Radio Days – 2009-10-17

Tip of the Week – RTFS : Read The Flaming Screen!

One of the most difficult things in the life of the average computer user appears to be actually reading what is written on the screen. I have lost count of the number of people who can't be helped over the phone because they are unable to read what is on the screen. This is partly because many people do not like reading anything, partly because computers are frightening and partly because people do not comprehend what they are reading. The problem becomes acute when a button marked *Download Now!* appears on their screen and they click because they feel that it must be important. Often it is a program which appears to do something good but which, in fact, is an evil menace.

The penalty for not reading what is on your screen varies from just wasting time (yours and mine) to a much more severe infection from the worst virus that you can imagine. You have been warned!

Deleting Stubborn Programs

One of the frustrating things in the life of a computer user is the quest to delete a program which does not want to be deleted. If you get into this situation the old-school way was to delete the folder(s) containing the unwanted program, then put up with all the messages about missing *.dll* files. A more sophisticated user would then use a program like CCleaner to clean the registry, thus hopefully removing the unwanted boot-time messages. This took time and knowledge and skill and luck: often beyond the resources of the average user.

What to do?

Enter *revo*: the program to end all programs! A recent client could not start her computer: it got stuck at startup with one of the pseudo-cleaner programs on the desktop so the computer would go no further. This meant that I could not delete the program because I could not get to the start menu. The only option was to start in *Safe Mode* by holding the F8 function key down as the computer booted. This allowed me to install Revo and use it to uninstall far too many unwanted programs.

Revo has four modes. These go from *Built-In* which runs the program's standard uninstaller at the quick end to *Advanced* which runs the built-in uninstaller followed by a thorough scan to find all of the left-over files and registry entries. This, obviously, is the slowest mode but has the advantage that it removes as much as possible of a really stubborn program. This is the method which I used on my client's computer.

At last I was able to start the computer normally and do all the other things necessary to get the computer back to good working order.

Websites

Revo Uninstaller	www.revouninstaller.com
CCleaner	www.ccleaner.com