



## Five Steps to a Healthier PC

### A guide to simple preventive maintenance for your Personal Computer

*You assume all risks and responsibilities for computer system modifications, selection of software, and for the installation of, use of, and results obtained from any software. It is recommended that you consult a qualified computer technician before changing any of your system configurations.*

#### Step 1: How to do Windows Critical Updates\*\*

To help you keep your MLS programs running smoothly, we suggest keeping your computer current with Windows Critical Updates. These are free updates from Microsoft. The Critical Updates contain Security Updates that are essential for you to download to your computer. These updates are provided to help to resolve known issues, and to protect your computer from security vulnerabilities. *(Must be online)*

How do I get Critical Updates for Windows 98, ME, NT, and 2000

1. Open Internet Explorer by clicking on the icon
2. Click on Tools > Windows Update:
3. When the web site comes up, click on "Scan for Updates"
4. Click the link that says "Review and Install Updates"
5. Click the button that says "Install Now"
6. After the Install Complete, click the OK button on the next box that says "Do You Want to Restart Your computer now?"

How to do Windows XP Critical Updates

1. Open Internet Explorer by clicking on the Internet Explorer icon
2. Click on Tools > Windows Update

3. When the web site comes up, click on "Express Install" for Updates
4. After a short process where it searches for updates, you will see an "Install" button on the right side. Click this button to begin the installation of the updates.
5. After the updates are installed, you will get a message that says "You have successfully Updated Your Computer"
6. click the "Restart Now" button to restart your computer

**The time it takes to complete any critical updates depends on your Internet connection and how many updates are downloading / installing.**

Dial up: Approximate time is 10-60 minutes  
DSL/Cable: Approximate time is 5-30 minutes

#### Step 2: How to perform Basic Internet Explorer Maintenance

This article will list and describe the key maintenance feature of Internet Explorer along with steps on how to successfully maintain the Internet Explorer for a trouble-free MLXchange experience.

#### Temporary Internet Files:

From time to time it may be necessary to remove these files from your computer. The steps below will assist you in removing your Temporary Internet Files.

1. From within Internet Explorer 6.0, click on **Tools** and select **Internet Options**.
2. Click on the **Delete Files**.
3. Place a check mark in the box next to "Delete all offline content", then click on **OK**.
4. Please be patient. The following step may take several minutes to complete. You will have an hourglass on the screen and your PC may seem as though it is not responding. **Please be patient**.
5. Once that is complete click on the **OK** button to return to the Internet Explorer.

#### Internet Explorer Cache Settings:

This section will show you how to tell Internet Explorer that you would like the most up-to-date version of the web page

1. From within Internet Explorer 6.0, click on **Tools** and select **Internet Options**.
2. Click on the **Settings** button.
3. Click on **Every visit to the page**.
4. Click on the **OK** button at the bottom of this window to return to the Internet Options window.
5. Click on the **OK** button again to return back to the Internet Explorer window.

#### Active X Controls Removal\*\*

From time to time the files that are necessary to run certain feature for MLXchange and other web pages may become corrupt and may need to be removed. Review the steps below on how to remove the ActiveX files.

1. Starting from the Desktop, click on **Start**, then select **Control Panel** (Windows ME and 98 users will have to first click **Settings** before clicking on **Control Panel**).
2. From within **Control Panel**, double-click on the **Internet Options** icon. Windows XP users may have to first click on "Show Classic View" from the panel on the left side of the Control Panel.
3. From within the Internet Options window, click on **Settings**.
4. Click on **View Objects**.
5. Click on **Edit**, then click **Select All**. All objects in the list should now be highlighted.
6. At this point you have two options, you may either press the **Delete** key on your keyboard, or you may click on File, then **Delete**.
7. Click **Yes** on the File Delete confirmation box. Should you receive an error message while deleting these files just click on the **OK** button.
8. Once the files have been removed from the Downloaded Program Files window, click on the x in the upper right corner to close this window.
9. Click on **OK** to close the Settings window.
10. Click on **OK** to close the Internet Options window.
11. Close the Control Panel.

Next time you login to MLXchange you may be prompted to download a file. You will need to accept this download in order to continue with the re-installation of the necessary files.

#### Step 3: How to use Windows 98/M/2000.XP Disk Utilities\*\*

Windows utilities are programs designed to help maintain your computer and should be run at least once a month. These utilities are used to help eliminate and assist with issues such as:

- Slowness
- Freezing
- Errors
- Deleting Temporary Files
- Freeing up Space on your hard drive

## Windows 98/Me

### **Disk Cleanup** – (15 min.)\*

1. Click **Start**
2. Point to **Programs**
3. Point to **Accessories**
4. Point to **System Tools**
5. Click **Disk Cleanup**

### **Scan disk** – (20 min.)\*

1. Click **Start**
2. Point to **Programs**
3. Point to **Accessories**
4. Point to **System Tools**
5. Click **Scandisk**

### **Disk Defragmenter** – (2 hrs.)\*

1. Click **Start**
2. Point to **Programs**
3. Point to **Accessories**
4. Point to **System Tools**
5. Click **Disk Defragmenter**

## Windows 2000/XP

### **Disk Cleanup** – (20 min.)\*

1. Click **Start**
2. Point to **Programs**
3. Point to **Accessories**
4. Point to **System Tools**
5. Click **Disk Cleanup**

### **Chkdsk (Error-checking)** – (20 min.)\*

1. Open **My Computer**
2. Right click **Local Disk (c:)**
3. Click **Properties**
4. Click **Tools**
5. Click **Check Now**

### **Disk Defragmenter** – (2 hrs.)\*

1. Click **Start**
2. Point to **Programs**
3. Point to **Accessories**
4. Point to **System Tools**
5. Click **Disk Defragmenter**

\* Times may vary

\*\* If you are using Windows XP or Windows 2000, you must be logged in as the administrator to perform this step.

## **Step 4: How to utilize Virus Scan Software**

Computer viruses are called viruses because they share some of the traits of biological viruses. A computer virus passes from computer to computer like a biological virus passes from person to person. A computer virus must “piggyback” on top of some other program or document in order to get executed. Once it is running, it is then able to infect other programs or documents.

If you have a virus on your computer, and it affects the files that work with MLXchange, MLX Passport, and Designer Tool, you will run into issues with every day use of them. As an example, MLXchange and MLS Passport rely on Internet Explorer and if you have encountered a virus file that may have attached itself to any of the files that relate to Internet Explorer, it will have a negative effect on both programs and will cause errors.

In order to prevent your computer from becoming affected by a virus, you should have an anti virus program installed, running and updates on a regular basis on our computer.

Norton Antivirus (NAV) 2004. Previous versions have consistently led the antivirus pack in security innovations, being the first, for example, to scan instant messaging attachments as well as inbound and outbound email. The program routinely receives high marks from independent antivirus testing laboratories. Its interface is easy for beginners to navigate; yet it offers advanced users plenty of scanning options. NAV 2004 is a solid program for first-time antivirus users.

The latest version of McAfee VirusScan is a streamline virus fighter, which has proven by Techs to be faster to install, easier to configure, and uses less computer resources than most antivirus software. VirusScan also offers enhanced worm-detection tools, better integration with Microsoft Outlook, and spyware detection.

Unfortunately, McAfee removed its personal firewall from VirusScan 8.0

Trend Micro PC-cillin Internet Security, a feature-packed virus buster that zaps spam, foils hacker intrusions, and detects spyware – PC-cillin is an excellent value for the home and for small offices.

## **Online Virus Scan\*\***

If you are unable to afford a virus scan software there is also Online Virus Scan available that are free to the public. To access the Trendmicro online Virus Scan software you can go to <http://housecall.trendmicro.com/>. Click on the Link that says, “Click on Scan Now. It’s Free!” It will then go to a screen where you can choose what country you are in. Select your country and click the Go button. If this is the first time you are going to this site it will ask you if you want to install or run some software from Trendmicro, just click yes or run. Put a check in My Computer and a check in Auto Clean then click on the scan button: When it’s done it will give you a report of any viruses found, or if no viruses are found you will get a message saying “Congratulations! We did not find a virus o your computer. “

## **Step 5: How to utilize Virus Scan Software**

When experiencing errors with your computer, one of of the first steps you should perform is to restart the computer. Many computer problems can be solved with a simple restart. When a computer is restarted, the memory is cleaned out and the swap file (a file on the hard disk which acts as memor) is reset. Also, restarting can help the speed of your computer. Generally, a computer that was restarted within the last 10 minutes will run a bit faster than a computer that has been running for more than 24 hours without a restart. To restart a computer running Windows 98, Windows Millennium, or Windows 2000, click on the Start button, followed by clickong on Shutdown. On the dialog box that comes up, click on the drop down menu button and select Restart. Then click OK.

To restart Windows XP, click on the Start button, click on Turn Off Computer, and then click on Restart. Also remember that after installing or upgrading a program on your computer, you should reboot.

## **SOFTWARE/PROGRAM REQUIREMENTS**

**Recommended Hardware:** PC with 2.8 GHz, Intel Pentium 4 (or equivalent) with 512 KB integrated L2 cache, 1 GB RAM and 100 MB of available hard disk storage space or more.

**Minimum Hardware:** PC with 1.8 GHz Intel Pentium 4 (or equivalent) with 256 KB integrated L2 cache, 512 MB RAM and 100 MB of available hard disk storage space or more.