

You can be a Computer Pro!
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Warning, this article is only for people who are serious about learning computers.

While working in your community, I encounter a lot of extraordinary problems. But don't worry, you will not have to look for the solutions to the problems because I've done it for you. Any time I find a solution I write it in a notebook. Now that I'm a member of the PC users group I've decided to share the solutions with you. Even if you do not have any of these problems, someone you know may. After reading this article you will be one step closer to becoming a Computer Pro.

Problem One: When opening iTunes or plugging in an iPod (which automatically tries to open iTunes) the following error message occurs. "iTunes has encountered a problem and needs to close. We are sorry for the inconvenience." Even when iTunes is re-installed, the same problem occurs.

Solution:

1. Go to Add/Remove Programs and uninstall any versions of iTunes and Quicktime.
2. Download an old version of Quicktime and install it
<<http://www.oldversion.com/program.php?n=quicktime>> (version 6.4 will work fine)
3. After installing Quicktime 6.4, uninstall Quicktime 6.4 using Add/Remove Programs
4. Install the newest iTunes from <http://www.itunes.com>

Problem Two: When typing a webpage into Internet Explorer without the 'http://' prefix <www.google.com>, it takes a long time to load. If the webpage is typed with the 'http://' prefix <<http://www.google.com>> it will load right away. When opening 'My Computer' and right-clicking it takes a long time to load.

Solution:

1. Go to Add/Remove Programs and uninstall any Hewlett Packard (HP) software for All-In-One (AIO) printers.
2. Re-install the software for the All-In-One printer. Note, you can get the newest software by going to <<http://www.hp.com>> and then clicking the button in the bottom right corner for 'Software & Driver Downloads.'

Problem Three: Cannot get to secure websites. Cannot check-out and buy items online because it says 'page cannot be displayed.'

Solution:

1. Go to Start>Run and type 'regsvr32 softpub.dll'
2. Test a secure website. If you do not know any secure websites than you can go to <<https://mailbox.acomp.usf.edu/>>

3. If you still cannot access secure websites then you will need to go to <http://djlizard.net/software/Dial-a-fix-full.exe> and download 'Dial-A-Fix'
4. Open Dial-A-Fix and click the check box for 'Fix SSL/HTTPS/Cryptography' then click 'GO.'

What will I encounter next month?

Look for this article in next month's newsletter for more solutions to some of the peskiest problems.