

Pool Design Software, Inc. believes that reformatting is not an answer to cleaning up your machine on a regular basis.

Reformatting might require additional registration, which may reflect additional registration fees. Hard Drive Crashes and Replacement of Hard drives which require additional registration requests may reflect additional fees. Here are some instructions to keep your computer clean and running properly. Redo all the steps monthly or when you feel your machine is running slow.

- 1. Start / Control Panel / Add Remove Programs / remove any programs that you do not using anymore. Be sure you know what the program is before removing it. Restart your machine and do not open any programs.**
- 2. *Disk Clean-Up* – Start / My Computer / right click on the “C” drive and go to Properties. / General Tab / Click on Disk Cleanup Button / give it some time to calculate/ Select All folders / Click OK (this might take time)**
- 3. Start / Search / Click on All files and folders / In All or part of the name type .tmp / then advanced options - be sure 1. Search system folders - 2. Search hidden files and folders - 3. Search subfolders - 4. Search tape backup ARE SELECTED. Now select Search. (this might take time). Select All that are listed / delete / If you have some that do not want to delete that is because they are running the background, leave those. / Empty your Recycle Bin from your desk top.**
- 4. Start / Run / type in %temp% click OK. – Select all and delete ALL / Empty your recycle bin again.**
- 5. You are not getting all your Windows Updates when you do them Automatically. Even if your computer is brand New please do these steps. Open Internet Explorer / Tools (next to File, Edit, View) / Window Updates / Do an Express Update / then a Custom Update with everything connected to your computer on (printers, mouse, etc). Keep going back until until nothing else needs to be updated, it may take several tries and several hours.**
- 6. Check the computer for errors. Start / My Computer / right click on the “C” drive / Tools tab / Error Checking - Select Check now - Under disk options Select / Automatically fix the file system errors and Scan for and attempt recovery of bad sectors / Click Start / It will tell you about having complete access to the drive the next time you restart your computer / Select YES / Now close everything and restart your computer. Your computer might take as long as several hours to complete this task. When completed your machine will go back to your desk top.**
- 7. Defrag your computer - Start / My Computer / right click on the “C” drive / Tools tab / Select the Defragment Button / Follow the on screen prompts. (This too takes time.)**
- 8. Anti-Virus Software – most computers come with antivirus software that will give you a free trial and then must be purchased yearly. Make sure you purchase the software, EVERY YEAR. Then update your program by doing a live update over and over until it tells you there are no more. Now use your antivirus software and scan your computer. Lets be sure you have no viruses. (this too is going to take time) Norton Internet Security with Anti-Virus is the program we use on all our computers. We purchase the new version every-year to get the new features. There is a difference between update and upgrading. We set our computer to auto update and auto scan. We also manually go in and update from time to time. Just incase the computer was not on when the auto update was scheduled to start.**
- 9. Now your computer is ready to install New programs. – Disable Internet and Virus Software before install any programs.**

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