




Sn o.	Problem	Solution
01.	Windows update	<p>To learn more about the types of updates that Microsoft publishes, go to the <a href="#">Microsoft updates terminology</a> article on the Microsoft Help and Support website.</p> <ol style="list-style-type: none"> <li>1. Open Windows Update by clicking the Start button . In the search box, type Update, and then, in the list of results, click Windows Update.</li> <li>2. In the left pane, click Change settings.</li> <li>3. Under Important updates, choose the option that you want.</li> <li>4. Under Recommended updates, select the Give me recommended updates the same way I receive important updates check box, and then click OK.  If you're prompted for an administrator password or confirmation, type the password or provide confirmation.</li> </ol> <p>You can also choose if you want to allow anyone to install updates by selecting the Allow all users to install updates on this computer check box. This applies only to updates and software that are installed manually; automatic updates will be installed regardless of the user.</p>
02.	Microsoft Security Essentials update & scan	<p><b>Simple color-coding, simple actions</b></p> <p>You can keep track of how your PC is doing by looking at the Microsoft Security Essentials icon in the notification area at the far right of the taskbar. Green means everything is okay, yellow means that your PC is potentially unprotected, and red means that your computer is at risk.</p> <p>When you see yellow or red, click the icon and you'll be able to see the details and take actions. Usually the best thing to do is to choose Clean computer so that the threat can be removed.</p> <p>If you want to delete threats automatically whenever they are identified, open Microsoft Security Essentials, click the Settings tab and then choose Default actions.</p> <p><b>Scanning right now</b></p> <p>Open Microsoft Security Essentials and you'll be on the Home tab. You can select a Quick scan or a Full scan (and then click Scan now).</p> <p>The quick scan will look for viruses in all the places they are most likely to hide. It's</p>

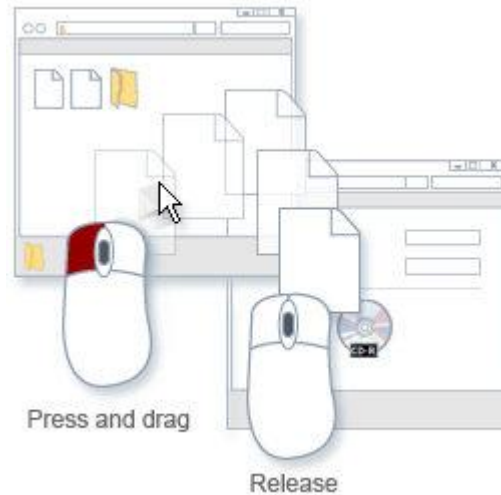
		<p>a good choice when you're just checking on the health of your PC.</p> <p>But if something makes you think your PC is infected with a virus or spyware, we recommend a full scan. Your computer will be a little slower while it is running, but the full scan looks everywhere for possible problems.</p> <p><b>Scheduling scans</b></p> <p>By default, Microsoft Security Essentials runs a scan of your PC once a week when you're probably asleep (2:00 am on Sunday).</p> <p>If you want to adjust this, open Microsoft Security Essentials and click the Settings tab. Under Scheduled scan, you'll be able to change the day and time as well as the type of scan.</p> <p><b>Scanning more than just your hard drive</b></p> <p>It may be useful to scan external drives and USB drives since they can get infected too.</p> <p>Open Microsoft Security Essentials and click the Settings tab. Go to Advanced and click the option to Scan removable drives. Whenever scans run, your removable drives will also be scanned (if they're attached to your PC). If you want to run a scan right away, go back to the Home tab and click Scan now.</p>
03.	<b>CD &amp; DVD Writing without any S/W</b>	<p>Choose the Live File System format when you want to burn a data disc that will play in a computer running Windows XP or later.</p> <ol style="list-style-type: none"> <li>1. Insert a writable disc, such as a CD-R, CD-RW, DVD-R, DVD-RW, or DVD+RW disc, into your computer's CD, DVD, or Blu-ray Disc burner.</li> <li>2. In the AutoPlay dialog box that appears, click Burn files to disc using Windows Explorer.</li> </ol> <p>If the AutoPlay dialog box doesn't appear, click the Start button , click Computer, and then double-click your disc burner.</p> <ol style="list-style-type: none"> <li>3. In the Burn a Disc dialog box, type a name for this disc in the Disc title box, click Like a USB flash drive, and then click Next.</li> </ol> <p>This is the option for burning a disc that uses the Live File System disc format. It might take several minutes for the disc to be formatted. When the</p>

formatting is complete, an empty disc folder opens.

4. Open the folder that contains the files you want to burn, and then drag the files into the empty disc folder.

To select more than one item, press and hold the Ctrl key, and then click the files you want to burn.

As you drag files into the disc folder, they are copied automatically to the disc.



You can copy files (or entire folders) to the disc folder by dragging them to the disc icon or to an open disc folder

5. After copying the files and folders, you might need to close the disc session. For more information, see [Close or finalize a CD or DVD](#).


#### Tip

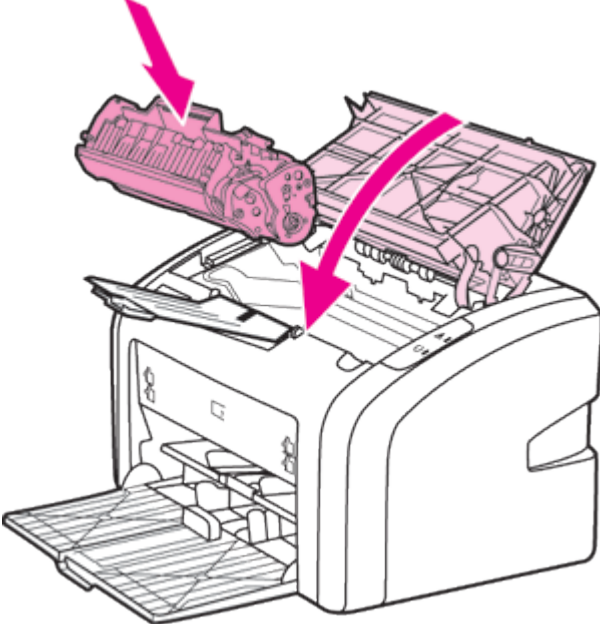
Instead of dragging and dropping files as described in the procedure above, you can select the files you want to burn in Windows Explorer, right-click one of the selected files, point to Send to, and then click your disc burner drive.

#### *To burn a disc using the Mastered format*

Choose the Mastered format when you need a disc that will play on any computer or in some different consumer electronic devices, such as CD, DVD, and Blu-ray Disc players, that can play digital music files, pictures, or video files.

1. Insert a writable disc, such as a CD-R, CD-RW, DVD-R, DVD-RW, or DVD+RW disc, into your computer's CD, DVD, or Blu-ray Disc burner.

		<p>2. In the AutoPlay dialog box that appears, click <b>Burn files to disc using Windows Explorer</b>.</p> <p>If the AutoPlay dialog box doesn't appear, click the Start button , click <b>Computer</b>, and then double-click your disc burner.</p> <p>3. In the <b>Burn a Disc</b> dialog box, type a name for this disc in the <b>Disc title</b> box, click <b>With a CD/DVD player</b>, and then click <b>Next</b>.</p> <p>4. Open the folder that contains the files you want to burn, and then drag the files into the empty disc folder.</p> <p>To select more than one item, press and hold the <b>Ctrl</b> key, and then click the files you want to burn.</p> <p>5. On the toolbar, click <b>Burn to disc</b>, and then follow the steps in the wizard.</p> <p>The selected files are copied to the disc. When the disc burning is complete, the disc burner tray will open and you can remove the disc. You can now use the disc in another computer or in some CD or DVD players. The disc session is already closed.</p>
<p><b>04.</b></p>	<p>change the default settings for all future print jobs in Windows</p>	<p>1. Windows Vista and Windows 7: Click <b>Start</b>, click <b>Control Panel</b>, and then in the category for <b>Hardware and Sound</b> click <b>Printer</b>.</p> <p>Windows XP and Windows Server 2003 (using the default Start menu view): Click <b>Start</b>, and then click <b>Printers and Faxes</b>.</p> <p>Windows XP and Windows Server 2003 (using the Classic Start menu view): Click <b>Start</b>, click <b>Settings</b>, and then click <b>Printers</b>.</p> <p>2. Right-click the driver icon, and then select <b>Printing Preferences</b>.</p>

05.	Replace the print cartridge, and close the print cartridge door	
06.	. install printer software for all other operating systems	<p>Insert the software CD that came with the printer into the computer CD-ROM drive. Follow the on-screen installation instructions.</p> <p>If the Welcome screen does not open, click Start on the Windows task bar, click Run, type Z:\setup (where Z is your CD drive letter), and click OK.</p>
07	The print spooler service is not running” Error in Windows	<ol style="list-style-type: none"> <li>1. Press “Window key” + “R” to open the Run dialog</li> <li>2. Type “services.msc“, then click “OK“.</li> <li>3. Double-click the “Printer Spooler” service, and then change the startup type to “Automatic“. This sets the Spooler service to start automatically when you restart the computer. Click OK.</li> </ol> <p>Restart the computer and try to install the printer again</p>
08	Windows Explorer has stopped working	<p>Use System File Checker to scan your PC for missing or corrupt files. To do this, follow these steps:</p> <ol style="list-style-type: none"> <li>1. Click <b>Start</b>, and then type cmd in the <b>Search</b> box.</li> <li>2. In the results area, right-click <b>cmd.exe</b>, and then click <b>Run as administrator</b>. You may be prompted to type the password for an administrator account.</li> <li>3. Click <b>Continue</b> if you are the administrator or type the administrator password and then, click <b>Continue</b>.</li> <li>4. At the command prompt, type <i>Sfc /scannow</i> and then press <b>ENTER</b>.</li> </ol>

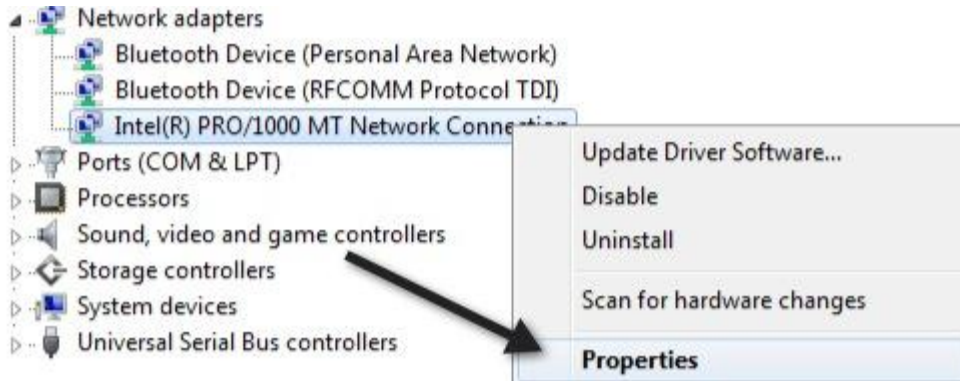
09.	My computer crashed with a Blue Screen of Death(BS OD)	<p>BSODs are extremely difficult to isolate and fix, and if they reoccur frequently, they often indicate a problem with your system's hardware or the drivers that tell your hardware how to operate. Update all the drivers for your system's hardware to see if this solves the problem. If the issue continues to occur, it's probably time to take your computer to a professional</p>
10.	Windows says that I am running out of disk space	<p>cleanmgr from the Run menu while Vista and Windows7 users should do a Windows Search for Disk Cleanup . This will pull up a utility that can purge a hard drive of unneeded files like temporary files and files stuck in the recycle bin. If Disk Cleanup can't free up enough room to rid you of the error, you'll need to delete some programs that you no longer use or move files onto a secondary or external hard drive. Video files, image files, and music files often consume the most space on the average user's hard drive, so consider cleaning out and/or moving those first. A good program which can automate this cleanup process is CCleaner CCleaner will remove all temporary files from web browsers, cookies, clear the Windows Recycle Bin, temporary files, log files and remove unused or old registry entries.</p>
11.	I can't see my file extensions	<p>Go to Folder Options in the Windows Control Panel and then click on the View tab. About halfway down the list, you'll see a checkbox labeled "Hide extensions for known filetypes." Uncheck this box and all of your extensions will reappear.</p>
12.	Older programs are not working	<p>Right-click the program you are attempting to use and open its Properties, then click on the Compatibility tab. Check the "Run this program in compatibility mode for:" box and then select the operating system that the program desires. Check the settings boxes below as needed. If the program still does not work, and you are using Windows 7 Professional or Windows 7 Ultimate, you can try running the software in XP Mode . This fully emulates the Windows XP operating system</p>

<p><b>13.</b></p>	<p>Task Manager has been disabled by your administrator</p>	<p><b>Method 1</b></p> <p>Click Start, Run and type this command exactly as given below: (better - Copy and paste)</p> <pre>REG add HKCU\Software\Microsoft\Windows\CurrentVersion\Policies\System/v DisableTaskMgr</pre> <p><b>Method 2</b></p> <p>Download and run this <a href="#">REG</a> fix and double-click it.</p> <p><b>Method 3</b></p> <ul style="list-style-type: none"> <li>• Click Start, Run and type <b>Regedit.exe</b></li> <li>• Navigate to the following branch:</li> </ul> <pre>HKEY_CURRENT_USER \ Software \ Microsoft \ Windows \ CurrentVersion \ Policies \ System</pre> <ul style="list-style-type: none"> <li>• In the right-pane, delete the value named <b>DisableTaskMgr</b></li> <li>• Close Regedit.exe</li> </ul> <p><b>Method 4: Using Group Policy Editor - for Windows XP Professional</b></p> <ul style="list-style-type: none"> <li>• Click Start, Run, type <b>gpedit.msc</b> and click OK.</li> <li>• Navigate to this branch:</li> </ul> <pre>User Configuration / Administrative Templates / System / Ctrl+Alt+Delete Options / Remove Task Manager</pre> <ul style="list-style-type: none"> <li>• Double-click the <b>Remove Task Manager</b> option.</li> <li>• Set the policy to <b>Not Configured</b>.</li> </ul>
<p><b>14.</b></p>	<p>Registry Editing has been disabled by your administrator</p>	<p><b>Method 1: Using the REG.EXE console tool</b></p> <p>1. Click Start, Run and type this command:</p> <pre>REG add HKCU\Software\Microsoft\Windows\CurrentVersion\Policies\System/v Disable</pre> <p>You should be able to launch Tweak UI, as well as the Registry Editor.</p>

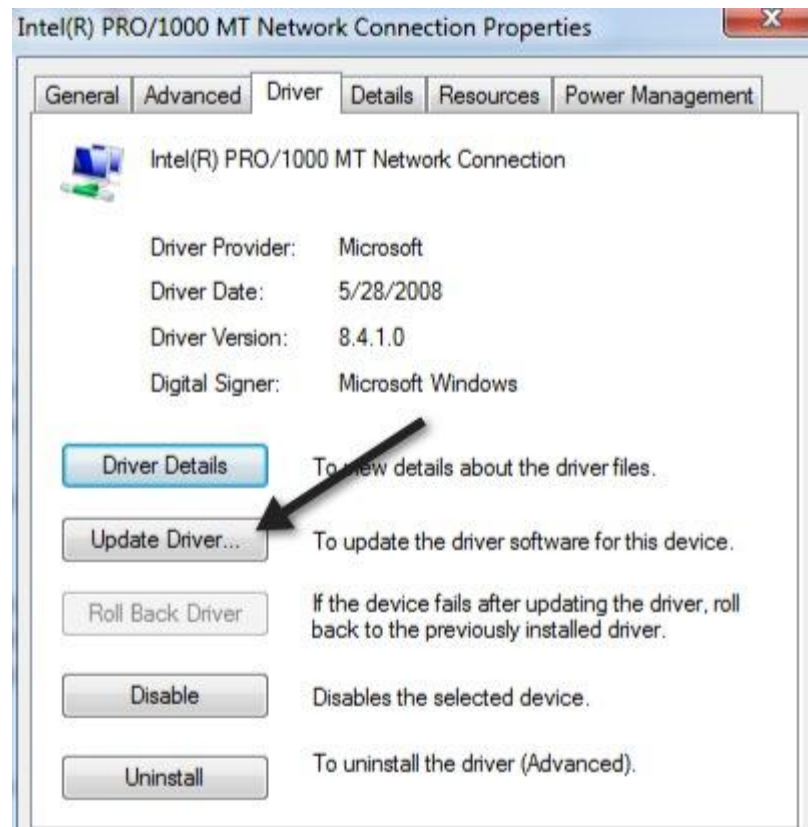
		<p><b>Method 2: Using the Group Policy Editor (Windows XP Professional only)</b></p> <ul style="list-style-type: none"> <li>• Click Start, Run and type <b>gpedit.msc</b> and press ENTER</li> <li>• Go to the following location:</li> </ul> <p><b>User Configuration   Administrative Templates   System</b></p> <ul style="list-style-type: none"> <li>• Double-click <b>Disable registry editing tools</b> and set it to <b>Not Configured</b></li> <li>• Exit the Group Policy Editor</li> </ul>
15.	Windows says that I have not activated and/or that I am the victim of counterfeit software	<p>Open Windows Activation through a Windows Search and try re-entering your product key. If you are on Windows XP, you'll need to use the Activate Windows utility found in System Tools. Once open, indicate that you'd like to activate over the Internet and enter your product key. If the key is correct (and you're connected to the Internet, of course) Microsoft should verify the key automatically. If the key comes back as invalid, indicate that you'd like to activate over the phone. You'll be given instructions on how to contact a Microsoft representative who can activate Windows for you. In most cases this is a rather a simple process. Remember, a basic retail copy of Windows gives you license to install the OS on one PC at a time. If you call Microsoft to activate a second PC with the same product key, the original PC will have its authentication revoked.</p>
16.	Windows says my computer isn't secure	<p>Open the Windows Action Center, which can be found in the Control Panel. This will tell you what is causing the security alert to show up. In most cases, the problem is a lack of anti-malware software on your PC. This problem can easily be solved by downloading Microsoft Security Essentials</p> <p>. This is Microsoft's free anti-malware application, and it has received favorable reviews. Alternatively, you can download a free third-party anti-malware app or you can purchase an Internet Security suite from a company like Norton or McAfee.</p> <p><a href="http://www.microsoft.com/en-us/security_essentials/default.aspx">http://www.microsoft.com/en-us/security_essentials/default.aspx</a></p>
17.	<b>I can't uninstall a program using the default uninstaller or the Windows</b>	<p>The messy solution is to simply find the folder of the program you want to delete and then delete it manually. This doesn't clean up any registry entries the program might have on your PC, however, and won't remove any files the program has installed in common folders. A better alternative is to use a third-party uninstaller like Revo Uninstaller or Absolute Uninstaller</p>



	<b>Add/Remove Software tool</b>	<p>. This may take a little more time, but it will result in a more complete cleansing of the uninstalled program's files.</p> <p><a href="http://www.revouninstaller.com/revo_uninstaller_free_download.html">http://www.revouninstaller.com/revo_uninstaller_free_download.html</a></p>
18.	Windows won't boot, says the operating system is not found	<p>This problem occurs because the device containing your operating system is not being detected at boot. This could occur happen if you have a USB drive plugged in, because some systems try to boot off external media before the main internal drive. Unplug any external drives and take out any media, such as CDs or DVDs. If the message still appears, open your system BIOS and confirm that your main hard drive (usually C:) is detected. If it is not, the hard drive may need replacement</p>
19.	Windows won't boot, hangs while loading	<p>Unfortunately, an error of this nature likely means critical damage has somehow been inflicted on the operating system. First, try to resolve the problem by booting Windows into Safe Mode by pressing the F8 key while the system starts up, then use your arrow keys to move to "Safe Mode" and press Enter. If this works, it likely means a driver conflict is causing the problem. Reinstall all hardware drivers and try booting into Windows again. If booting into Safe Mode is impossible, insert your system recovery disk into your CD/DVD-ROM drive and boot from it, then follow the on-screen instructions. System Recovery may result in the loss of some files and program data, so if there are important files on the drive that must not be lost, you should connect the drive to another PC and remove them before performing a System Recovery. However, be warned that if the damage was caused by a virus, doing this could infect your second computer as well</p>
20.	Windows constantly asks my permission to run a program	<p>Although User Account Control is annoying, it is an important security feature. With UAC on, you will be notified if malware is trying to make changes to your system. If you'd still like to turn it off, do a Windows Search for User Account Control to open the settings menu. There are four levels of notification, from "never" to "always." Move the slider down to "never" to turn UAC off entirely.</p>
21.	My display has a blurry appearance, and icons are larger than I'd expect	<p>Right-click on an empty portion of your desktop and then select Screen Resolution. Your display will be listed here along with the current resolution. Click on the resolution drop-down box and change to the highest resolution available, then exit by pressing OK.</p>
22.	Windows does	<p>In the System window, find the information field labeled</p>

	not detect all of the RAM I have installed	System Type . It will likely say “32-bit Operating System.” To address four gigabytes of RAM or more, you must have Windows 64-bit installed. You will need to re-install Windows with a 64-bit installation disk to resolve the problem
23.	My USB device isn't working	First make sure that the USB device is plugged into the correct USB port. Old computers will have USB 1.1 ports, which might not function right with all modern USB devices. If using a USB hub, try plugging the device into your PC directly rather than via the hub. Some USB devices need to draw power from the port to function and a hub may not provide enough power. If these solutions still don't resolve the issue, the problem is likely related to the USB device's drivers. Go to the device manufacturer's website and download any drivers that the company has made available, then reboot your computer and try your device again
24.	My printer isn't detected by Windows	First, go through the basic steps of making sure your printer is connected to your computer, is plugged in, and turned on. Then go to the Control Panel and open the Devices and Printers window. Right-click on an empty part of the window and select Add Printer . Follow the on-screen instructions to complete installation. If Windows still cannot detect your printer, you'll need to use the driver installation provided by the printer's manufacturer. Go to the manufacturer's support website and find the printer, then download and install the drivers provided.
25.	My desktop icons look weird	Open the Control Panel, go to Personalization, and open the Change Desktop Icons option on the left. Click the Restore Default button and presto! Your original icons will reappear. Windows XP users will find the same option in the Customize Desktop window
26.	Update Your Network Card Driver	You can update your driver in one of two ways: either via Windows or by downloading the driver yourself manually from the manufacturer's website. I highly recommend downloading the latest driver yourself as Windows usually does not do a very good job, but here are the instructions in case you want to try it.  Click on <b>Start</b> , type in <b>devmgmt.msc</b> , press Enter and then expand Network Controllers and right-click on the problem <a href="#">network card</a> .
		 <p>The screenshot shows the Windows Device Manager window. Under the 'Network adapters' category, three devices are listed: 'Bluetooth Device (Personal Area Network)', 'Bluetooth Device (RFCOMM Protocol TDI)', and 'Intel(R) PRO/1000 MT Network Connection'. The 'Intel(R) PRO/1000 MT Network Connection' is selected. A right-click context menu is open over this device, showing options: 'Update Driver Software...', 'Disable', 'Uninstall', 'Scan for hardware changes', and 'Properties'. An arrow points from the text in the previous row to the 'Properties' option in the menu.</p>

Now click on the **Driver** tab and choose **Update Driver**.

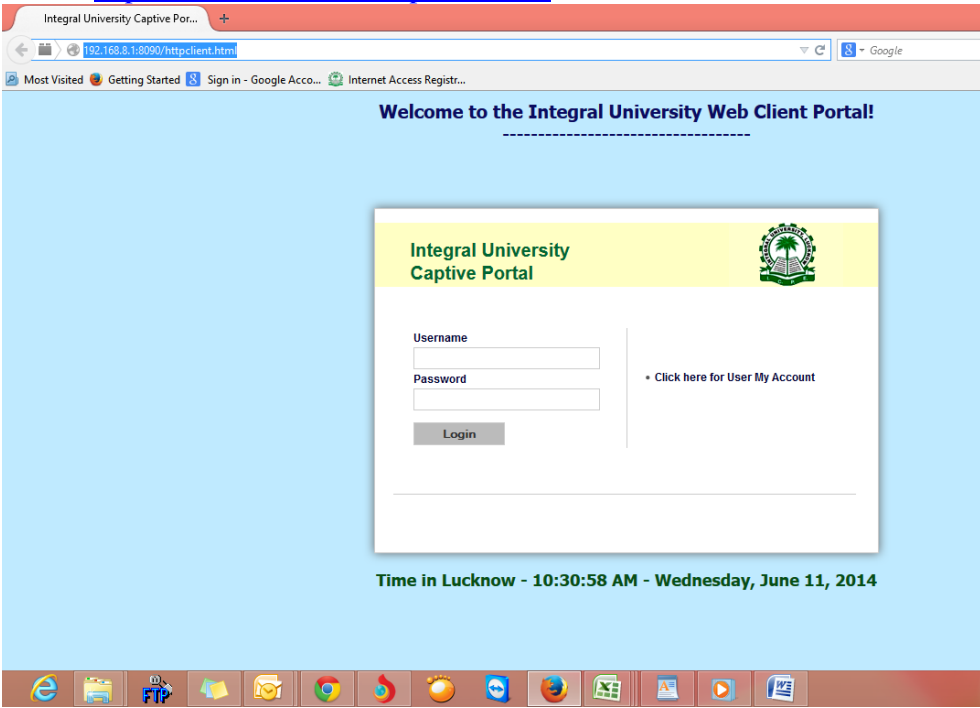


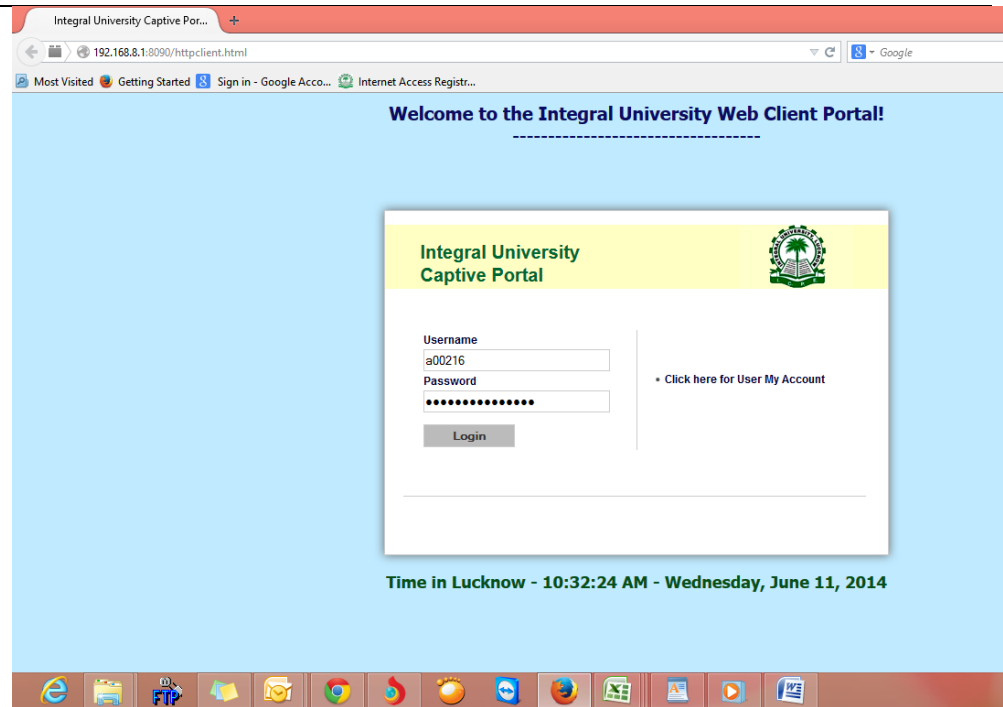
If that doesn't work, you can also uninstall the network driver and then reinstall it after a restart. This has also been known to fix the problem with some people. Note that Windows will automatically reinstall the driver for you. In case it does not, you can always download the latest driver and then install it.

27. Failure to connect to the Internet.

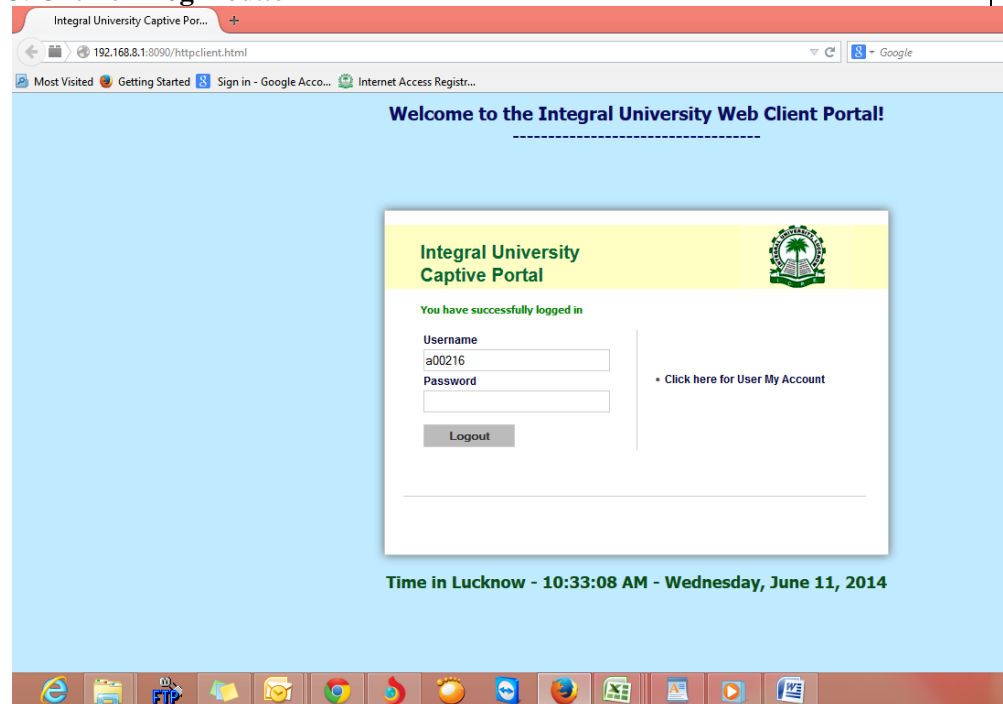
- **You'll need to verify that your PC is on and is connected to your network.** To do this, simply open a browser and see if you can access several websites. Keep in mind that it's best to visit websites that haven't been accessed before to ensure that it's not just the cache and that you are indeed connected to a network.
- **You'll also need to recheck all network cables to make sure that they are properly connected between your computer and modem/router.** It's a common mishap for users to overlook the network cables.
- **you may also check the LED lights at the back of your tower.** If it shows a solid green light then this means your network card is getting electricity while a blinking orange light indicates network activity. But if it shows a blinking red light or no light at all then you'll need to check if the network card was properly connected or it may be possible that it's damaged.
- **you may also check the LED lights at the back of your tower.** If it shows a solid green light then this means your network card is

		<p>getting electricity while a blinking orange light indicates network activity. But if it shows a blinking red light or no light at all then you'll need to check if the network card was properly connected or it may be possible that it's damaged.</p> <ul style="list-style-type: none"> <li>• <b>If there's a firewall involved on your network just ensure that necessary ports are available.</b> If you're still unable to connect to your network, try disconnecting from your existing firewall.</li> </ul>
28.	Failure to renew your IP address.	<ul style="list-style-type: none"> <li>• <b>You'll need to verify that your PC is on and is connected to your network.</b> To do this, simply open a browser and see if you can access several websites. Keep in mind that it's best to visit websites that haven't been accessed before to ensure that it's not just the cache and that you are indeed connected to a network.</li> <li>• <b>You'll also need to recheck all network cables to make sure that they are properly connected between your computer and modem/router.</b> It's a common mishap for users to overlook the network cables.</li> <li>• <b>ou may also check the LED lights at the back of your tower.</b> If it shows a solid green light then this means your network card is getting electricity while a blinking orange light indicates network activity. But if it shows a blinking red light or no light at all then you'll need to check if the network card was properly connected or it may be possible that it's damaged.</li> <li>• <b>ou may also check the LED lights at the back of your tower.</b> If it shows a solid green light then this means your network card is getting electricity while a blinking orange light indicates network activity. But if it shows a blinking red light or no light at all then you'll need to check if the network card was properly connected or it may be possible that it's damaged.</li> <li>• <b>If there's a firewall involved on your network just ensure that necessary ports are available.</b> If you're still unable to connect to your network, try disconnecting from your existing firewall.</li> </ul>
29.	Failure to clear DNS cache.	<ul style="list-style-type: none"> <li>• <b>You'll need to verify that your PC is on and is connected to your network.</b> To do this, simply open a browser and see if you can access several websites. Keep in mind that it's best to visit websites that haven't been accessed before to ensure that it's not just the cache and that you are indeed connected to a network.</li> <li>• <b>You'll also need to recheck all network cables to make sure that they are properly connected between your computer and modem/router.</b> It's a common mishap for users to overlook the network cables.</li> <li>• <b>ou may also check the LED lights at the back of your tower.</b> If it shows a solid green light then this means your network card is</li> </ul>

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30.	Enable/Disable Network Connection	You can go to Network and Sharing Center, click on <b>Change Adapter Settings</b> and then right-click on the network adapter and choose <b>Disable</b> . Wait a little while and then re-enable the network connection.
31.	Data transfer has been exceeded	If 5 GB data is utilized before end of the month, a formal request being forwarded by Head of the Department is required.
32.	If you have reached Maximum Login Limit.	<p>1. Open the same/different <b>browser</b> and enter the URL:  <a href="http://192.168.8.1:8090/httpclient.html">http://192.168.8.1:8090/httpclient.html</a></p>  <p>2. Fill your credentials under <b>Username</b> and <b>Password</b></p>



### 3. Click on **Login** button



4. Now you *successfully* **logged in** the Portal

5. Lastly, you just need to click on **Logout** and you will be *successfully* **logged off** from captive portal