Select "Troubleshooting" > "Advanced Options" > "Start Up Settings" and click "Restart". Several processes will be listed after the computer restarts.
5. To start safe mode, press "4" on your keyboard.

Problems during boot-up?

PC beeps when switched on, but doesn't boot.

Possible Cause: The sounds are generated by the main board BIOS and signal a defective or broken hardware configuration. The number and length of the tones indicate the precise error code. Unfortunately, different manufacturers use different codes.

Possible Solution: Please check the manual for your mainboard to identify the precise meaning of the tone succession and follow the advice provided.

Windows starts with a blue screen: IRQ not less or equal or similar.

Possible Cause: An IRQ assignment is apparently incorrect, i.e.

- an IRQ has been assigned twice, or
- an inserted card (graphic, sound, TV, network and so on) or a device on the mainboard is using an IRQ that is already assigned.

Possible Solution

- Set the automatic IRQ assignment in BIOS.

Note: To open BIOS, turn on your computer and press "Del" or "F2".

- Switch the slots of inserted PCI cards.
- Reserve exclusive IRQ slots for certain cards in BIOS (e.g. a graphics card).

Windows starts with a blue screen: Memory error or similar.

Possible Cause: The memory is not functioning or is functioning incorrectly with your mainboard.

Possible Solution: It is recommended to conduct a complete RAM test.

You can do this with a free program called Memtest86+ for example. This can be downloaded from www.memtest.org.

Download the current ISO image. With this ISO image you can create a bootable CD containing Memtest86+. All you have to do is insert this CD into your PC before it is booted and Memtest86+ will start automatically.

Tip: It is recommended to let Memtest run a few times.

Windows starts with a blue screen: Defective driver or SYS file, or similar.

Possible Cause: An important driver was accidentally erased or an incompatible driver was installed.

Possible Solution

- Start the PC and hold the F8 key during booting to display the Windows start menu.
- Now select "Start Windows in Safe Mode". This will start only the necessary devices and drivers.
 - **When Windows starts in Safe Mode:**
Go to the command line (entry prompt: for Windows XP select "Start > Execute...") and enter "sfc /scannow" (without quotation marks). All important protected system files will be reset to their default settings. Afterwards, restart your PC and conduct all updates (Windows Update Service) and install all necessary drivers in needed.
 - **If Windows does NOT start in Safe Mode:**
Try using the Windows repair service. Please insert the Windows installation CD/DVD and start the PC again. You can also change the boot order in BIOS so that the PC will first boot from the CD-ROM drive. You will be asked if you want to conduct repairs. Confirm with the R key. After repairs you should install all important updates and update the drivers for you devices.

PC turns off on its own

During CPU-intensive processes like video encoding, the PC turns off on its own for no apparent reason.

Possible Cause: The computer gets too warm and turns off for safety reasons.

Possible Solution: After the crash, check the temperature in BIOS (most likely in the section "PC Health"). If a very high temperature is shown there, check whether the built-in ventilators work. If needed, ask a technician to check if your PC cooling system is working properly.

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