



Computer Software

Slow laptops, staying secure, Linux migration, and a few other important topics.

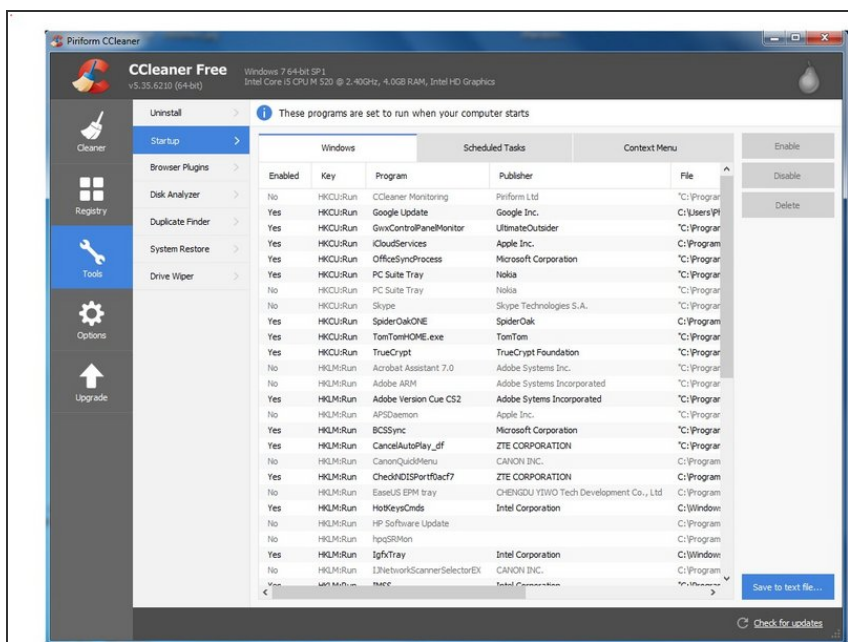
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Process	PID	CPU	Private Bytes	Working Set	Description	Company Name	I/O Delta Reads	I/O Delta Writes	Viru
System Idle Process	0	86.10	0 K	24 K					
SnippingTool.exe	10048	4.81	6,576 K	19,352 K	Snipping Tool	Microsoft Corpor...			
thunderbird.exe	3372	1.54	255,512 K	168,196 K	Thunderbird	Mozilla Corporation			
firefox.exe	4196	1.30	855,784 K	762,044 K	Firefox	Mozilla Corporation			
System	4	0.98	284 K	6,504 K					
SavService.exe	7112	0.74	249,832 K	212,052 K	Performs virus scanning and di...	Sophos Limited			
Interrupts	n/a	0.55	0 K	0 K	Hardware Interrupts and DPCs				
procexp64.exe	5076	0.53	29,892 K	45,600 K	Sysinternals Process Explorer	Sysinternals - ww...			
dwm.exe	1180	0.53	134,108 K	51,492 K	Desktop Window Manager	Microsoft Corpor...			
ssp.exe	5268	0.47	12,640 K	19,152 K	Sophos System Protection Ser...	Sophos Limited			
explorer.exe	1384	0.31	96,392 K	102,448 K	Windows Explorer	Microsoft Corpor...	14		
Keybase.exe	5340	0.28	25,796 K	39,968 K	Keybase	GitHub, Inc.			
SntpService.exe	4436	0.20	6,556 K	9,312 K	Sophos Network Threat Protec...	Sophos Limited			
lsass.exe	772	0.19	8,692 K	13,476 K	Local Security Authority Process	Microsoft Corpor...			
SAVAdminService.exe	4928	0.15	4,816 K	3,764 K	Sophos Administrator Service	Sophos Limited			
csrss.exe	720	0.14	3,648 K	59,760 K					
svchost.exe	900	0.11	5,748 K	9,352 K	Host Process for Windows Ser...	Microsoft Corpor...			
CheckNDISPort_df.exe	3764	0.10	4,144 K	7,012 K			10	5	
SpiderOakONE.exe	3304	0.09	76,352 K	22,260 K	SpiderOakONE Client Application	SpiderOak			
wisptis.exe	7984	0.07	4,964 K	8,052 K					
Psp.exe	1984	0.07	16,820 K	28,840 K	Paint Shop Pro 6	Jasc Software, I...			
hmpalert.exe	1256	0.07	5,476 K	11,524 K	HitmanPro.Alert	SurfRight B.V.			
svchost.exe	1188	0.06	172,652 K	174,796 K	Host Process for Windows Ser...	Microsoft Corpor...			
svchost.exe	5784	0.06	12,804 K	12,532 K	Host Process for Windows Ser...	Microsoft Corpor...			
spoolsv.exe	2260	0.05	13,712 K	17,496 K	Spooler SubSystem App	Microsoft Corpor...			
swi_service.exe	7328	0.05	48,448 K	23,832 K	Sophos Web Intelligence	Sophos Limited			
hmpalert.exe	960	0.04	20,300 K	16,312 K	HitmanPro.Alert	SurfRight B.V.			
McsAgent.exe	5056	0.04	11,628 K	14,724 K	Sophos MCS Agent Service	Sophos Limited			
McsClient.exe	4368	0.04	7,124 K	10,056 K	Sophos MCS Client Service	Sophos Limited			
svchost.exe	708	0.04	10,032 K	11,320 K	Host Process for Windows Ser...	Microsoft Corpor...			
OUTLOOK.EXE	1548	0.04	46,400 K	70,400 K	Microsoft Outlook	Microsoft Corpor...			
GWX_control_panel.exe	3648	0.03	3,956 K	6,752 K	GWX Control Panel - Closes an...	UltimateOutsider			
SearchIndexer.exe	5760	0.03	45,332 K	28,744 K	Microsoft Windows Search Ind...	Microsoft Corpor...			
kbfsdoka.exe	6680	0.03	62,568 K	17,452 K			5	5	
keybase.exe	6388	0.02	53,764 K	28,932 K	Keybase utility	Keybase, Inc.	5	5	
TPOSDSVC.exe	7148	0.02	8,752 K	8,392 K	On screen display message ge...	Lenovo Group Li...			
svchost.exe	2060	0.02	20,596 K	17,076 K	Host Process for Windows Ser...	Microsoft Corpor...			
Cloud_Backup_Scheduler.exe	3316	0.01	49,672 K	21,336 K	Online Backup Scheduler	CloudBerry Lab I...			
VersionCueCS2.exe	2812	0.01	92,072 K	32,712 K	Adobe Version Cue CS2	Adobe Systems I...			
SpiderOakONE.exe	4820	0.01	73,704 K	40,608 K	SpiderOakONE Client Application	SpiderOak			

INTRODUCTION

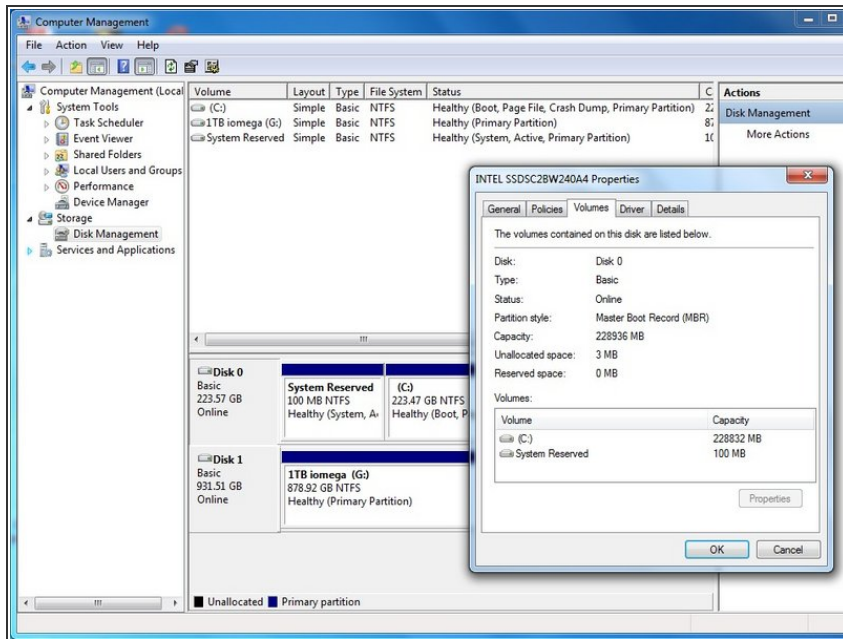
When software goes wrong or refuses to do what you want, many people are at a loss. Here are some guides to take you through s few of the more important topics.

Step 1 — Software First aid



- Here are some of the resources we've collected to deal with software problems.
- How to deal with a [slow laptop](#). Perhaps the commonest single problem we deal with at Restart Parties.
- Just a few [Windows miscellaneous tips](#).
- [Apple miscellaneous tips](#) for users of OS X and Macs.
- [USB bootable tools](#) - when the operating system won't boot or is riddled with badness, this is where to turn.
- (Continued in the next step...)

Step 2 — Once the patient is out of danger...



- And to gently expand your mind a little:
 - [Be your own security expert](#) - a very important topic - how to stay safe ourselves and help others stay safe too.
 - [Disk wipe utilities](#) - how to put your private data beyond recovery when you dispose of a computer.
 - [Linux migration](#) - how to throw windows out of computers. Whether you're fed up with Windows or want to give an old laptop a new lease of life, Linux is an excellent option, and needn't be in the least frightening.
 - BIOS is so yesterday! Find out about [UEFI and GPT](#) without blowing your mind.

Remember, you always need one more reboot than you thought you did.