



Tech Support for free!

Download and print this document, because if your computer doesn't start up, or it is running very slow, or you don't have Internet access, you will not be able to access it. Fold it in half and place it under your monitor or tape it to the side of your monitor, or pin it to your bulletin board, or file it under "Computer Emergency procedures". That way, it will always be handy when you have an emergency.

Computer will not start up

Nothing displays on the screen

- Check power to the display (most of them have a power indicators on the front). If the power indicator is not lighted, first try pressing the power button on the display. If that doesn't work, follow the power cord from the back of the display to the power outlet. If it is plugged into a power strip, verify the power strip on/off switch is on. If the power strip switch is on, then move the power connection for the display to a different outlet. Press the power switch. If the display does not turn on, then the display is broken and you will replace it.
- Check the VGA or DVI connection from the display to the PC. If that connection is loose on either end, use the thumbscrews on the connector to fasten it securely.
- If you have checked the power and the connection between the display and PC, then the PC video interface is probably faulty. Turn the computer off (either hold down the power switch for 10 seconds, or unplug the power from the back of the PC, and **call us at 888-273-1445 or e-mail us at itsupport247@netunity.org with a support request.**

Insert boot disk message

- Remove any CDs from the CD drive. Restart the PC.
- Remove any USB flash drive or external hard drives connected to the PC. Restart the PC
- Remove any floppy disks from the floppy drive and restart the PC
- If you still get this message, your hard drive is damaged, and might be repairable. **Call us at 888-273-1445 or e-mail us at itsupport247@netunity.org with a support request.**

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Computer starts up, but is really slow

- Processes are hogging the CPU. Use the Task Manager to diagnose the slowdown. After the PC starts and the Windows desktop appears, press **Ctrl-Alt-Del**, and if the Task Manager does not start, select Task Manager. At the bottom of the Windows Task Manager, there is a status bar. If the CPU Usage is 100%, there are processes that are consuming the CPU and making the computer run slowly. [Click on the Processes tab, and click on the CPU header twice](#) (this will sort the processes in decreasing CPU utilization, so the highest CPU processes are at the top of the display). **Send an e-mail to itsupport247@netunity.org with the names of the processes that are using the most CPU. We will reply with a solution for you.**
- USB device problem. If there are any USB devices (other than mouse or keyboard) connected to the PC, try disconnecting them one by one (don't disconnect the mouse or keyboard), and see if disconnecting them improves the PC performance. If it does, then try [removing the driver](#) for that device and [reinstalling the device software](#).
- Hard drive problem. A faulty hard drive can cause slow performance. In the Event Viewer System Log ([Control Panel > Administrative Tools > Event Viewer > System](#) for XP Classic View, [Control Panel > Performance and Maintenance > Administrative Tools > Event Viewer > System](#) for XP Category View, [Control Panel > Administrative Tools > Event Viewer > Windows Logs > System](#) for Vista) and look for warnings or errors for bad blocks on your hard drive. If you find any, then your hard drive needs to be cloned and replaced very soon.
- Insufficient RAM. A system that is starving for memory (RAM) can perform very poorly. Open the [Control Panel > System](#) (XP Classic View and Vista) or [Control Panel > Performance and Maintenance > System](#) (XP Category View), and the amount of RAM will be displayed in the window. If you use a lot of applications simultaneously, then the amount of RAM will be very important. If performance improves when you close an application, that indicates a RAM issue. **Send an e-mail to itsupport247@netunity.org with your computer brand and model, the amount of RAM in your system, and the applications that you typically run, and we'll reply with a recommendation.**
- Rebooting. Does the PC run better right after a reboot, and then the performance gets progressively worse over a few hours?
- Infection. Many malware programs hog the CPU doing their dirty work. If you suspect your PC is infected with malware or spyware, send us the results of this command: Start>Run>cmd, then when the Command Window opens, type [tasklist](#) and press the <Enter> key. **Open an e-mail and address it to itsupport247@netunity.org with the results** by [right-clicking in the Command Window, click "Select All"](#), press the <Enter> key, and [paste the results](#) into an email. **We'll let you know if you're infected.**

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Internet is down

- “Cannot display this webpage” error when you open a web browser. Open a Command Window (**Start>Run>cmd**, then click **OK**), type **ipconfig /all** and press the <Enter>key
 - No IP Address. If the results of this command give you an IP address of 169.xxx.xxx.xxx (the x’s will be randomly assigned), then your PC is not obtaining a valid IP address. Check the cabling from the back of the computer to the network port of the switch or router. You may need to trace cabling between network devices if you are not directly connected to the router or server that provides the address.
 - Bad switch or router, or bad port. Check the lights on the switch or router that correspond to where your PC is connected – are they flashing green or amber? If the connector is not lit and flashing, try connecting the cable to a different network connector. If the switch or router has no lights on at all, check the power to it. If the power is connected and you know that the power outlet is working, then the network device needs to be replaced.
 - Faulty cable. If you have a spare, replace the network cable. Cables do break on occasion.
 - Broken network interface connector. On the back of your PC, there are lights on your Network Connector. They are usually flashing green or amber. If they are not flashing, and you checked to see that the cable is connected firmly to the switch, you could have a faulty network interface on your PC. This is hard to diagnose and not repairable remotely – If your PC is still under manufacturer warranty, call the manufacturer for free tech support from them. Have all of the identification information about the PC available before you call (serial number, service code, model number). If you are local to San Diego, **call us at 888-273-1445 or e-mail us at itsupport247@netunity.org and we’ll provide you a \$50 in-shop diagnosis of your PC, which you can apply to the repair if required.** If you’re not local, and want us to refer you to a good local PC repair technician, call or e-mail us with that request.
 - You have a valid IP address (if you’re behind a router, it’s 192.168.xxx.xxx) and all of your connections look like they’re working. Open a Command Window (**Start>Run>cmd** and click **OK**), type **ipconfig /all** and press the <Enter> key. Make note of the Default Gateway address. If the address is 192.168.1.1, type **ping 192.168.1.1 <Enter>** and if you get good responses, then type **ping 4.2.2.1 <Enter>**. If you get good responses, then type **ping www.google.com <Enter>**. If you get no responses, then take the next step.
 - Router or modem is stuck. Find your network router. It might be wireless, have a name like Linksys, 2Wire, Netgear, Netopia, DLink, Belkin on it. Unplug the power to it, and if you have a cable modem or a DSL modem, unplug that power, too. Apply power to your modem first, then to your router. Shut down your computer and turn it back on. If you can reach the Internet again, your router or modem was stuck, and when you power recycled it, you fixed it.
 - DNS Server is down. If you have a server on premises, then **call us at 888-273-1445 and we’ll research the problem and solve it.**

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