

# INDEX

COPYRIGHTED MATERIAL



# INDEX

---

## A

- ActiveX object keys, 7, 12
- administrative privileges,
  - Windows account, 59
- AGP interface, 157
- AlwaysUnloadDll entry, 39
- America Online (waol.exe) file, 36
- animated search characters, 110
- anti-virus and anti-spyware software, temporarily disable, 97–98
- applications. *See also* startup programs
  - anti-virus and anti-spyware, temporarily disable, 97–98
  - compatibility, 214
  - conflicts, downloading newer version, 96–97
  - firewall, temporarily disable, 119–120
  - IM, recognizing different, 102–103
  - installation causing problems, 207–210
  - nonresponsive, 210–212
  - path, downloading, 97
  - random crashing or blue screen display, 199
  - “restore point” before installing, 95–96
  - Start Menu folder
    - highlighting, 108–109
  - step-by-step searches, disabling, 110
  - temporary files, left behind during installation, 5
  - unresponsive, closing, 89–90
  - unused, removing, 6, 52–54
  - won’t load correctly, 75–79

## audio

- troubleshooting, 213–214
- upgrading sound card, 179–181

- Automatic MTU Detection, 33
- AutoPlay, CD/DVD
  - disabling, 117–118
  - repairing, 114–116
  - settings, 113–114
- .avi (video) files, deleting, 91–93

## B

- balloon tips, disabling, 106–108
- battery
  - backup device, 185
  - laptop, 203–205
  - warranty coverage, 221
- Blackhole Detection, 33
- Blue defragmentation status, 63, 68
- blue screen display
  - overheated computer, 200
  - software problems, 199
  - USB hub, malfunctioning, 200
- bookmarks, backing up, 127–128
- booting invalid system disk, 207
- buying new PC
  - computer types, 216–217
  - desktop advantages and disadvantages, 217
  - gaming features, 220
  - heavy general use features, 220
  - high performance features, 220
  - laptop advantages and disadvantages, 218–219
  - light general use features, 220
  - reasons for, 215–216
  - warranty, 220–221

**C**

- CA, relationship with PCPitstop, 9
- cable Internet connections, 24
- cache, Internet Explorer
  - reducing, 133–134
  - viewing, 3–5, 29–31
- camcorder, 196
- card, Ethernet, 154–155
- card, FireWire, 169–171
- card, network
  - finding, 154–155
  - upgrading PC, 176–177
- card, video
  - identifying, 156
  - interface, 157
  - screen quality, poor, 206
  - upgrading PC, 178–179
- card, Wi-Fi, 154–155
- CD AutoPlay
  - disabling, 117–118
  - repairing, 114–116
  - settings, 113–114
- CD drive
  - identifying, 149–152
  - upgrading PC, 171–172
- chatting, IM (instant-messaging software)
  - block from loading, 99–100
  - program, recognizing different, 102–103
  - remove from Start Menu, 100–101
  - rename folder to disable, 101–102
- Check Disk utility, 58
- Class IDs (CLSID), invalid, 7, 12, 37
- clock, re-synchronizing, 111–112
- COM object keys, 7, 12
- combo drives, 171
- computer, buying new
  - desktop advantages and disadvantages, 217
  - gaming features, 220
  - heavy general use features, 220
  - high performance features, 220
  - laptop advantages and disadvantages, 218–219
  - light general use features, 220
  - PC types, 216–217
  - reasons for, 215–216
  - warranty, 220–221
- computer performance, causes of poor
  - files and programs, unused, 6
  - fragmentation, 8
  - hard drive errors, 7
  - out-of-date Windows, 6
  - Registry entries, invalid, 7
  - startup programs, unnecessary, 6–7
  - temporary files, 3–6
- computer won't turn on, 201
- connection, Internet
  - ipconfig program, 120–121
  - reboot modem and/or router, 120
  - software firewall, temporarily disable, 119–120
  - system file checker, 127
  - TCP/IP, reinstalling, 121–122
  - winsoc file, 122–126
- ContigFileAllocSize entry, 38
- Control Panel, 80–81
- CPU
  - manufacturer and speed, determining, 137–138, 161
  - reason to upgrade, 160
- crashing, random
  - overheated computer, 200
  - software problems, 199
  - USB hub, malfunctioning, 200
- customer support, PC Pitstop Optimize, 86

**D**

- data cables, hard drive interface, 142–144
- Default Time to Live, 33
- defragmenting
  - hard drive, 59–68
  - screen saver, turning on and off, 39
- deleting files
  - fragmentation caused by, 8
  - PC Pitstop Optimize activities, 11–12
  - Recycle Bin, stopover in, 5
  - videos (.avi), 91–93
- desktop cleanup, disabling automatic, 112
- desktop PC, advantages and disadvantages, 217
- devices, peripheral
  - battery backup, 185
  - camcorder, 196
  - digital camera, 195
  - keyboard, replacing, 190–191
  - monitors, replacing, 187–188
  - mouse, cleaning, 188–189
  - mouse, replacing, 190
  - newer devices on older PCs, 183–184
  - printer connection, 191–192
  - printer preferences, configuring, 192–195
  - scanner, 197–198
  - speakers, replacing, 187

- surge protector, 184–185
- USB hub, 186
- video game controller, 196–197
- dial-up modem
  - adding, 173–175
  - connection, 24
  - identifying, 153–154
  - upgrading PC, 173–175
- digital camera, 195
- DisablePaging entry, 38
- DisableScreenSaver entry, 39
- Disk Defragmenter utility, 61–67
- disk drive. *See* hard drive
- Documents and Settings folder, 69
- downloads
  - drivers, 183–184
  - finding, 132–133
- drive, CD or DVD
  - identifying, 149–152
  - upgrading PC, 171–172
- drive, CD or DVD AutoPlay
  - disabling, 117–118
  - repairing, 114–116
  - settings, 113–114
- drive, floppy
  - identifying, 152–153
  - invalid system disk while booting, 207
  - upgrading PC, 172–173
- drive, hard
  - access, continuous, 203
  - defragmenting, 59–68
  - errors, 7
  - errors, checking for, 57–59
  - external, adding, 166–167
  - interface, 142–144
  - internal, upgrading, 163–166
  - reason to upgrade, 160
  - size and remaining space, determining, 140–141
- drivers
  - dial-up modem, 175
  - downloading, 183–184
  - FireWire card, 171
  - network card, 177
  - new hardware not working, 210
  - printer, 192
  - sound card, 181
  - USB card, 169
  - video card, 179
  - video game controller, 196
- DSL Internet connections
  - assessing, 24
  - network card, adding, 176–177
- DVD AutoPlay
  - disabling, 117–118
  - repairing, 114–116
  - settings, 113–114
- DVD drive
  - identifying, 149–152
  - upgrading PC, 171–172
- E**
- EIDE interface, 142
- error reporting, Windows XP, 109–110
- Ethernet card, 154–155
- exiting Setup Wizard, 19
- F**
- fast retransmission and recovery, 33
- favicons
  - described, 128
  - restoring missing, 129–131
- files
  - deleting, 11–12, 90–91
  - Internet Explorer, deleting leftover, 11
  - personal, cleaning up, 54–57
  - step-by-step searches, disabling, 110
  - temporary, 3–6
  - undeletable, deleting, 90–93
  - unused as source of performance problems, 6
- firewall utility
  - Internet access problem, resolving, 80–82
  - temporarily disable, 119–120
- FireWire
  - camcorder, 196
  - described, 148–149
  - external hard drive, 166–167
  - port, adding, 169–171
  - scanner, 197
  - upgrading PC, 169–171
- floppy drive
  - identifying, 152–153
  - invalid system disk while booting, 207
  - upgrading PC, 172–173
- folders
  - creating, 54–55
  - rename to disable Windows Messenger, 101–102
  - step-by-step searches, disabling, 110
  - sub-folders, 55–56
- fragmentation
  - defragmenting hard drive, 59–68
  - file management, 8

- freezing, random
  - overheated computer, 200
  - software problems, 199
  - USB hub, malfunctioning, 200

## G

- gaming computer
  - buying new PC, 220
  - described, 216
- Green defragmentation status, 63, 68

## H

- hard drive
  - access, continuous, 203
  - defragmenting, 59–68
  - errors, 7
  - errors, checking for, 57–59
  - external, adding, 166–167
  - interface, 142–144
  - internal, upgrading, 163–166
  - reason to upgrade, 160
  - size and remaining space, determining, 140–141
- hardware
  - compatibility, 214
  - non-working, drivers and, 210
  - upgrading Windows, 161
- heavy general use computer
  - buying new PC, 220
  - described, 216
- high-performance computer
  - buying new PC, 220
  - described, 217
- hkcmd.exe (Intel Hotkeys) file, 35
- HTTP connections, number of allowed simultaneous, 33

## I

- ICMP tab, 85
- icons, inactive, 111
- icons, website. *See* favicons
- IDE interface, 142
- IE. *See* Internet Explorer
- IM (instant-messaging software)
  - block from loading, 99–100
  - program, recognizing different, 102–103
  - remove from Start Menu, 100–101
  - rename folder to disable, 101–102
- inactive icons, showing, 111
- installation
  - fragmentation caused by, 8
  - PC Pitstop Optimize, 15–19, 86
  - programs causing problems, 207–210

- instant-messaging software. *See* IM
- Intel Hotkeys (hkcmd.exe) file, 35
- interface

- hard drive, 142–144
- invalid, 7, 12
- video card, 157

## Internet

- bookmarks, backing up, 127–128
- broken connection, 119–127
- cache, reducing, 133–134
- computer clock, synchronizing, 112
- disconnecting to solve Windows-related problems, 97
- failure to communicate with, 79–85
- favicons, restoring missing, 128–131
- finding downloads, 132–133
- PC Pitstop Optimize, tuning settings, 23–24
- settings, optimizing, 32–33
- Word crashing when web page imported, 132
- Internet Explorer (Microsoft)
  - bookmarks, backing up, 127–128
  - deleting leftover files, 11
  - favicons, restoring missing, 128–131
  - reducing cache, 133–134
  - version, determining, 136–137
  - viewing cache, 3–5, 29–31
- Internet service provider (ISP), 24
- invalid system disk while booting, 207
- ipconfig program, 120–121
- ISDN Internet connections, 24

## K

- kernel-mode driver, 38
- keyboard, 190–191

## L

- LAN Internet connections, 24
- laptop
  - advantages and disadvantages, 218–219
  - battery life, 203–205
- Large TCP Windows, 33
- LargeSystemCache entry, 39
- license information, entering, 41–43
- licensing agreement, PC Pitstop Optimize, 16–17
- light general use computer
  - buying new PC, 220
  - described, 216

**M**

- Maximum Transfer Unit (MTU), 33
- memory
  - adding, 162–163
  - amount, determining, 138–139, 161
  - DisablePaging entry, 38
  - hard drive access, continuous, 203
  - reason to upgrade, 160
  - slow computer start up, 201–202
- Microsoft Internet Explorer
  - bookmarks, backing up, 127–128
  - deleting leftover files, 11
  - favicons, restoring missing, 128–131
  - reducing cache, 133–134
  - version, determining, 136–137
  - viewing cache, 3–5, 29–31
- Microsoft Windows
  - keeping up-to-date, 47–49
  - out-of-date causing performance issues, 6
  - reason to upgrade, 160
  - registration name, changing, 104–106
  - temporary files, 5–6
  - version, determining, 135–136
- Microsoft Windows 98
  - CD/DVD drives, 152
  - digital camera, 195
  - hard drive interface, 144
  - laptop battery adjustment, 205
  - printer preferences, 194–195
  - refresh rate, 207
  - software installation problem, 208–209
  - upgrading, 160–161
  - USB version, 148
- Microsoft Windows 2000
  - CD/DVD drives, 150–151
  - hard drive interface, 143
  - laptop battery adjustment, 204
  - printer preferences, 192–193
  - refresh rate, 206–207
  - software installation problem, 207–208
  - USB version, 146–147
- Microsoft Windows Device Manager, 146–148
- Microsoft Windows ME
  - CD/DVD drives, 152
  - hard drive interface, 144
  - laptop battery adjustment, 205
  - printer preferences, 194–195
  - refresh rate, 207
  - software installation problem, 208–209
  - USB version, 148
- Microsoft Windows Messenger
  - block from loading, 99–100
  - program, recognizing different, 102–103
  - remove from Start Menu, 100–101
  - rename folder to disable, 101–102
- Microsoft Windows Task Manager, opening, 89–90
- Microsoft Windows XP
  - AutoPlay, 113–118
  - balloon tips, disabling, 106–108
  - CD/DVD drives, 150–151
  - clock, re-synchronizing, 111–112
  - desktop cleanup, disabling
    - automatic, 112
  - digital camera, 195
  - error reporting, turning off, 109–110
  - hard drive interface, 143
  - inactive icons, showing, 111
  - laptop battery adjustment, 204
  - new software highlighting, stopping, 108–109
  - printer preferences, 192–193
  - refresh rate, 206–207
  - Safe Mode with Command Prompt, 94–95
  - search characters, disabling, 110
  - software installation problem, 207–208
  - step-by-step searches, disabling, 110
  - System Restore feature, 93–94
  - upgrading to, 160–161
  - USB version, 146–147
- Microsoft Windows XP Home Edition, 117–118
- Microsoft Windows XP Professional Edition, 118
- Microsoft Word crashing when web page imported, 132
- modem, dial-up
  - adding, 173–175
  - connection, 24
  - identifying, 153–154
  - upgrading PC, 173–175
- modem, rebooting, 120
- monitor
  - flickering, 206–207
  - poor image quality, 205–206
  - replacing, 187–188
  - resolution, 205–206
  - screen saver, turning on and off, 39
- mouse
  - cleaning, 188–189
  - replacing, 190

moving files, fragmentation caused by, 8  
 MTU (Maximum Transfer Unit), 33  
 My Computer  
   CD/DVD drives, 150–152  
   CPU manufacturer and speed, 137–138  
   hard drive size and space, 140–141  
   RAM, 139  
   Windows version, 135–136

## N

name, Windows registration, 104–106  
 network card  
   finding, 154–155  
   upgrading PC, 176–177  
 network, clock synchronization on, 111  
 new PC, buying  
   computer types, 216–217  
   desktop advantages and disadvantages, 217  
   gaming features, 220  
   heavy general use features, 220  
   high performance features, 220  
   laptop advantages and disadvantages, 218–219  
   light general use features, 220  
   reasons for, 215–216  
   warranty, 220–221  
 New Technology File System (NTFS)  
   timestamp, 39  
 newer peripherals on older PCs, 183–184  
 NNtfsDisableLastAccessUpdate entry, 39  
 no lemon policy, 221  
 nonloading software, 75–79  
 nonresponsive computer or software, 210–212  
 Notepad, copying web page into, 132  
 NTFS (New Technology File System)  
   timestamp, 39

## O

Optimize discussion forum, 86  
 optimizing  
   completing, 44  
   defragmenting hard drive, 59–68  
   hard drive errors, checking for, 57–59  
   personal files, cleaning up, 54–57  
   registering PC Pitstop Optimize, 42–43  
   results, 44–45  
   starting, 43–44  
   start-up programs, removing  
     additional, 69

unused programs, removing, 52–54  
 visual effects, changing, 49–51  
 Windows, keeping up-to-date, 47–49  
 overheated computer, 200  
 owner, changing name of Windows', 104–106

## P

parallel-port scanner, 197–198  
 path, software downloading, 97  
 PC, buying new  
   computer types, 216–217  
   desktop advantages and disadvantages, 217  
   gaming features, 220  
   heavy general use features, 220  
   high performance features, 220  
   laptop advantages and disadvantages, 218–219  
   light general use features, 220  
   reasons for, 215–216  
   warranty, 220–221  
 PC performance, causes of poor files and programs, unused, 6  
 fragmentation, 8  
 hard drive errors, 7  
 out-of-date Windows, 6  
 Registry entries, invalid, 7  
 startup programs, unnecessary, 6–7  
 temporary files, 3–6  
 PC Pitstop Optimize  
   background, 9  
   benefits, 9–10  
   completing, 44  
   customer support, 86  
   exiting Setup Wizard, 19  
   features, 10–11  
   file, deleting, 11–12  
   installation error, 86  
   installing, 15–19  
   Internet, failure to communicate with, 79–85  
   registering software, 42–43  
   results, 44–45  
   starting, 43–44  
   system requirements, 15  
   system settings, changing, 12  
   undoing changes made by, 11  
   updating, 71–73  
   won't load correctly, 75–79

- PC Pitstop Optimize optimizing
  - completing, 44
  - defragmenting hard drive, 59–68
  - hard drive errors, checking for, 57–59
  - personal files, cleaning up, 54–57
  - registering PC Pitstop Optimize, 42–43
  - results, 44–45
  - starting, 43–44
  - start-up programs, removing
    - additional, 69
  - unused programs, removing, 52–54
  - visual effects, changing, 49–51
  - Windows, keeping up-to-date, 47–49
- PC Pitstop Optimize scanning
  - initial settings, specifying, 22–26
  - Internet settings, optimizing, 32–33
  - opening PC Pitstop Optimize, 22
  - PC performance, optimizing, 38–39
  - performing, 27–28
  - Recycle Bin, viewing deleted temporary files in, 5, 6, 31–32
  - Registry entries, optimizing, 36–37
  - Start Scanning screen, 26–27
  - startup programs, removing unnecessary, 33–36
  - steps, 21
  - temporary files, removing, 28–29
- PCI interface
  - described, 157
  - dial-up modem, 174–175
  - FireWire card, 169–171
  - network card, 176–177
  - sound card, 180–181
  - USB card, 167–168
- PCIe (PCI Express) interface, 157
- performance, causes of poor PC
  - files and programs, unused, 6
  - fragmentation, 8
  - hard drive errors, 7
  - out-of-date Windows, 6
  - Registry entries, invalid, 7
  - startup programs, unnecessary, 6–7
  - temporary files, 3–6
- peripherals
  - battery backup, 185
  - camcorder, 196
  - digital camera, 195
  - keyboard, replacing, 190–191
  - monitors, replacing, 187–188
  - mouse, cleaning, 188–189
  - mouse, replacing, 190
    - newer devices on older PCs, 183–184
  - printer connection, 191–192
  - printer preferences, configuring, 192–195
  - scanner, 197–198
  - speakers, replacing, 187
  - surge protector, 184–185
  - USB hub, 186
  - video game controller, 196–197
- personal files, cleaning up, 54–57
- physical case, opening computer's, 141
- pictures, website indication. *See* favicons
- Point-to-Point Protocol over Ethernet (PPPoE), 24
- portable computer
  - advantages and disadvantages, 218–219
  - battery life, 203–205
- ports. *See* FireWire; USB
- power outage, 7
- power strip, turning on, 201
- power surge
  - hard drive errors caused by, 7
  - warranty protecting against, 221
- power up takes long time, 201–203
- PPPoE (Point-to-Point Protocol over Ethernet), 24
- printer
  - connection, 191–192
  - drivers, 192
  - preferences, configuring, 192–195
- processor
  - manufacturer and speed, determining, 137–138, 161
  - reason to upgrade, 160
- Program Identifiers (ProgID), invalid, 7, 12, 37
- programs. *See also* startup programs
  - anti-virus and anti-spyware, temporarily disable, 97–98
  - compatibility, 214
  - conflicts, downloading newer version, 96–97
  - firewall, temporarily disable, 119–120
  - IM, recognizing different, 102–103
  - installation causing problems, 207–210
  - nonresponsive, 210–212
  - path, downloading, 97
  - random crashing or blue screen display, 199
  - “restore point” before installing, 95–96
  - Start Menu folder highlighting, 108–109

Continued

programs, *continued*  
 step-by-step searches, disabling, 110  
 temporary files, left behind during  
 installation, 5  
 unresponsive, closing, 89–90  
 unused, removing, 6, 52–54  
 won't load correctly, 75–79  
 PS/2 keyboard connector, 212

## Q

qtask.exe (QuickTime Icon) file, 34

## R

### RAM

adding, 162–163  
 amount, determining, 138–139, 161  
 DisablePaging entry, 38  
 hard drive access, continuous, 203  
 reason to upgrade, 160  
 slow computer start up, 201–202

### random crashing

overheated computer, 200  
 software problems, 199  
 USB hub, malfunctioning, 200

read-only CD/DVD drive, 171

### RealPlayer

realplay.exe file, 35  
 realsched.exe file, 34  
 realplay.exe (RealPlayer), 35  
 realsched.exe (RealPlayer), 34  
 Realtek Sound Manager (soundman.exe)  
 file, 36

recordable CD/DVD drive, 171

### Recycle Bin

deleted files, stopover in, 5  
 emptying, 56  
 files deleted by PC Pitstop Optimize, 11  
 temporary files, viewing, 6, 31–32

Red defragmentation status, 63, 68

refresh rate, 206–207

Register Now! screen, 41–43

### registry

AutoPlay, repairing, 115  
 balloon tips, disabling, 106–108  
 editing, 90  
 entries, optimizing, 36–37  
 invalid entries, 7  
 owner, changing name of Windows',  
 104–106  
 winsock, repairing, 123–124

Registry Editor, 78

renewable warranty, 221

restore point, 95–96

results, PC Pitstop Optimize, 44–45

router, rebooting, 120

## S

Safe Mode with Command Prompt,  
 restarting with, 94–95

satellite Internet connections, 24

scanner, 197–198

### scanning

initial settings, specifying, 22–26  
 Internet settings, optimizing, 32–33  
 opening PC Pitstop Optimize, 22  
 PC performance, optimizing, 38–39  
 performing, 27–28  
 Recycle Bin, viewing deleted temporary  
 files in, 5, 6, 31–32  
 Registry entries, optimizing, 36–37  
 Start Scanning screen, 26–27  
 startup programs, removing  
 unnecessary, 33–36  
 steps, 21  
 temporary files, removing, 28–29

### screen

flickering, 206–207  
 poor image quality, 205–206  
 replacing, 187–188  
 resolution, 205–206  
 screen saver, turning on and off, 39

screen saver, turning on and off, 39

searches, disabling, 110

selective acknowledgments, 33

Serial ATA interface, 142

Service Pack 1, repairing winsock, 123–126

Service Pack 2, repairing winsock, 126

slow computer start up, 201–202

software. *See also* startup programs

anti-virus and anti-spyware, temporarily  
 disable, 97–98

compatibility, 214

conflicts, downloading newer version,  
 96–97

firewall, temporarily disable, 119–120

IM, recognizing different, 102–103

installation causing problems, 207–210

nonresponsive, 210–212

path, downloading, 97

random crashing or blue screen  
 display, 199

“restore point” before installing, 95–96

Start Menu folder highlighting,  
 108–109

- step-by-step searches, disabling, 110
  - temporary files, left behind during installation, 5
  - unresponsive, closing, 89–90
  - unused, removing, 6, 52–54
  - won't load correctly, 75–79
  - sound
    - troubleshooting, 213–214
    - upgrading sound card, 179–181
  - soundman.exe (Realtek Sound Manager) file, 36
  - speakers, 187, 213–214
  - Start Menu
    - IM software, removing, 100–101
    - new software, stop highlighting, 108–109
    - unneded programs, 69–70
  - Start Scanning screen, 26–27
  - starting PC Pitstop Optimize, 43–44
  - Startup folder, 6–7
  - startup programs
    - disabling, 202
    - performance problems, 6–7
    - removing, 33–36, 69
  - sub-folders, 55–56
  - surge protector, 184–185
  - system DLLs, caching, 39
  - system file checker, 127
  - system memory. *See* RAM
  - system requirements, PC Pitstop Optimize, 15
  - System Restore feature, 93–94
  - system settings, PC Pitstop Optimize, 12
- T**
- T1 Internet connections, 24
  - Task Manager, nonresponsive items, 211
  - TCP Receiving Window Size, 33
  - TCP/IP, reinstalling, 121–122
  - telephone jacks, 153–154
  - temperature, overheating computer, 200
  - temporary files
    - Internet cache, 3–5
    - PC Pitstop Optimize, 11–12
    - Recycle Bin, 5, 6
    - scanning, 28–29
    - Windows operating system, 5–6
  - tips, disabling balloon, 106–108
  - transferable warranty, 221
  - troubleshooting
    - computer won't turn on, 201
    - hard drive access, continuous, 203
    - hardware or software compatibility, 214
    - invalid system disk when booting, 207
    - laptop battery life, 203–205
    - monitor has poor image quality, 205–206
    - new hardware, 210
    - nonresponsive computer or software, 210–212
    - nonresponsive keyboard, 212
    - power up takes long time, 201–203
    - random crashing or blue screen display, 199–200
    - screen flickers, 206–207
    - software installation causes problems, 207–210
    - sound, 213–214
    - video game graphics, slow or sputtering, 212–213
  - troubleshooting PC Pitstop Optimize
    - customer support, 86
    - installation error, 86
    - Internet, failure to communicate with, 79–85
    - updating, 71–73
    - won't load correctly, 75–79
  - troubleshooting Windows XP
    - programs that won't start or run properly, 96–98
    - Safe Mode with Command Prompt, restarting with, 94–95
    - software installation, creating “restore point”, 95–96
    - System Restore feature, 93–94
    - undeletable file, deleting, 90–93
    - unresponsive program, closing, 89–90
  - turn on, computer won't, 201
  - Type Libraries (TypeLib), invalid, 7, 12, 37
- U**
- undeletable file, 90–93
  - undoing PC Pitstop Optimize changes, 11
  - updating
    - PC Pitstop Optimize, 71–73
    - programs to resolve conflicts, 96–97
    - Windows, 47–49
  - upgrading PC
    - advantages, 159–160
    - CD or DVD drive, 171–172
    - dial-up modem, 173–175
    - external hard drive, 166–167
    - FireWire card, 169–171

*Continued*

- upgrading PC, *continued*
    - floppy drive, 172–173
    - internal hard drive, 163–166
    - network card, 176–177
    - problems solved by, 160
    - RAM, adding, 162–163
    - sound card, 179–181
    - USB card, 167–169
    - video card, 178–179
    - to Windows XP, 160–161
  - USB
    - camcorder, 196
    - digital camera, 195
    - external hard drive, 166–167
    - hub, 186, 200
    - keyboard, 190–191
    - mouse, 190
    - ports, 145–146
    - printer, 191–192
    - scanner, 197
    - upgrading PC, 167–169
    - version, 146–148
    - video game controller, 196–197
  - user-mode driver, 38
- V**
- video (.avi) files, deleting, 91–93
  - video card
    - identifying, 156
    - interface, 157
    - screen quality, poor, 206
    - upgrading PC, 178–179
  - video game controller, 196
  - video game graphics, slow or sputtering, 212–213
  - video-editing program, 196
  - visual effects, changing, 49–51
- W**
- waol.exe (America Online) file, 36
  - warranty, new PC, 220–221
  - web page, importing into Word, 132
  - White defragmentation status, 63, 68
  - Wi-Fi card, 154–155
  - Windows 98 (Microsoft)
    - CD/DVD drives, 152
    - digital camera, 195
    - hard drive interface, 144
    - laptop battery adjustment, 205
    - printer preferences, 194–195
    - refresh rate, 207
    - software installation problem, 208–209
    - upgrading, 160–161
    - USB version, 148
  - Windows 2000 (Microsoft)
    - CD/DVD drives, 150–151
    - hard drive interface, 143
    - laptop battery adjustment, 204
    - printer preferences, 192–193
    - refresh rate, 206–207
    - software installation problem, 207–208
    - USB version, 146–147
  - Windows Device Manager (Microsoft), 146–148
  - Windows ME (Microsoft)
    - CD/DVD drives, 152
    - hard drive interface, 144
    - laptop battery adjustment, 205
    - printer preferences, 194–195
    - refresh rate, 207
    - software installation problem, 208–209
    - USB version, 148
  - Windows Messenger (Microsoft)
    - block from loading, 99–100
    - program, recognizing different, 102–103
    - remove from Start Menu, 100–101
    - rename folder to disable, 101–102
  - Windows (Microsoft)
    - keeping up-to-date, 47–49
    - out-of-date causing performance issues, 6
    - reason to upgrade, 160
    - registration name, changing, 104–106
    - temporary files, 5–6
    - version, determining, 135–136
  - Windows Task Manager (Microsoft), opening, 89–90
  - Windows XP (Microsoft)
    - AutoPlay, 113–118
    - balloon tips, disabling, 106–108
    - CD/DVD drives, 150–151
    - clock, re-synchronizing, 111–112
    - desktop cleanup, disabling
      - automatic, 112
    - digital camera, 195
    - error reporting, turning off, 109–110
    - hard drive interface, 143
    - inactive icons, showing, 111
    - laptop battery adjustment, 204
    - new software highlighting, stopping, 108–109

- printer preferences, 192–193
- refresh rate, 206–207
- Safe Mode with Command Prompt, 94–95
- search characters, disabling, 110
- software installation problem, 207–208
- step-by-step searches, disabling, 110
- System Restore feature, 93–94
- upgrading to, 160–161
- USB version, 146–147
- Windows XP (Microsoft) Home Edition, 117–118
- Windows XP (Microsoft) Professional Edition, 118
- winsock, repairing
  - registry, 123–124
  - Service Pack 1, 123–126
  - Service Pack 2, 126
- Word (Microsoft) crashing when web page imported, 132

























