



California State University
BAKERSFIELD

COMPUTER TRAINING WORKSHOP

Maintaining your PC

Presented By
Information Resources Technology Support

Maintaining your PC

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How to Maintain your PC

<http://www.computerhope.com/cleaning.htm>

In a business environment, a computer system should be cleaned approximately every 3 months. Keep the computer system clean and free from dust. Keep in mind that some components in your computer may only be cleaned using a product designed for cleaning that component, check your manufacturer's manual for verification.

- **Cloth** – An anti-static cloth is the best tool used when rubbing down a component, although paper towels can be used with most hardware we recommend using a cloth when ever possible. There are anti-static wipes with solvent or without for LCD screens available in most computer stores.
- **Water or rubbing alcohol** - When moistening a cloth it is best to use water or rubbing alcohol. Other solvents may be bad for the plastics used with your computer.
- **Vacuum** - Sucking the dust, dirt, hair, cigarette particles, and other particles out of a computer can be one of the best methods of cleaning a computer. Over time these items can restrict the airflow in a computer and cause circuitry to corrode. Compressed air may be used as well.
- **Cotton swabs** - Cotton swaps moistened with rubbing alcohol or water are excellent tools for wiping hard to reach areas in your keyboard, mouse, and other locations.
- **Foam swabs** - Whenever possible it is better to use lint free swabs such as foam swabs.

CPU Case

The plastic case that houses the PC components can be cleaned with a lint free cloth that has been slightly dampened with water. For stubborn stains, add a little household detergent to the cloth. It is recommended that you never use a solvent cleaner on plastics.

Make sure all vents and air holes are hair and lint free by rubbing a cloth over the holes and vents. It is also helpful to take a vacuum around each of the hole, vents, and crevices on the computer.

Monitor

If you have a big CRT with a glass screen, you will want to spray the cloth with water or a mild window cleaning solution. Be sure to remove power from the monitor and spray the cleaner onto a lint free cloth so the fluid doesn't leak into the electrical components inside the monitor. Vacuum off any dust that has

settled on top of the monitor or wipe with a lint free cloth, and make sure no books or papers have been placed on the air vents. Obstructed monitor vents can cause the monitor to overheat or even catch on fire.

If you have a flat panel LCD monitor you will want to use a dry cloth. See your manufacturer's instructions as well. If this does not completely remove the dirt and smudges, use a cloth dampened with water. Do not use paper towels on an LCD screen as they may scratch the screen. There is LCD cleaner available now at most computer stores.

Keyboard

To clean the keyboard, turn your computer off and unplug the keyboard, noting the location of the connection so you can reconnect it later. Turn the keyboard upside down and shake gently to remove crumbs and small pieces of crud that may be lurking between the keys. A can of compressed air can be used to dislodge any large particles that do not shake loose. Again hold the keyboard upside down and use the long straw nozzle that comes with the can of air to clean between the keys. Use a soft cloth dampened with a mild cleaning solution to wipe dirt off the keys. A moist cotton or foam swab can be used to clean between the keys, if necessary. Let the keyboard dry completely before reattaching it to the computer.

Mouse

Disconnect the mouse from the computer and clean the outside casing with a damp cloth moistened with isopropyl alcohol. If you have an optical mouse, your cleaning chore will then be completed. If, however, you have a mouse with a ball on the bottom, your mouse cleaning has just begun.

Turn your mouse over and rotate the little donut shaped disk and remove the ball that is inside of the mouse. A soft dry cloth is usually adequate for cleaning the ball itself. If the ball looks really dirty you can clean it with some water and dry it thoroughly. The problem is usually caused not by the ball, but by dirt in the areas that touch the ball. If you look inside the bottom of the mouse after the ball has been removed, you will see some sort of small bars or rollers that the ball touches as it rotates. Dip a cotton swab in water or isopropyl alcohol and clean all the dirt off these bars. A plastic top to a writing pen works well on the mouse rollers. If your mouse is really dirty, you will have to go over the dirty areas several times before all the dirt is removed.

Computer Passwords

The Help Desk will be starting a campus-wide project in December to change user accounts on machines. All computers will be required to move to Active Directory over the next year. These changes will eventually move to a 1 password logon throughout all campus-standard applications and servers: Windows, BAS, Mapped drives, Shared-drives etc...Instructions will be left with all computers at this time.

It is important that whenever you receive a computer, that you change your password. This is for your protection as well as your department and the CSUB campus.

Passwords

All employees should know how to change the passwords to their primary login account. Whenever you receive a computer, you should change the password.

When your computer is on the Active Directory domain, you must use a password to log on to it.

Password Tips

The challenge, of course, is creating a password that you can remember, but is hard for anyone else to guess. Make sure you create a password that:

- Is at least seven characters in length, and the longer the better. (Passwords for Microsoft Windows® 2000 and Windows XP can be up to 128 characters long.)
- Includes upper and lower case letters, numerals, symbols
- Has at least one symbol character in the second through sixth position
- Has at least four different characters in your password (no repeats)
- Looks like a sequence of random letters and numbers

Make sure you:

- Don't use ANY PART of your logon name for your password
- Don't use any actual word or name in ANY language

- Don't use numbers in place of similar letters
- Don't reuse any portion of your old password
- Don't use consecutive letters or numbers like "abcdefg" or "234567"
- Don't use adjacent keys on your keyboard like "qwerty"

Change Password

1. To change the password you should hold down the <Ctrl> and <alts> keys simultaneously, and press the <delete> key one time. Release the keys. This will bring up a dialog box that you will get when trying to logoff or lock the workstation. Find the button that says Change Password and click it one time. This will present you with another box with several fields. The login name should appear in the top field and the log on to name should appear in the second field. The log on to name will become csub-ad. (Note: it is currently xxxxx-name). The third field is the Old Password field and you must enter the current password in this field. The last 2 pertain to the new password being assigned. The new password must be typed in both fields. Once all of the password information has been entered click OK. You will be prompted that the password has been changed. Cancel out of any other screens that appear after this. Once Active Directory is fully compliant for 1 logon, you should only have to log on to your machine 1 time. This is all the more important reason for you to either lock your machine or log off when you leave your work area.

Anti-virus software

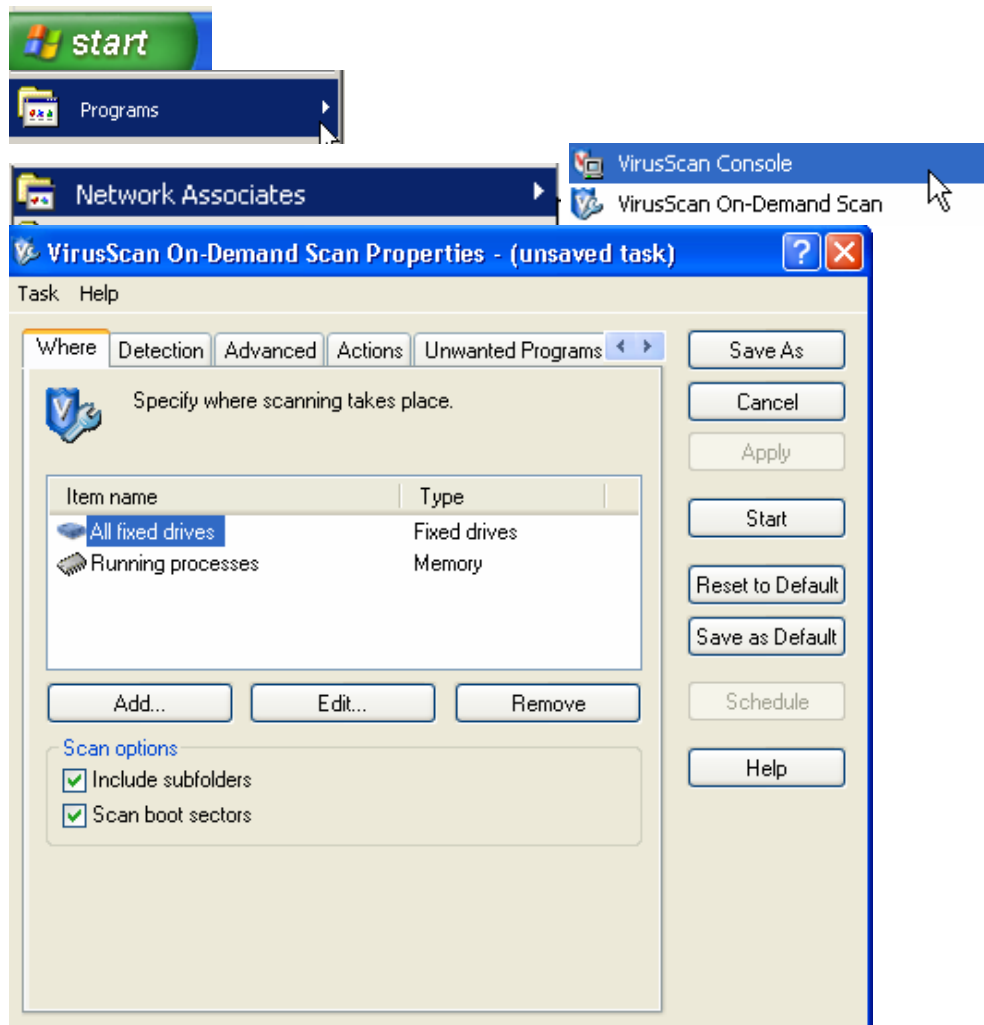
How does VirusScan Work?

Discussion

When VirusScan is run on your computer, it scans according to the default server settings. When the server sends updates to your computer, it may require for you to reboot your computer for the updates to take affect.

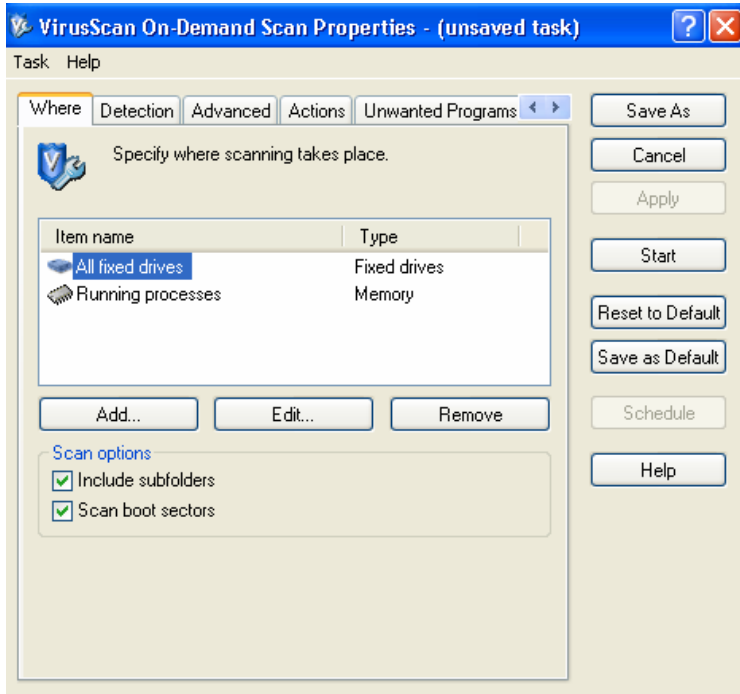
Step By Step

Go to **Start, Programs, Network Associates** and then click on **VirusScan on-Demand Scan**.



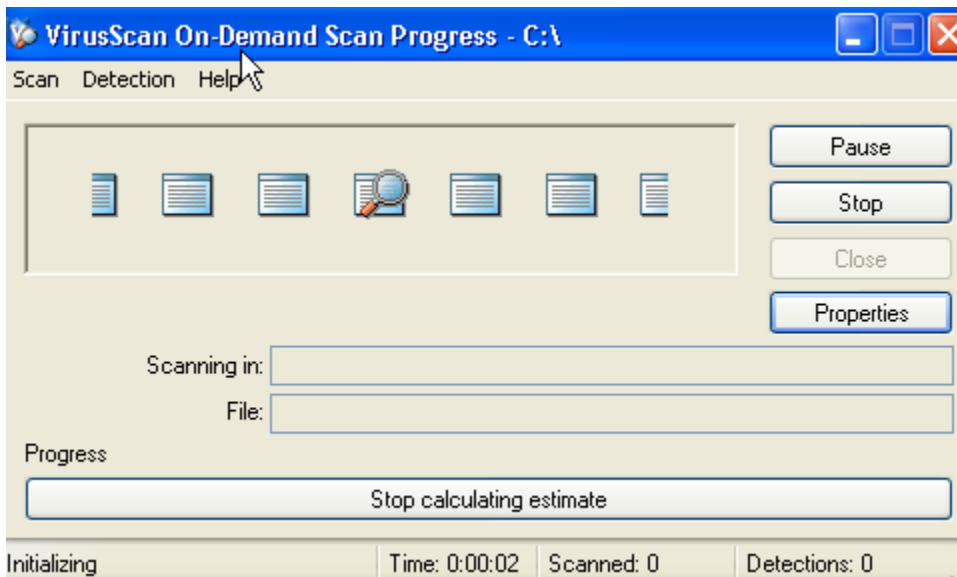
Discussion

You may select **Start** and the software will start scanning all files on your computer. The settings are preset.



Discussion

Once your computer starts scanning, you will notice the magnifying glass is moving and the empty white box appears at the bottom. This is the area where any viruses will appear. The status will show whether the virus was cleaned. You will be notified when the scan is completed.

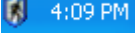


Discussion

Updates to your software will be done regularly from the campus server. This will ensure that you catch the most recent viruses. It may become necessary to update the Engine or other products as well. These will be done from the server or the Help Desk may need to visit your office.

A McAfee shield will appear by your clock.



Right-click on **the blue shield**  and select **Update now**. If your computer is not updating properly according to the updates, then you will need to call the Help Desk, or the Help Desk may contact you soon.

Other ways to Scan

Discussion

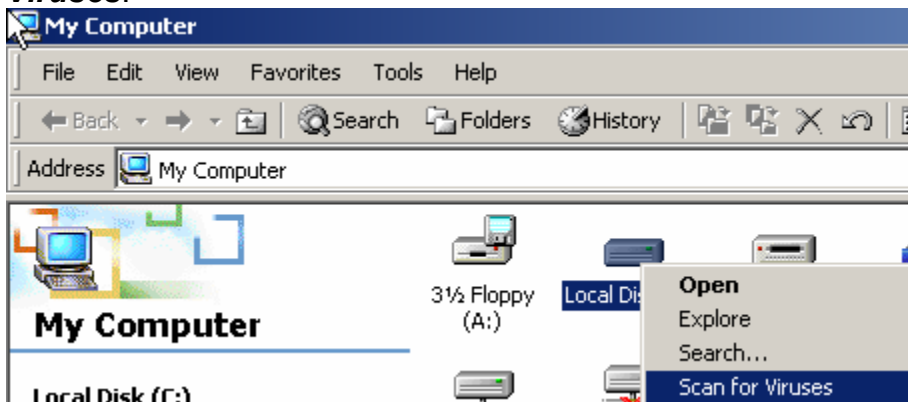
There are a few other different ways to start scanning for viruses as well, through **My Computer** and **Windows Explorer**.

Step By Step

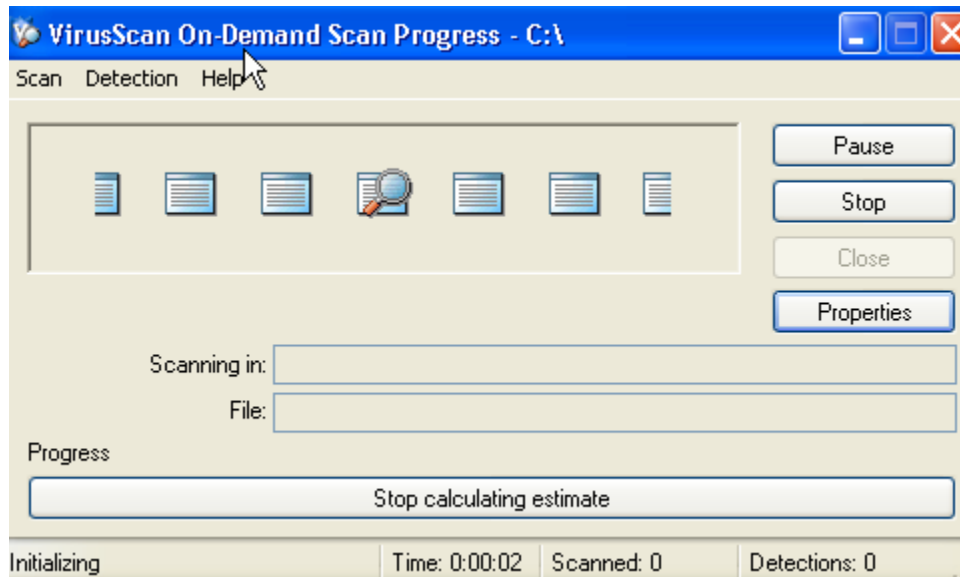
Double-click on **My Computer**. It should be located on your desktop.



Several drives will appear in the window: Floppy, Local Drive, CD ROM and maybe a Zip Drive. Right-click on the **Local Drive C:**, and select **Scan for Viruses**.



The following window will appear. Repeat the same steps as previously done.



Discussion

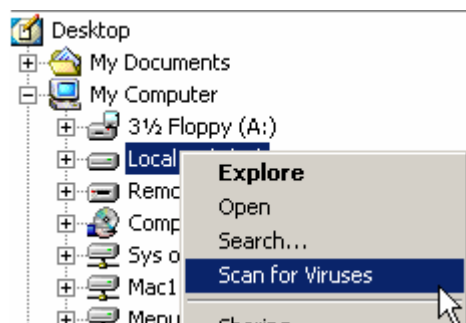
Another way to scan for viruses is through **Windows Explorer**.

Step By Step

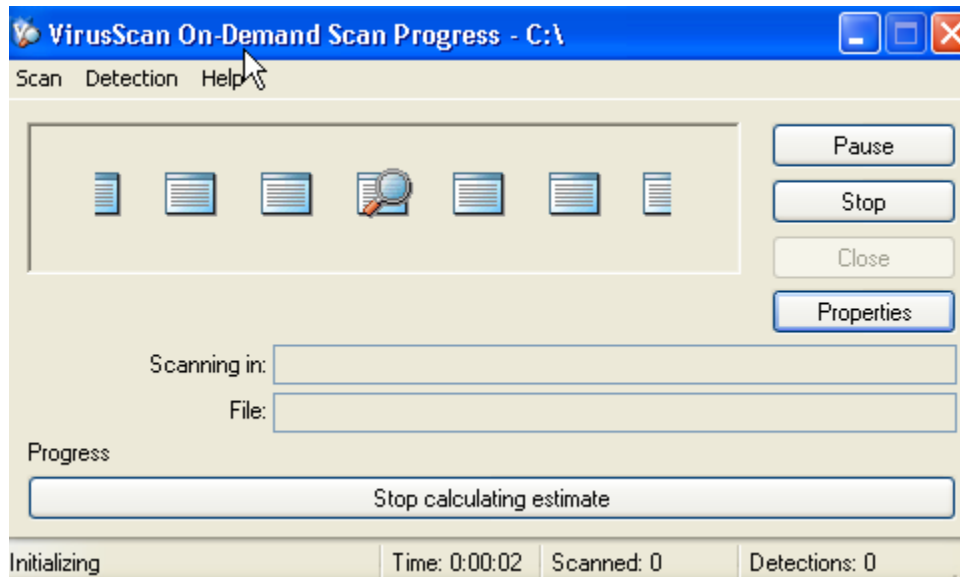
Select **Start, Programs** and **Windows Explorer**. Note: Windows Explorer may be located on the Accessories menu.



The following screen will appear. Right-click on the **Local Disk C:** and select (left-click) **Scan for Viruses**.



The following screen will appear. Repeat the same steps as on page 5.



NOTE:

Do regular backups. Some viruses and Trojan horse programs will erase or corrupt files on your hard drive and a recent backup may be the only way to recover your data.

Ideally, you should back up your entire system on a regular basis. If this isn't practical, at least backup files that you can't afford to lose or that would be difficult to replace: documents, bookmark files, address books, important E-mail, etc.

Dealing with Viruses

Discussion

McAfee has a great website that provides information about the viruses, how to clean, how to remove, what type of risk to your computer, and information about hoaxes. The following website address has virus information:

<http://www.mcafee.com/anti-virus/default.asp> . This website address may change.

Step By Step

Go to the website address <http://www.mcafee.com/anti-virus/default.asp> , select a link depending upon what type of information you want to search.

You may also go to www.nai.com and search for Virus library.

The screenshot shows the McAfee website interface. At the top right, there is a search bar and a dropdown menu for "United States". The left sidebar contains a navigation menu with categories like Products, Services, Support, Downloads, Security HQ, Partners, and About Us. Below this, there are sections for "Solutions for:" (Home Users, Small & Medium Business, Enterprise, Industry & Government) and "Buy Products" (Upgrade Products, Register Products, Try Products, Contact Us). A "Global Sites:" section allows selecting a country/region. The main content area features a "Security HQ" section with a "Virus Advisory Medium" for W32/Sober.i@MM, a "Security Threats" section with three entries dated 23 Nov, and a "Downloads" section with links for McAfee Anti-Virus, Entercept Agent Updates, and IntruShield Signature Sets. Below these are "Education Solutions" with three promotional boxes: "NOW AVAILABLE New McAfee® University Courses", "NEW SERVICE McAfee® Managed Mail Protection", and "AM I UP-TO-DATE? Check your Anti-Virus today". There are also two dropdown menus for "All Education Solutions by category" and "All McAfee Solutions (A-Z)". At the bottom of the main content area, there is an "In the Spotlight" section. A "Virus Library" section is also visible on the right, with a link to "Search Virus Information".


Type the virus name and Select Search Now. You may also use the Virus Library link or check out the current viruses from this web page. Once you select the virus name, you will be given information about that virus.

Windows updates

Discussion

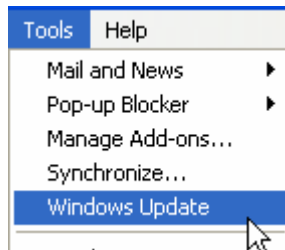
Automatic Updates can inform you when Windows updates are available. The campus computer settings are to download updates to your computer and have ready to install. These updates can include everything from critical updates to enhancements. Critical updates are provided to help resolve known issues and protect your computer from known security vulnerabilities.

Windows can download the updates in the background, allowing you to continue work uninterrupted. After the download is complete, an update icon appears in

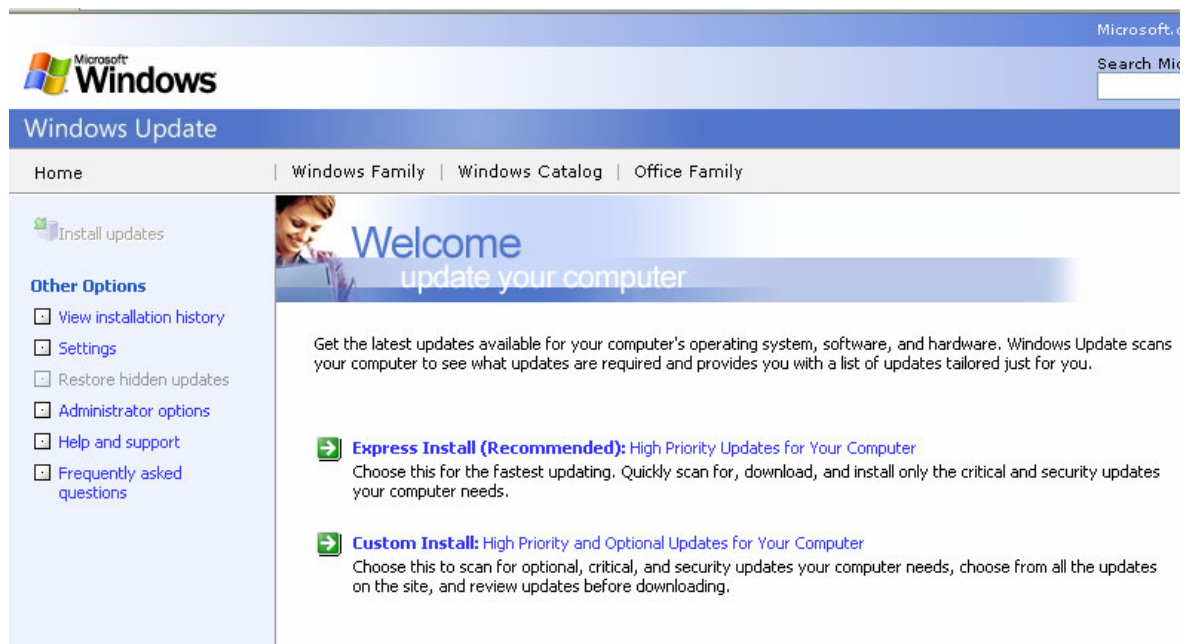
the notification area , the area on the taskbar to the right of the taskbar buttons. The notification area displays the time and can also contain shortcuts that provide quick access to programs, such as Volume Control and Power Options. The notification message notifies you with a message that the updates are ready to be installed. When you click the icon or message, Automatic Updates quickly guides you through the installation process. Windows might prompt you to restart your computer after certain components are installed. Windows Updates may be found through Internet Explorer as well.

Procedure

1. Open Internet Explorer
2. Select Tools and Windows Update
3. When the window appears, select Custom Install Scan for updates



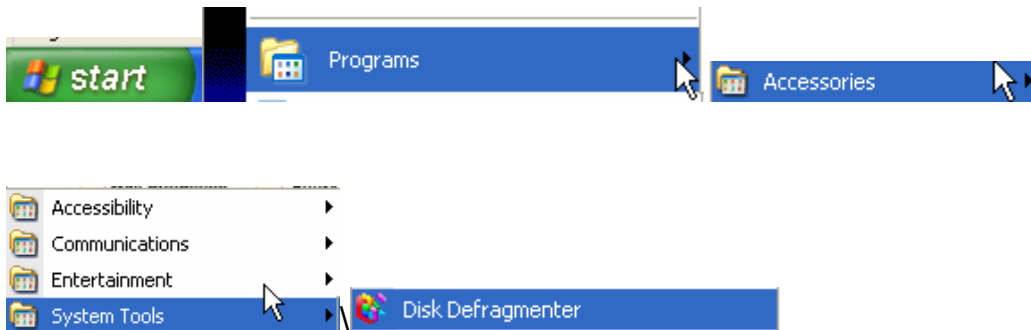
The Windows updates webpage changes frequently. Select the Office Family and run updates as well.



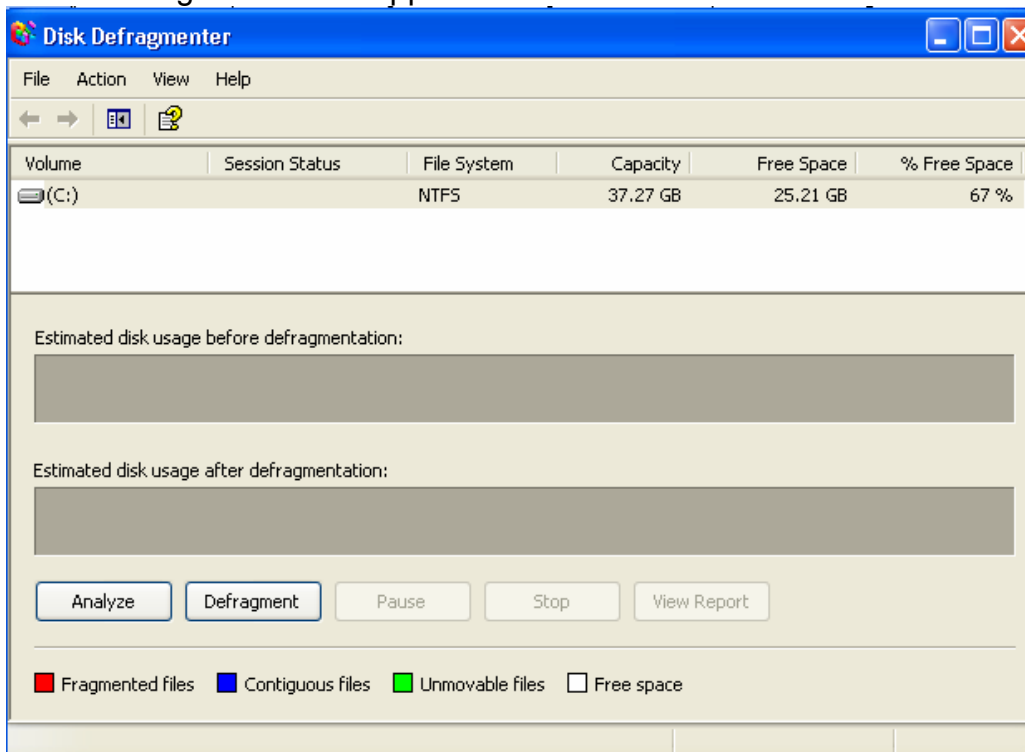
Disk Defragmenter

Disk Defragmenter is a software utility to automate the necessary steps of a complete disk defrag process. When you continually add and remove programs and files to your computer, the files on the hard drive become fragmented. This causes the hard drive to work harder to find files necessary to run the program. The computer slows down as well. Do this at least one time per month.

1. Select Start>Programs>Accessories>System Tools>Disk Defragmenter



The following window will appear.



2. Select Defragment. The computer will begin to defrag. Once it is completed, you may view the report or view the before and after effects according to the key shown in the window.