



# Is Your Computer Slow n Sluggish?

By: PC Tech UpTime, Inc.  
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## November 2017 - TIPS & TRICKS...

Computers are a fascinating piece of equipment...when they're working well that is! Customers call to say their computer is running so slow, and how nice it ran when it was new!

The computer user will normally describe what's going wrong with their computer. What it's doing, or not doing when they use it. In order to define the problem always requires a technician to ask several key questions. Here are a few most all technicians will ask:

### BASIC QUESTIONS (you should be asked)

- How old is your computer (the year purchased)
- Was your computer bought new or used?
- Did you buy it at a retail store (Walmart, Staples, Best Buy, online, or from a manufacturer?)
- What operating system came on your computer originally?(ie.Windows 7, 8.0, 8.1, or Windows10)
- What system is on it now?
- Is your computer a Desktop or a laptop?
- What is the brand and model of your computer?
- What brand Antivirus is installed, and is the subscription active (current)?
- Do you have an active extended warranty on your computer?
- Do you have any utilities installed to try and increase the speed, or do maintenance for you?

At this point the technician should repeat the customer's issues as implied! A conversation will continue with the computer user about the following:

- Has any **New software** recently installed. (compatibility and necessary updates, & versions)
- If Windows or Mac OS: Has it had any recent **updates**?
- **System Maintenance**: When was it last time they were performed? (we're talking about built in utilities, not junk installed in addition to that).
- **Computer Stability**: Has your computer ever turned off while in use, or when it was idle?

Now let's move forward to why your computer is getting slow and sluggish. There is likely not just one culprit at work here, but many that are causing you to lose time and patience with your computer. Hardware should always be a secondary issue, or last item to look at unless the problem has obvious symptoms.

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## OVERLOOKED PROBLEMS

- User has more than one Antivirus program installed... (STOP...remove all, Antivirus programs and reinstall only one then do a complete virus definition update, and run initial virus scan to see if your problems goes away). Be sure you have access to the software installer and its install key code before removal and re-install.
- Software conflicts are generally misdiagnosed as a possible virus attack! And, it only takes “ONE” virus to seriously mess up your day, and perhaps your life.
- Using software that is too old for your system causes compatibility conflict problems.
- The use of freeware, or trial-ware utilities that have been negligently written that you downloaded, installed, and ran.
- Proper care and maintenance of your computer. Avoid contact with liquids spills, extreme humidity, food particles, and dust particles. Heat is a computer's death sentence! That issue is more prevalent on systems with faster processors that are coupled with poorly designed cases or towers of low-end model computers.
- Users that smoke around their computer drastically lower the life of the computer. Because the smoke contains tar and likely 5-7 thousand other chemicals that force the ever present dust particles that cycle through a computer to form a web like blanket that smothers critical parts causing them to be damaged! (if anything will make you stop smoking, seeing this scenario surely will.)
- Utilities can sometimes cause as much problem as a virus itself. The utility program can view a recent system update or software patch as a virus, and remove that code which causes potential problems either in the individual software that the patch was designed for, or the operating system itself, (which basically is your entire environment that the whole computer hinges upon to operate).
- Damage from a virus attack is elusive and hard to pin-point. An Antivirus program can normally remove a virus, but that's the not end of your troubles. There are many thousand files on your

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computer that make it work smoothly from the moment you turn it on to the time you shut it down. Viruses are not primarily a single exclusive chunk of programming code. They often can replicate and hide inside other high demand programs, and effectively damage random files all over the computer's operating system. The virus removal process does not repair the files that have been damaged, deleted, or modified by the virus. So here is a little story to help you understand what's really happening involving the damage that many viruses do to your computer:

## **EXAMPLE:**

*Imagine that someone invites you to a party. You ride with them to the party. You have never been to this home or location before. After walking around a bit you settle in and eat some snacks and have a drink or two. Then in a short while with the loud music and confusion of people moving around...you get sleepy and fall asleep in a chair. Hours pass, and you wake feeling a terrible bitter cold chill. There's no sound anywhere, and the place is completely abandoned.*

*As you open your eyes you find yourself in a tub of ice water. There is a little boat floating in front of your face with a note on it that reads: **“CALL 911 YOUR KIDNEYS HAVE BEEN REMOVED”**. A phone is conveniently located near the tub! The good news is that you can survive without your Kidneys, but you must remain on Dialysis until you can get a Kidney Transplant. The bad news is that your body will never be whole again!*

## **GENERAL FIX PROCESS**

Viruses for the most part damage and or modify files that unless you know which file(s) it was that was damaged your least expensive path is to first attempt a:

- (1) **Data Recovery** and storage that on an external drive.
- (2) Next, **FACTORY RECOVERY** then
- (3) Finally a **Reinstall the all the software** you had installed on it that did not come installed from the factory.

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(4) Afterward you can replace that data that you recovered by placing it either in the exact location, or a folder where you can easily find and access that data from. Usually software itself is not transferable and must be re-installed from the installer disk or flash drive. And, much of the commercial software titles require software key codes.

## HARDWARE

And finally, I leave this until last because hardware for the most part is not the problem. Issues that hardware causes can happen at any time from day one until that computer becomes a DOORSTOP. PCs have a much shorter life spans than a MAC. But both can suffer hardware failure that stops you cold in your tracks. Furthermore a Mac is 3 to 4 times more expensive than a PC. But I will say this; if it were only for the daily BS that a PC puts you through the MAC is worth 5 to 20 times what a PC costs just in the smoothness and reliability that a MAC system has. Many times a Mac will give you 1 ½ times the life expectancy of a PC and that is a conservative number.

There is no debate here you get what you pay for. I personally prefer not to buy products that are purposely designed to break down because of poor engineering, or bargain basement parts that are manufactured into them!

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Call us today to setup an appointment to review your situation and recommend what would fit into your budget, and needs. (828) 400-7271.

Check out our company website for a link page:

<http://www.pctechuptime.com/security.html> Antivirus software

<http://www.pctechuptime.com/backup.html> Backup Choices

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