Windows 10 - Tune-Up Checklist ⓒⓒ

PC Make, Model: _____

OWNER Name, Date, & Phone: _____

Date's Worked: _____

COMMENTS/PROBLEMS: _____

_____

WARNING: AT THIS POINT, ASSUME THE PC IS INFECTED WITH SOME KIND OF MALWARE AND USE PROPER PRECAUTIONS SO YOU DO NOT INFECT OTHER PC's.

If, for any reason you cannot complete tasks 1 though 9, go to my "How to Remove Malware from Your PC" sheet, then return here. Make every effort to get a good image backup before removing malware, as removing malware can sometimes make the PC unbootable.

1. **BLOW OUT THE DUST:** Inspect all fans, intake grills, outgo grills, and heatsink fins. Clean as necessary. Note: If the PC has a separate Video card, be sure its heatsink is <u>VERY</u> clean. Many video card GPU's run too hot.

2. **BOOT TEST:**
   a. Before powering up, make sure **All External Drives & the Network Cable are UNPLUGGED and that you are NOT CONNECTED TO THE INTERNET.**

   b. See if the PC boots up OK.

3. **SYSTEM ASSESSMENT:** Drive C size = _____GB. Space used on Drive C = _____ GB. *(This is the amount to be backed up).*   Free Space = _____GB. *(Percent free must be greater than 15%)*
   a. HDD HEALTH
   ☐ Install HD TUNE and CRYSTAL DISK INFO, then verify that the Drive Hardware Health is OK.
   ☐ Run a benchmark for data speed *(Typically 35-90 MB/sec)*: _____MB/sec.
   ☐ Run an Error Scan on drive C and look that all boxes are green. If Error Scan is OK, continue to next step. If not, run "chkdsk /f /r" to clean any errors prior to image backup. *See my XP TIPS sheet for details on running chkdsk. (Not on RAID Drives).*

   b. BELARC ADVISOR: Install if necessary, then run the scan, and save the results to a flash drive. *Use Caution, as the PC may be infected.*

4. **MEMTEST86+** v5.0: Boot a MEMTEST86+ CD and run one full pass (While tapping on the RAM).

5. **IMAGE BACKUP:**
   a. DO A <SHIFT-SHUTDOWN>, then plug-in an external or Networked Hard-drive.

   b. BOOT FROM AN ACRONIS RESCUE CD AND DO A FULL IMAGE BACKUP to the External Drive. **(ALL Partitions)**

   c. <u>After the back-up, UNPLUG the Network cable and any External HDD before powering up the PC</u>

6. **HARDWARE INSPECTION:**
   a. BATTERY: *(Desktops only)* Check the "Backup" battery is 3.01 vdc or more.. _____vdc

   b. MOBO: Visually inspect the Motherboard for swollen or leaky capacitors. *(Desktops only).*

   c. FAN CHECK: Power up the PC and make sure all fans are rotating. *For laptops, you can get the fans running by running the Stress Utility called PRIME95.*

   d. PC TEMPERATURE CHECK: Install SPEEDFAN and run it to make sure the system temperatures are OK. If not, clean the vents, grills, fans   Core = _____°C

   e. LAPTOPS: KEYBOARD FUNCTIONS: Make sure the "Fn" Function keys operate correctly**.**

7. **TIME & DATE VERIFY:** Verify the Time, AM/PM, Date, Year, & Time-Zone are all absolutely correct.

8. **CONTROL PANEL VIEW:**
    a. **CONTROL PANEL ICON TO DESKTOP:** *(Right-click on the Desktop > Personalize > Themes > Desktop Icon settings).* Click to check to add all desired system Icons including the Control Panel to the Desktop.

    b. **VIEW:** *(Control Panel).* Verify that it is set to "View by: Large Icons".

9. **USER ACCOUNT CONTROL:** Make sure UAC is turned on and set to "Always Notify". *(Control Panel > User Accounts > Change User Account Control settings).* ,

10. **DESKTOP LAYOUT**: Do a <Print Screen> & paste the image into a word processing document *(so that if you screw-up the layout, you can use this to put icons back in place).* Also save the filename and location of any custom Desktop wallpaper image, in case it disappears: _____

11. **POWER PLAN:** *(Control Panel > Power options).*
    a. Make sure the "POWER BUTTON" action is set to "Shutdown" (for both Battery and Powered).   .

    b. Hibernate: Go to *(Control Panel > Power Options > Choose what the power button does > Change settings that are currently unavailable).* Scroll down and click to check "Hibernate - Add to Power Menu". Click on "Save"

    c. Record the current Power Plan settings for the Display Timeout and Sleep/Hibernate timeout times:
    DISPLAY DIM = _____   SLEEP = _____   HIBERNATE = _____.

    d. Record the current Power Plan choice _____ , then set the "Power Plan" to "⊙ High Performance". (If necessary, click "Show additional Plans"). Make sure all timeout times are set to "Never" so the system will never shutdown by itself during the Tuneup scans   .

    e. FAST STARTUP: If desired, turn off "Fast Startup", while doing the tuneup. *(Control panel > Power Options > Choose what the power buttons do > Change settings that are currently unavailable).* Scroll down to "Shutdown settings" and click to un-check the box for "☐ Turn on fast startup".

12. **SCREEN SAVER:** *(Settings > Personalize > Lock screen > Screen saver settings).* Write down the Screen Saver

    Settings, then change the Screen saver timeout to NONE. Current settings: _____

13. **SYSTEM PROTECTION:**
    a. VERIFY *(Control Panel > System > System Protection)* that System Restore is running on Drive C.
        WARNING: The PC should only be running ONE restore program and only on Drive C.

    b. SET A RESTORE POINT *(Control Panel > System > System Protection).* Click "Create".

14. **CLEAN TEMP FILES, COOKIES, ETC:**
    a. CCLEANER SCAN: Run "File Clean" for each User. FILES cleaned: _____MB, FILES cleaned: _____MB.

    b. DOWNLOADS FOLDER: Delete all files in the "Downloads" folder. (for each user). *Use Caution.*

15. **CONNECT TO THE INTERNET "Standalone".**
    a. Use a wired or wireless network with no other PC's connected!
    b. Make sure the Windows Firewall is turned on. *(Control Panel > Windows Firewall).* A third party firewall is OK, but not recommended at this point. *(Some A/V suites prevent the Windows Firewall from being turned on*

16. **RUN ANTI-MALWARE SCANS:** *If you know this PC is infected, go to my "How to Remove Malware from Your PC" checklist, then return here.*
    a. Disable the real-time protection of any installed anti-virus programs *(especially Norton, McAfee, or Trend)* including any third party firewall programs. **REMOVE ANY USB DRIVES.**

    b. Install the following programs and run full scans:
        1) ADWCLEANER: Download the latest version. Run at least 2 scans for each user
        2) MBAM: Install MalwareBytes Anti-Malware & run a full Custom scan including test for Rootkits
        3) SAS SUPERANTISPYWARE: Download the latest version and run a scan   .
        4) ESET ONLINE SCAN. : *http://www.eset.com/online-scanner*

17. **USER COMPLAINTS:** Try to reproduce and fix any specific issues the user has commented about

18.   18. **UEFI / BIOS UPDATE:** Go to the PC Manufacturer's website and see if any important/recommended updates are available. ***WARNING:*** *You may only want to do this if it is needed to fix an issue. Be aware there always is a risk of permanently damaging the motherboard while doing a BIOS flash.*

19. REMOVE PROGRAMS. Remove all down-level versions of Adobe Reader, FLASH, Secunia, WOT for IE & all JAVA's. With User's permission, remove any old or unnecessary programs using *(Start > Settings > Apps > App & features):* or Revo Uninstaller. This includes any Anti-Malware suites other than Windows Defender (with approval).

20. UTILITIES & MISC PROGRAMS INSTALLATION:
- **a. NINITE INSTALLER**: Add the following utility programs as desired: *See: **WWW.NINITE.COM***
  - ☐-Adobe Reader DC   ☐-CDBurnerXP *(optional)*   ☐-CHROME   ☐-Firefox
  - ☐-JAVA ALT (32 bit & 64 bit)   ☐-LIBRE OFFICE *(optional)*   ☐-MalwareBytes AntiMalware
  - ☐-SuperAntiSpyware   ☐-Thunderbird   ☐-ZOOM

- **b. Manually install the latest versions**   ☐-BELARC ADVISOR *(Install latest)*
  - ☐-CCLEANER   ☐-CRYSTAL DISK INFO   ☐-HD TUNE   ☐-SANDBOXIE???
  - ☐-SPEEDFAN   ☐-SUMo Lite   ☐-ULTRA FILE SEARCH <u>Lite</u>   ☐-WINAERO TWEAKER

- **c. CCLEANER SETUP**:
  1) Go to *(Options > Smart Cleaning)*, and DISABLE all check boxes.
  2) Go to *(Options > Updates)*, Uncheck all boxes until further notice. (damn Avast Ads for updates.)

21. TEST THE INTERNET CONNECTION & SPEED. Using **http://www.speakeasy.net/speedtest/** and a wired or wireless connection, verify the connection works
& check the speed of the internet connection.   _____**kbps wired,** _____**kbps wireless**

22. WINDOWS UPDATE:
- a. Go to Windows Update *(Start > Settings > Update & Security > Advanced options).* Make sure the switch is ON for: "Receive updates for other Microsoft products when you update Windows".

- b. Stop WU's loading to/from other PC's: Go to Windows Update *(Start > Settings > Update & Security > Advanced options > Delivery Optimization).* Turn OFF "Allow downloads from other PC's".

- c. Run "Check for updates" and keep <u>re-running</u> until no more updates are found. *(Start > Settings > Update & Security > Check for Updates). NOTE: Some major updates will reset many user customizations for text and readability. They will have to be restored manually.*

- d. Run: WINVER and make sure the Win 10 version is at 20H2 or higher**.**

23. DELL / LENOVO / HP SUPPORT ASSISTANT: If any apply, run and install all updates.

24. DEVICE MANAGER ISSUES: *(Control Panel > Device Manager).*
- **a.** Make sure there are no devices with Exclamation marks, Question marks, or Red X's.

- **b.** ***Fix all issues before continuing!***

25. HARD DRIVE CHECKS: *(From an Administrator Account)*
- **a. CHKDSK: RUN ERROR CHECK** on all hard-drives.

- **b. SSD:** If Drive is an SSD, run AS-SSD BENCHMARK and verify that SECTOR SIZE ALIGNMENT is good. Fix if necessary (For details, see my SSD Upgrade Tips) .

- **c. SPACEMONGER:** Run Spacemonger 1.40 (Portable) to see if any large unusual file blocks show up. *Delete as necessary.*

- **d. DEFRAG & OPTIMIZE:** *(Use Win 10 DEFRAG or DEFRAGGLER DEFRAG).*
  - ✓ A manual defrag should never be needed in Windows 10, but check anyway. (If > 5% fragmented). File frag: Before: _____%, After: _____%**.**
  - ✓ ***WARNING: NEVER DEFRAG A SOLID STATE DRIVE (SSD).***

26. NEW DESKTOP FOLDERS
- a. Create these folders on the Desktop: "**UTILITY PROGRAMS**" and "**ANTI-MALWARE PROGRAMS**".
   Note: You can customize this Folder's Icon Image by (Right-clicking Icon > Properties > Customize Tab > Change Icon button. Select an Icon and click <OK>, <OK>). The new Icon Image should now be there.
- b. Drag the Icons for all the newly installed programs into the new folders.

27. FILE EXPLORER OPTIONS SET-UP *(Folder Options)*
    a. OTHER FOLDER VIEW OPTIONS: *(Control Panel > File Explorer Options > View Tab > Advanced).*
- Verify the following boxes are checked as shown *(Note: All other boxes can be left as default*
  - ☑ Always show menus
  - ☑ Decrease space between items (**compact mode**) *CHECK THIS!*
  - ☑ Display the full path in the title Bar.
    - -- Hidden files and folders
    - ⊙ Show hidden files, folders, and drives
  - ☐ Hide extensions for known file types. *UN-CHECK THIS!*
  - ☑ Hide protected operating system files
  - ☑ Show Drive Letters
  - ☑ Show encrypted or compressed NTFS Folders & files in color
  - ☐ Show sync provider notifications *UN-CHECK THIS!*

28. SYSTEM PROPERTIES:
    a. COMPUTER NAME + STUFF: *(Control Panel > System).* Verify the PC has a good Computer Name (i.e. Dell-D8900), a good Computer Description (i.e. Jim's Dell PC),

    b. STARTUP & RECOVERY: *(Control Panel > System > Advanced System settings > Advanced Tab).* Under Startup and Recovery, click the "Settings" button). Under "System Failure", un-check "☐ Automatically Restart".

    c. VIRTUAL MEMORY: Verify the virtual memory settings are correct. *(Control Panel > System > Advanced Tab >"Performance", <Settings> button > Advanced tab > Virtual Memory, "Change" button).* Choose "☑ SYSTEM MANAGED". *(If there is a second internal physical hard-drive in the system, put the paging file on that drive for improved PC speed. Click the Set button).*

    d. VISUAL EFFECTS: *(Control Panel > System Icon > Advanced Tab, Performance, click <Settings>).* Then, if desired, uncheck "☐ Use Drop Shadows for icon labels on the desktop"

29. AUTOPLAY: Disable Autoplay
    a. Go to *(Start > Settings > Devices > Autoplay)* and switch off Autoplay. Click on SAVE.

30. MOUSE SETTINGS: *(Start > Settings > Devices > Mouse)*
    a. Buttons Tab: Drag the "Double-click speed" lever left to the SLOWEST setting,

    b. Pointers Tab: Scheme: Choose the "MAGNIFIED" system scheme. UN-CHECK the box for "☐ Enable Pointer Shadow".

    c. Pointer Options Tab: Set "pointer speed": to medium. Check the boxes: ☑ Automatically move pointer to the default button.. ☑ Show location of pointer when I press CTRL key.

31. TOUCHPAD SETTINGS - *(LAPTOPS ONLY):* *(Start > Settings > Devices > Touchpad)*. I suggest you DISABLE all "TAP" features and gestures. I also disable all Scroll & Zoom gestures and set all three finger gestures to do "Nothing".

32. TOUCH-SCREEN: Test it and make sure it works.

33. TABLET-MODE DISABLE: If desired, disable the "TABLET-MODE" Buttons.
    a. Turn off "Auto Tablet" modes: *(Start > Settings > System > Tablet).* Set the "When I sign in" box to: "Never use tablet mode" & "When I use this device as a tablet": "Don't switch to tablet mode".

34. ACCESSABILITY SETTINGS. MAKE ALL TEXT, APPS, AND OTHER ITEMS LARGER:
    a. MAKE TEXT BIGGER: *(Start > Settings > Ease of access.)* Move Slider to the right to make text larger**.** (I recommend set scaling to: 110-125%)**.** CLICK APPLY**.**

    b. MAKE EVERYTHING BIGGER: *(Start > Settings > Accessability)* Move Slider to the right to make text larger**.** (I recommend set scaling to: 110-125%)

    c. SCROLLBAR: Disable Scrollbar Autohide: *(Settings > Ease of access > Display).* Turn off "Automatically hide scroll bars**"**

    d. MOUSE POINTER SIZE: Select "Mouse pointer" and set slider to 3 or 4.

    e. TEXT CURSOR THICKNESS: Select "Text cursor" and set slider to 3 or 4.

    f. SIGN-OUT and Back in to save the settings.

35. **35. DISPLAY/DESKTOP OPTIMIZATIONS:** *(Control Panel > Personalization).*

    a. **WINAERO TWEAKER UTILITY**: Use this to finish tuning up the readability of the text:

        1) CUSTOMIZE ICON SPACING, ICON TEXT SIZE, MENU TEXT SIZE, MESSAGE TEXT SIZE, TITLE BAR TEXT SIZE, INCLUDING BOLDNESS and SCROLLBAR WIDTH:

        2) DISABLE **BLUR** DURING LOG IN.

        3) INSTALL "WINDOWS PHOTO VIEWER" AS THE DEFAULT PHOTO VIEWER.

        4) NOTE: After making a font change, make sure you click the "Apply Changes" button after each change or nothing will happen.   Also, you must log out and back in to see any changes. Http://winaero.com/download.php?view.1796

    b. **BACKGROUND IMAGE** *(WALLPAPER)***:** *(Start > Settings > Personalization > Desktop Background).* If needed, browse and choose a different background image. *Note: You can also download images to the Pictures folder and use that or a slideshow for your backgrounds.*

    c. **WINDOW ACCENT COLOR:** *(Start > Settings > Personalization > Colors)* By default, the Taskbar and other backgrounds are BLACK. I suggest you make the following changes:
- Choose a desired accent color that suits the Wallpaper picture.
- Turn OFF "Transparency effects".
- Turn ON   "Show color on Start, Taskbar, and action center".
- Turn ON   "Show color on Title Bar".

    d. **LOCK SCREEN (and Sign-in Screen):** *(Start > Settings > Personalization > Lock Screen).*
- Choose an image for the Lock Screen.
- If desired, turn ON "Show Lock Screen background picture on the sign-in screen". If not, the PC will display the solid background color of the user.
- Turn OFF: "Get fun facts, tips, and more.....".   If selection is offered.

    e. **CLEARTYPE TUNE:** Make sure ClearType is on and optimized. *(Search **cleartype** or **cttune**).* Check the box: "☑ Turn on ClearType" and follow the instructions for "ClearType Tuning".

    f. **SAVE YOUR CUSTOM THEME:** *(Settings > Personalization > Themes). Click "Save Theme": Name your custom theme and click "Save".*

36. DESKTOP CLEANING:
    a. Check the Desktop Folder size *(C:\Users\<Username>\Desktop).* Folder Properties should show it to be under 500MB (Not GB).

    b. If the Desktop Icons have moved around as a result of changes to the Display Properties, restore them to their original positions using the Desktop image saved in an earlier step.

    c. Delete any unneeded Icons from the Desktop or create a folder on the Desktop, call it "Old Icons" and drag the Icons into that folder. That way you don't lose them. *WARNING: Removing any ICONS from the Desktop or dragging them into folders can affect other User's Desktops.*

37. NOTIFICATIONS:
    a. Under *(Settings > System > Notifications & actions),* you must leave "ON"; "Get notifications from apps and other senders". ". Also leave ON; "Show me the Windows welcome Experience..." If desired, you can then turn off all other individual items under "Get notifications from these senders".

    b. Be sure to at least turn OFF "Get Tips, tricks and suggestions at you use Windows".*.*

    c. Turn OFF: Notifications for Microsoft OneDrive if you don't use it.

38. SNAP: Disable SNAP. Unless you do multitasking, be sure to disable Snap. Go to *(Start > Settings > System > Multitasking)* and turn off "Snap Windows" *(I find SNAP very annnoying).*

39. TASKBAR:
   a. TASKBAR COLOR: This was set up in Step 34c *"Windows accent color"*.

   b. LOCK THE TASKBAR: Right-click any blank area of the Taskbar. If not already checked, click to check: "✓ Lock the Taskbar".

   c. "QUICK LAUNCH" area: Add any desired Icons to the Taskbar by right-clicking the desired Icon on the Start Menu or the Desktop, then click "Pin to taskbar". *(Note: It is no longer called "Quick Launch").*

   d. NOTIFICATION AREA ICONS:*(Right-click Taskbar > Settings > Taskbar > Select which Icons appear in the Taskbar).* Click to turn on "Always show all icons..". If you are short on room, choose the Icons you want or make the Cortana Icon smaller. Turn OFF any undesired Notifications.

   e. TOOLBARS: Right-click any blank area of the Taskbar. Click Toolbars, then click (to uncheck) any undesired Toolbars like "Yahoo or Google Search".

   f. NEWS AND INTERESTS: Right-click any blank area of the Taskbar and turn off News and Interests

   g. OUT OF ROOM? To make room on the Taskbar collapse the SEARCH BAR remove the CORTANA Button, PEOPLE Button, and/or the TASK VIEW Button or turn on "Use small Taskbar Buttons".

40. EDGE Browser *(for each user) (92+)*
   a. UPDATE EDGE TO LATEST VERSION: *(Click the {3 Dots} > Help and Feedback > About)*

   b. FAVORITES TOOLBAR:
      1) Add the Favorites Toolbar *(Click the {3 Dots} > Favorites > 3 Dots > Show Favorites Bar > Always > Done.) (Ctrl-Shft-B)*.   You can import Bookmarks/Favorites from other browsers if desired: *(Click the {3 Dots} > Favorites > 3 Dots > Import favorites).* Pick a browser to import from & click import. 3 Dots > Manage, if necessary
      2) Add custom Links for Bookmarks bar: "www.google.com", "www.jimopi.net", "fast.com", etc

   c. WHEN EDGE STARTS: Click *({3 Dots} > Settings > Settings > "Start. Home, and new tab")*.
      1) HOME PAGE: Choose the pages you want as Home Page/s Choose "Open these pages". Then Click on "Use all open tabs".
      2) HOME BUTTON: To show Home button: Turn on "Show home button". Select action desired: Type or paste the website preferred for Home button site.
      3) NEW TAB PAGE: To customize: See the NEW TAB REDIRECT ADD-ON below.

   d. SECURE EDGE*: (Go to {3 Dots} > Settings > Settings > Privacy, search, and services).* Set Tracking prevention and other privacy settings as desired

   e. DEFAULT SEARCH ENGINE: To change from BING to your preferred search enging: Go to *{3 Dots} > Settings > Settings > Privacy, search, and services).* Scroll down to "Services" and click on the arrow to the right of "Address bar". Change the search engine to the one desired. If your desired engine is not listed, click on "Manage search engines" and add it

   f. WOT ADD-ON *(Web Of Trust)*: Search for CHROME WOT, and select it. Click on "Allow extensions from other stores". Click on "Add to chrome".After a small wait, click on "Agree and Continue". Close all the WOT windows <u>WITHOUT</u> clicking on "Fix all issues" **Test it.**

   g. NEW TAB REDIRECT add-on: By default the "New Tab" button opens to Microsoft BING page. Once installed, this extension must be manually turned on *(Settings > Extensions),* then click Extension options and "Set Options". Set the Redirect URL to: https://www.google.com , then click SAVE**.**

41. FIREFOX   *(for each user))*
   a. SET UP TO VIEW MENUS & TOOLBARS: Right-click in the area to the right of any Tab and click (to check) Menu Bar. Then click VIEW and check each toolbar desired so it shows up.

   b. HOMEPAGE: *(Tools > Settings > Home tab)* Set Default Homepage/s as desired.

   c. BOOKMARKS TOOLBAR: Drag any desired Icons to the Bookmarks Toolbar.

   d. SECURE FIREFOX*: (Tools > Settings > Privacy & Security tab)*
      1) Tracking Protection". Choose "Standard" or "Strict".
      2) "History": Choose: Firefox will "Use custom settings for history". Check the box for: "☑ Clear history when Firefox closes". Click <Settings> and choose the desired items.

   e. SEARCH ENGINE SETTINGS: *(Tools > Settings > Search tab)*
      1) Search Bar: Select "Add Search bar in toolbar"
      2) Default Search Engine. Select GOOGLE as default.
      3) One-Click Search Engines: Uncheck and then remove BING and YAHOO

f. WOT: Verify the WOT addon is installed and up to date. **Test it.**

g. NEW TAB OVERRIDE: Install Add-On and set it up to open the "Current Home Page". Be sure to check the box called: ☑ Set Focus to the Web Page instead of the address bar.

42. CHROME *(for each user))*
a. BOOKMARKS TOOLBAR: If the Bookmarks Toolbar is not visible, click (Ctrl-Shft-B), then drag or import any desired Icons to the Bookmarks Toolbar.

b. HOMEPAGE: *(3 Dots > Settings > Settings > On Startukp)* Set Default Homepage/s as desired.

c. HOME BUTTON: To show Home button: Go to *{3 Dots} > Settings > Settings > Appearance)* Turn on "Show home button".

d. WOT add-on: Install the add-on and **test it**. If the WOT Icon is not visible, **"PIN" it**.

43. THUNDERBIRD E-MAIL: If desired by the owner, install Thunderbird and configure the user's e-mail per my THUNDERBIRD SETUP sheet.

44. CHOOSE DEFAULT APPS: *(Start > Settings > Apps > Default Apps.).* Choose your preferred Apps MUSIC = WMP12, PHOTOS = Windows Photo Viewer, BROWSER = Firefox or Chrome. If "Windows Photo Viewer" is missing, activate it using WINAERO TWEAKER. *(Bottom of the list.)*.

45. STOP "ONE DRIVE" POPUPS: *(If you do not use it)*
a. Right-click the OneDrive Icon in the Notification area, *(Click Settings > Settings tab)*. Uncheck the box for "Automatically start OneDrive with Windows. Click OK. Right click OneDrive Icon again and click Exit. *NOTE: Any updates to OneDrive usually resets these settings*.

b. Turn off OneDrive Notifications: *(Settings > System > Notifications)* Turn off Notifications for Microsoft OneDrive. *WARNING: Any updates to OneDrive usually resets these settings*

46. ADOBE READER DC (or Adobe Acrobat)
a. Verify either Adobe Reader DC or Acrobat is installed & that the latest on-line updates are on. *(If downloading the free Adobe Reader, be sure to **un-check** "❏ Add Google Toolbar" every time it asks)*

b. Open the program to initialize it and if asked, click "Yes" to accept the EULA.

c. Set it as the Default Reader. *Within Acrobat Reader click Edit > Preferences).* Click on "Select As Default PDF Handler".

47. LIBRE OFFICE (optional):
a. If no Microsoft Office or another preferred Office Suite is installed, install LIBRE OFFICE.

b. Set the default "Save" formats. *Go to (Tools > Options > Load/Save), and s*elect a save format of "Microsoft Word 2007-2013 XML". For Word type docs, Excel type docs, and Powerpoint type docs.

c. Set Libre Office as the Default App for each Office Filetype: *(Start > Settings > System > Default Apps > Choose defalut apps by filetype.. IE: .doc, .docx, .xls, xlsx, pps, ppsx, ppt, pptx, etc.)*

48. CREATE YOUR "ADMINISTRATOR" USER ACCOUNT, if necessary.
a. This is the account you will use only for Program installs and other administrator tasks and should be named something like "Admin-yourname". This user account should be a "Administrator" user Account, not a "Standard" User Account and you should give it a password. *(Go from the Administrator Account, to Control Panel > User Accounts > Manage another account, > Create a new account).* *WARNING: Never change any Account Name. If you do, the C:\Users\<Your Username> Folder name will not change and will not match your new username. Plan ahead*.

49. Repeat steps 26 through 46 for all items that apply to multiple Users. Make sure to set up the AutoPlay, Visual properties, & Mouse properties. Also initialize IE, Firefox, and the Office Suite.

50. MAIN USER ACCOUNT - CHANGE TO "STANDARD USER", if necessary: From the Admin account, go to: *(Control Panel > User Accounts > Manage another Account).* Select your main user account and click "Change your account type". Select "Standard user" and click "Change account type". Test all your programs to make sure all work as a Standard user.

51. SECURITY & ANTI-MALWARE PROTECTION *(Install & initialize):*

a. ANTI-MALWARE PROGRAMS:

Verify the following programs are all installed, only one active Antivirus. If not, download, install, and configure them.   ☐ WINDOWS SECURITY or preferred AV Suite

☐ MALWAREBYTES ANTI-MALWARE   ☐ SUPERANTISPYWARE

b. BROWSER SECURITY

☐ VERIFY the WOT Add-on is set up on FIREFOX, CHROME, and EDGE browsers for all users.

☐ VERIFY that SANDBOXIE is at version 5.50.8 or higher and is set up for all users

c. SANDBOXIE:

1) AUTO-UPDATES: *(Help > Check for updates)* Make sure the box is checked for: "☑ In the future, check for updates without asking". Then click "Now".

2) SETTINGS: *(Sandbox > Default Box > Sandbox Settings)*. Make sure the following are set properly:
   a) Appearance: Make sure the box is UN-checked for: "☐ Display the border only when the mouse cursor is in the windows title". *(This allows the yellow border to display all the time.)*
   b) File Recovery: *(Recovery > Immediate Recovery)*: Choose any filetypes or folders you want included.
   c) Auto-Delete: *(Delete > Delete Invocation):* Make sure the box is checked for: ☑ Automatically delete contents of sandbox.

3) PRINTING PERMISSIONS: Open Sandboxie Control *(Configure > Edit Configuration)*.
   a) Scroll down to "DefaultBox" settings
   b) At the end of the DefaultBox settings, add the line: AllowSpoolerPrintToFile=Y   followed by a blank line.
   c) Click Save, then exit Sandboxie Control.

d. MISC

1) UPDATES: Check all Anti-Malware programs for online updates until no more show up.
2) SCHEDULED SCANS: Make sure your antivirus does a weekly autoscan.
3) START ICONS: Make sure the Start Icon for each of the Anti Malware programs is set up to "Run as Administrator". (*Click Properties > Shortcut tab > "Advanced" button).* Check the box for "☑ Run as Administrator", <OK>, <OK> to exit.

52. PASSWORD EXPIRATION: *(Windows 10 PRO and ENTERPRISE only)*

a. By default, passwords expire every 42 days & must be renewed.   To disable Password Expiration:
   • First, Log in to an Administrator level User Account.
   • Then go to: *(Control Panel > Administrative Tools > Local Security Policy > Account Policies > Password Policy).* Double-click "maximum password age" and set it to 0. .

53. EVENT VIEWER: Review the Event Viewer Logs and resolve any errors found. *(Right-click This PC > Manage > Event Viewer > Windows Logs)*. Check both the "System" logs and the "Application" logs. ***Fix all issues before continuing. Clear the Logs.***

54. CLEAN TEMP FILES, COOKIES. ETC (Again):

a. CCLEANER SCAN: Run "File Clean" <u>for each User account</u>. FILES cleaned:_____MB, _____MB.

55. SCANS:

a. HD-TUNE SCAN ON ANY ADDITIONAL HARD-DRIVES: Additional Drives: Scan any additional hard-drives and make sure all look OK.

b. SUMo SCAN: Run a scan and ***Fix all "Insecure" & "End of Life" issues before continuing***!

Issues found: _____

56. 56. TESTING: *(Do these for each user account)*

 a. SYSTEM SOUNDS: Make sure that "System Sounds" work: You should hear a plunk when adjusting the volume up and down. If not, right-click on the speaker Icon in the notification area and click "Volume Mixer". Make sure the System Sounds are not muted.

 b. WINDOWS MEDIA PLAYER 12:
   1) MENUS: Right-click in the menu area and select View. If "Show Menu bar" is not already checked, check it..
   2) FILETYPES: To change any multimedia filetype associations, go to *(Control Panel > Default Programs)*

 c. MUSIC CD: Load & play a Music CD.   Default music player is: _____

 d. DVD MOVIE: Load & play a DVD Movie FULL SCREEN   Default Video player is: _____

 e. .JPG WINDOWS PHOTO VIEWER TEST: Open a .jpg file.   Default Viewer is: _____

 f. MULTIMEDIA TESTS: Play the following file types: *(The default Player is different for each type.)*
   ☐ AU   ☐ AVI   ☐ MID   ☐ MP3   ☐ MP4   ☐ MPG   ☐ WAV   ☐ WMA   ☐ WMV

 g. .DOC & .DOCX TEST: Set the default application to open these files. Default Office Program :___

 h. POWERPOINT TEST: Play .pps, .ppsx, .ppt, & .pptx files. Default PowerPoint viewer is:_____

 i. EXCEL FILE TEST: Load .XLS and .XLSX files. The Default EXCEL file program is:_____

 j. MOVIE FILE TEST: Play a video file: ☐ .MOV (Use either a "regular" .mov file or an
   "h.264" .mov file).   The default .MOV file player is (usually WMP12): _____

 k. PDF: Test Default PDF Reader ....Default Reader: _____

 l. TEST THE DEFAULT HTM/HTML READER IS THE DEFAULT BROWSER:_____

 m. BROWSER TESTS: *(FIREFOX, CHROME, EDGE)*

 <u>CH Edge FF</u>
 O   O   O   HTML5 TEST. Play a youtube video FULL SCREEN: www.youtube.com/trailers
 O   O   O   PDF: Open a PDF in Browser TEST.   www.samplepdf.com/sample.pdf
 O   O   O   QUICKTIME VIDEO TEST: Play a QUICKTIME video: www.apple.com/trailers
 O   O   O   WMP PLUGIN TEST. Play a video from: www.windowsmedia.comcom

 n. CD/DVD BURNING: Try burning a data CD & DVD. The Default CD/DVD burning program is: _____

 o. WIRELESS: If wireless is installed, make sure it will connect to a network and access the internet.

 p. ETHERNET: Test the wired connection to the internet

 q. WEBCAM: If the PC has a built-in webcam, open the program for it and test it.

 r. ZOOM: Test Zoom video and audio.

57. SOUNDS
 a. Turn on the "Play Windows Startup Sound": *(Control Panel > Sound > Sounds tab),* Check the box that says "☑ Play Windows Startup sound".

 b. Check that the system "Sounds" are working OK. *(Control Panel > Sound)*

 c. Make sure any "AUDIO ENHANCEMENTS" are DISABLED*. (ie: MAXX AUDIO, DTS AUDIO)*

58. BELARC ADVISOR: Run another pass of Belarc & save the results to a flash-drive. Fix any issues.

59. **IMAGE BACKUP:** At this point it is a good idea to do a full image back-up of the system to an external Hard-drive, as well as User-Data backup to CD or DVD to save off-site (safe deposit box).

60. **SYSTEM PROTECTION (SYSTEM RESTORE):** *(Control Panel > System > System Protection).*
    a. **CLEAR THE SYSTEM RESTORE HISTORY:** Highlight Drive C, click "Configure", then "Delete".

    b. **MONITOR DRIVE C ONLY:** Make sure System Restore is only monitoring Drive C.

    c. **MAX DISK SPACE USAGE:** Make sure the Drive C disk space usage "Max Usage" is set to 30 GB or so *(Larger if desired). (Control Panel > System > System Protection > Configure).*

    d. **SET A RESTORE POINT:** This a good time to create a Windows Restore Point. Click "Create".

61. **POWER:**
    a. **LAPTOPS ONLY:**
        1. Make sure the Battery/Power Icon is set to ALWAYS display in the Taskbar Notification area *(Control Panel > Power Options) and (Right-click Taskbar > Properties > Taskbar Customize).*
        2. BATTERY TEST: Set the Power Plan to NEVER Dim or Turn-off the "Display" or "Put the PC to sleep" *(Control Panel > Power Options)*. Then run it and see how long the battery lasts. Record the battery run time on the Service History header sheet.

    b. **CHOOSE A FINAL POWER PLAN:**
        1. Restore the Plan to the settings recorder earlier. For Desktops, make sure the "Power Plan" is set to "⊙ High Performance". *(I recommend choosing High Performance for Laptops as well, unless you often run on batteries).*
        2. Verify that the "When to turn off the display", and "When the computer sleeps" actions are set as desired. C*lick "Change Plan settings" if necessary to customize the detailed settings.*
        3. Verify the "Close Lid" actions.

    c. **ADJUST THE DISPLAY BRIGHTNESS**. See the Action center slider or *(Click on Start > Settings > System > Display). S*et the default LCD brightness.

    d. **BUTTON FUNCTION:** Verify the "Power Button" action is set to "Shutdown".

    e. **SECURE BOOT:** Turn "Secure Boot" back on in the UEFI/BIOS if it was turned off earlier.

    f. **FAST STARTUP:** If it was turned off earlier, turn "Fast Startup" back on in the Power Options,. *(Control Panel > Power Options > "Choose what the power button does" > Change settings that are currently unavailable).* Scroll down to "Shutdown settings" and click to check the box for "☑ Turn on fast startup".

62. **☐ HIBERNATE & ☐ SLEEP (Standby):** Verify that "Hibernate" and "Sleep" function OK. (Note: These functions may not work on laptops if any USB devices are plugged in and active; especially an external Keyboard and Mouse. *If the Hibernate option is not visible in the Start menu, go to (Control Panel > Power Options > Choose what the power buttons do > click Change settings that are currently unavailable) .* Click to check ☑ Hibernate - show in power menu. *NOTE: You may have to turn off "Hybrid Sleep" in the Advanced Power settings for Hibernate to activate.*

63. **SCREEN SAVER:** Restore to its original settings as recorded in an earlier step.

64. **USER ACCOUNT CONTROL:**
    a. Make sure UAC is turned on and set to "Always Notify". *(Control Panel > User Accounts > Change User Account Control settings).* ,

    b. Make sure all User Accounts are "Standard Users", except for a single "Admin-xxxx" account. *(Control Panel > User Accounts > Manage another Account).*

65. **CLEAR ANY ACTION CENTER NOTIFICATIONS:** Re-enable any real-time Anti-Malware protection, then go to the Action Center and fix and clear any notifications. *(Taskbar > click right end).*

66. ***Make sure the CD/DVD Drive is empty before powering down PC!***