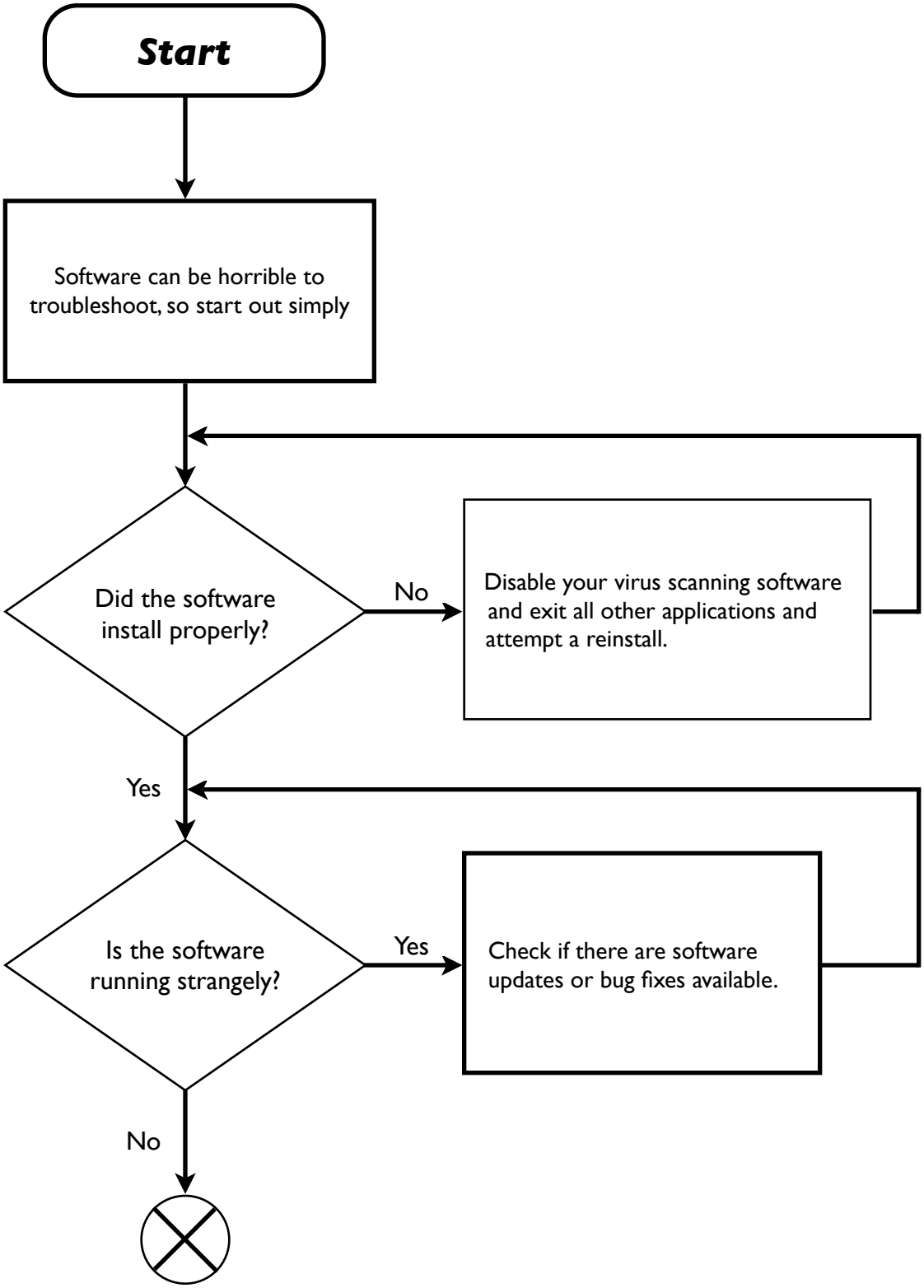
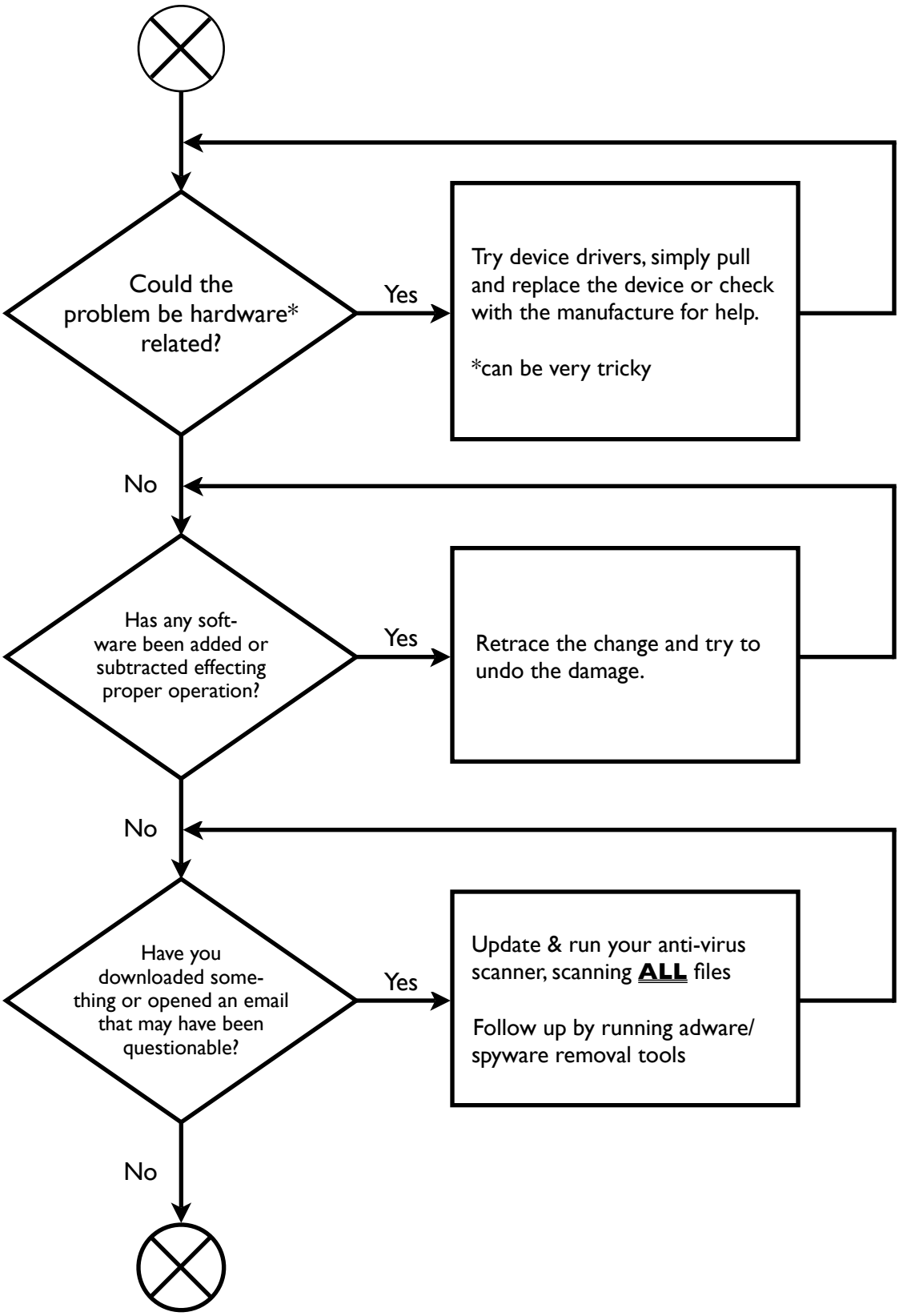
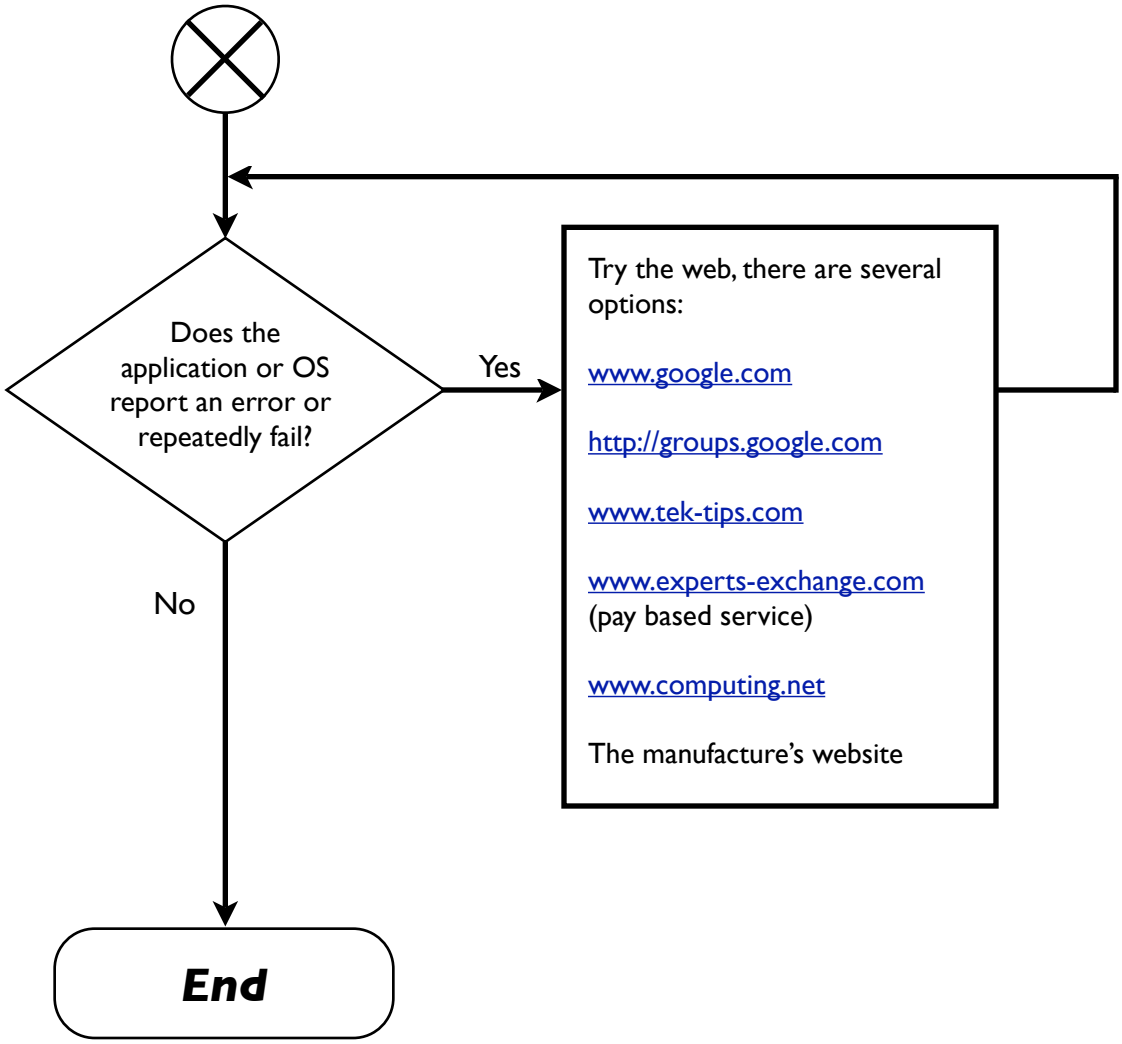
Software Troubleshooting




Could the problem be hardware* related?
Yes
Try device drivers, simply pull and replace the device or check with the manufacture for help.
*can be very tricky
No
Has any soft-ware been added or subtracted effecting proper operation?
Yes
Retrace the change and try to undo the damage.
No
Have you downloaded some-thing or opened an email that may have been questionable?
Yes
Update & run your anti-virus scanner, scanning ALL files
Follow up by running adware/ spyware removal tools
No


Does the application or OS report an error or repeatedly fail?
Yes
No
Try the web, there are several options:
www.google.com
http://groups.google.com
www.tek-tips.com
www.experts-exchange.com
(pay based service)
www.computing.net
The manufacture's website
End