Michael Fernald

IT Quincy High School

Windows XP and Windows 7 Troubleshooting and Repair Guide

5 Most Common Problems with Windows XP

1) Upgrading to Windows 8.1 from Windows XP

To upgrade to Windows 8.1 from Windows XP you need to install it from a DVD and

perform a clean installation. This means you won't be able to keep any files, settings, or

programs when you upgrade. You'll also need to make sure your computer meets the

system requirements:

- Processor: 1 gigahertz (GHz) or faster

- RAM: 1 gigabyte (GB) (32-bit) or 2 GB (64-bit)

- Free hard drive space: 16 GB (32-bit) or 20 GB (64-bit)

- Graphics card: Microsoft DirectX 9 graphics device with WDDM driver

If your system does not meet these specs you should upgrade your PC. The next step in

the process is to back up all your files because you wont be able to keep them with 8.1.

After you have finished this you should insert the DVD, wipe the hard drive and you're

running 8.1.

2) Enabling Automatic Updates

1. Use Microsoft Internet Explorer to visit Microsoft Update.

2. On the right side of the page, Internet Explorer displays the current status of

   Automatic Updates:

   - If Automatic Updates is turned on, your computer is protected. Windows XP

     will automatically install updates. You don't need to follow the rest of these

     steps.

   - If Automatic Updates is turned off, click Turn on Automatic Updates.

3. In the Automatic Updates window, click OK.

3) Printer Problems

Many printing problems are caused by hardware that isn't set up quite right. Here are

ideas to solve common problems with printer hardware. Make sure that the printer's

electrical cord is plugged into an electrical outlet and that the power switch is turned on.

If you're printing to a shared printer or a printer on a network, make sure that all

necessary computers and routers are turned on too. If your printer or other equipment is

plugged in to a surge protector or a backup power supply, make sure that hardware is

plugged in and turned on as well. Make sure that the printer cable is properly connected

from the printer to your PC. If the printer is wireless then you should check the Wi-Fi connection. After these steps have been performed your printer should work fine.

4) Network Problems

You can experience network or Internet connection issues in Windows for many reasons. Some issues that can cause these are:

- A wireless network adapter switch that's not enabled

- WEP, WPA, or WPA2 security key or passphrase issues

- Cables that aren't connected properly

- Corrupted or incompatible drivers

- Missing updates

- Network connection settings

- Hardware or software problems

To fix any of the above problems you should follow the on-screen instructions under the network category in the control panel.

5) Upgrading to Service Pack 3

The easiest way to get SP3 is to turn on Automatic Updates. Automatic Updates can automatically download SP3 when it's available for your computer. If Automatic Updates

isn't turned on, you can install SP3 by using the tab at the Windows website. In order to install SP3, you must first have Windows XP Service Pack 1 or Service Pack 2 installed. These are also available when you have Automatic Updates turned on. If you're running a 64bit version of windows XP service pack to is the latest and most up to date.

5 Most Common Problems with Windows 7

1) Installing Internet Explorer 9

❖ Go to the Download Internet Explorer 9 webpage.

❖ Select the language you want to install and your version of Windows, and then click Download.

❖ In the File Download dialog box, click Run, and then, in the User Account Control dialog box, click Continue.

❖ Click one of the following:

- Restart now

- Restart later

2) Upgrading to Service Pack 1

The easiest way to get SP1 is to turn on Automatic Updates. Automatic Updates can automatically download SP1 when it's available for your computer. If Automatic Updates isn't turned on, you can install SP1 by using the tab at the Windows website.

3) Resetting Your Password or Have Forgotten Login

If you forgot your Microsoft account password or know it but still can't sign in, you

might need to reset it. First, check to make sure that your Caps Lock isn't on, because

passwords are case-sensitive. After doing this and if it still won't log in you should boot

to safe mode by continually clicking F8 and once you're in create a new admin account

and reset the password of the other.

4) Backing Up Your Files

1) Open Backup and Restore by clicking the Start button, clicking Control Panel,

   clicking System and Maintenance, and then clicking Backup and Restore.

2) If you've never used Windows Backup before, click Set up backup, and then

   follow the steps in the wizard.

3) If you've created a backup before, you can wait for your regularly scheduled

   backup to occur, or you can manually create a new backup by clicking back up

   now.

5) Restoring Your Files

1) Open Backup and Restore by clicking the Start button, clicking Control Panel,

   clicking System and Maintenance, and then clicking Backup and Restore.

2) To restore your files, click Restore my files.

3) To restore the files of all users, click Restore all users' files.

4) Then click restore.

These are just some of the many problems that exist on windows XP and 7. To see other

problems and their solutions Windows.com offers great help and troubleshooting

abilities. Unfortunately on April 8 all support on the site will end for Windows XP.

Bibliography:

Windows 7 Problems and solutions:

http://windows.microsoft.com/en-us/windows/support#top-solutions=windows-7

Windows XP Problems and solutions:

http://windows.microsoft.com/en-us/windows/support#top-solutions=windows-XP

Windows XP Problems and solutions:

https://answers.yahoo.com/question/index?qid=20100311150321AAfP3cN

Both Windows XP and 7 Problems and solutions:

IT Book: Maintaining and Repairing PC's