

# Major Problems I Have Had

(since the first day I bought a computer on 02/05/14 to today 04/30/14)

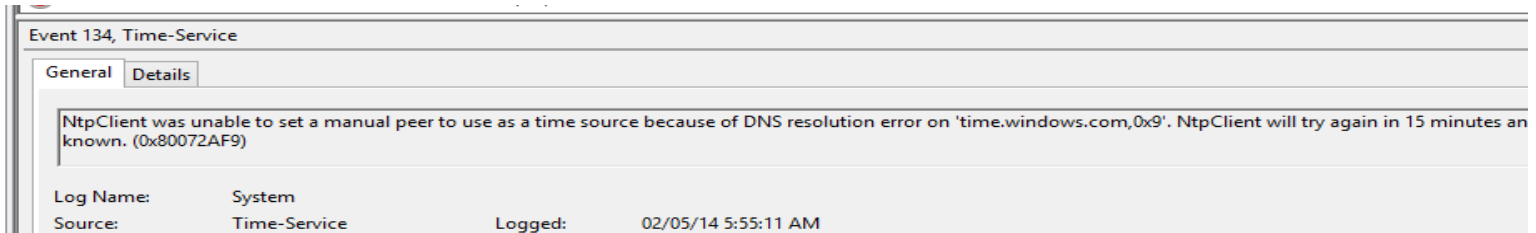
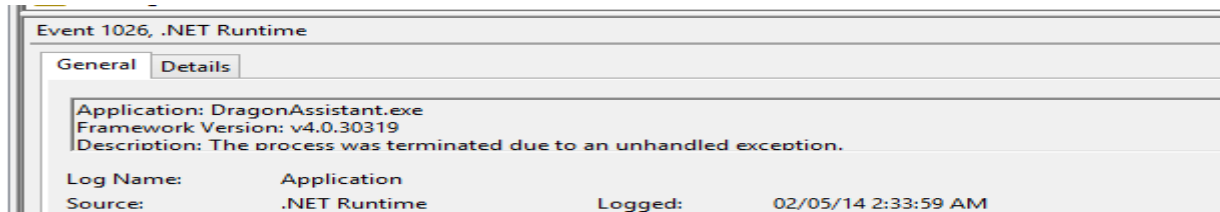
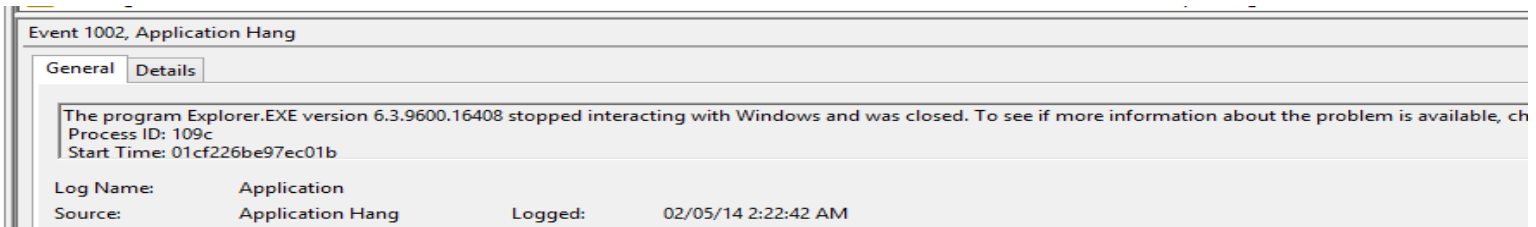
Years of laptop anguish and literally despair from nearly four years of non-stop laptop issues.

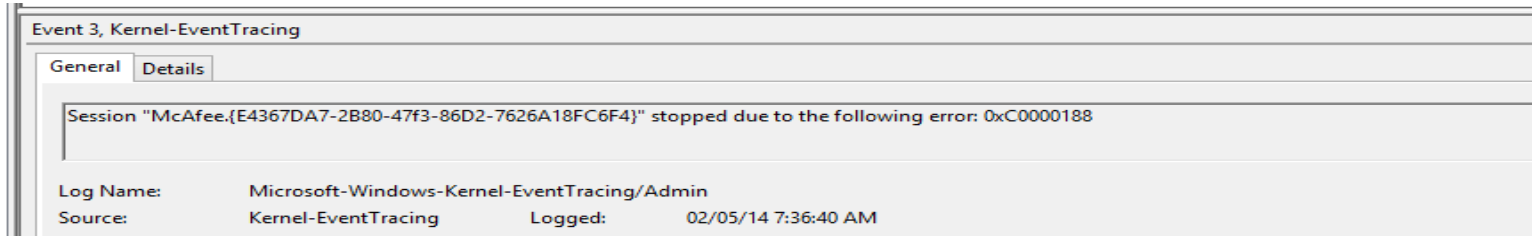
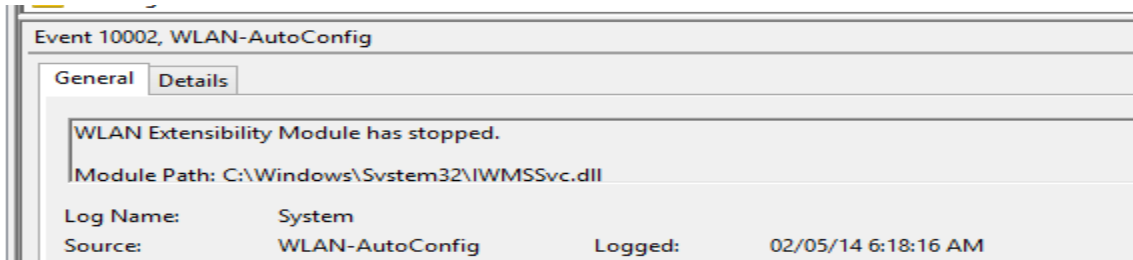
For years now, my laptop begins crashing windows even each time I have just started installation all over again, having just reset my computer back to default Windows and default only program (for the last three and a half years, and no one has been able to help me—not even HP support nor the Geeksquad! I figured I might be transferring a virus from my external drive when I copy a file to the new HD. However, I have tried soooo many different antivirus cleaners such as Malwarebytes, Norton Power Tool, etc. but no viruses are ever found by any of the programs.

I was using a Toshiba Satellite P770 laptop but had so many problems even right off the bat immediately after I reset the computer back to default programs (that came with the computer). It got so bad. I finally bought (and currently have) an HP ENVY TouchSmart 17t-j100 Quad Ed CTO that has 8 RAM and processor of Core i7-4700MQ CPU @ 2.4GHz. I use Window 8.1.

Well, right off the bat, the exact same problems began (and continue) to happen to my new Envy TouchSmart Quad while starting to install programs, even immediately after reset to default programs. These problems continue to happen no matter what different versions of Windows I buy, different versions of MS Office, despite many versions of Dragon NaturallySpeaking. I never had been able to get NaturallySpeaking to work without crashing Word most of the time all these years!!!

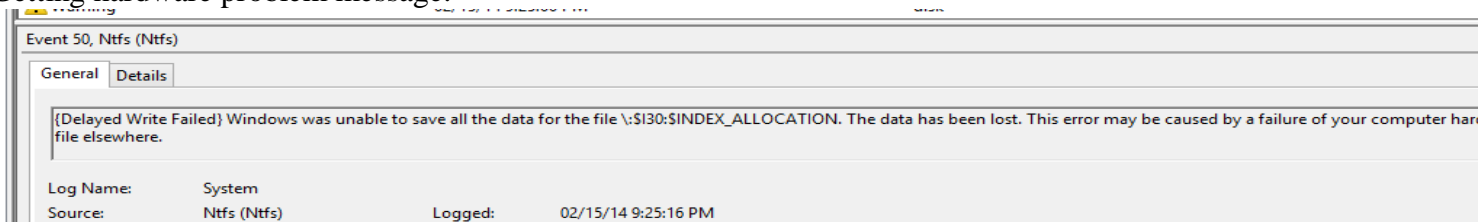
Below shows some of the Event Log messages (screenshots) that I received even before installing any of my software (show Reliability Monitor of System Mechanic)



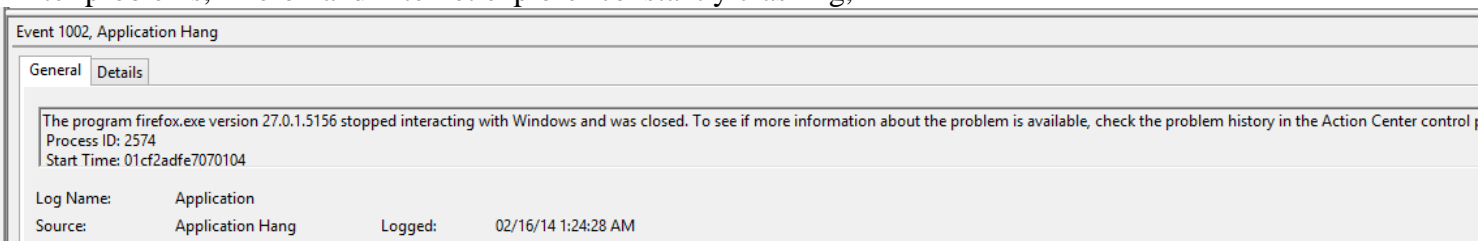


1. Mouse often takes three or more tries to select a word or words. Or the mouse often selects only part of the word or words I select. I often have to push the shift button while I am selecting in order for the mouse cursor to select words correctly.

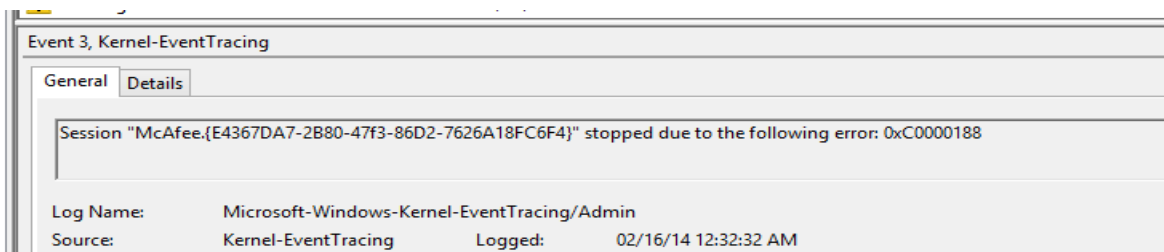
2. Getting hardware problem message:



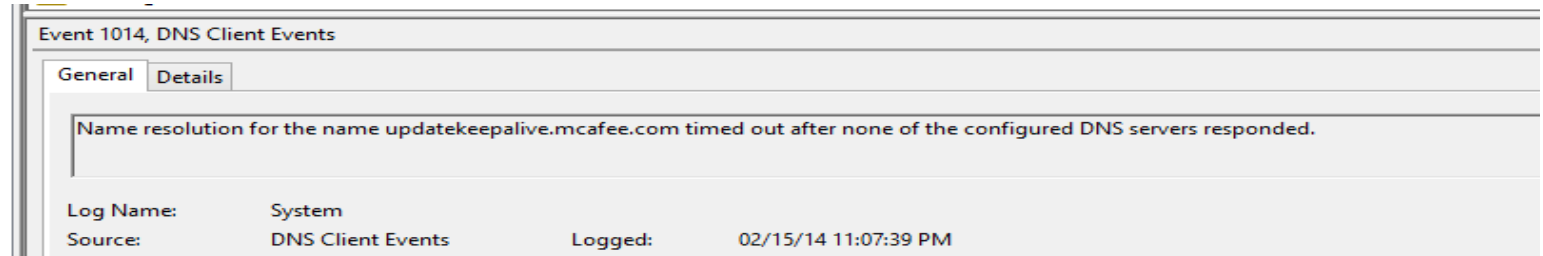
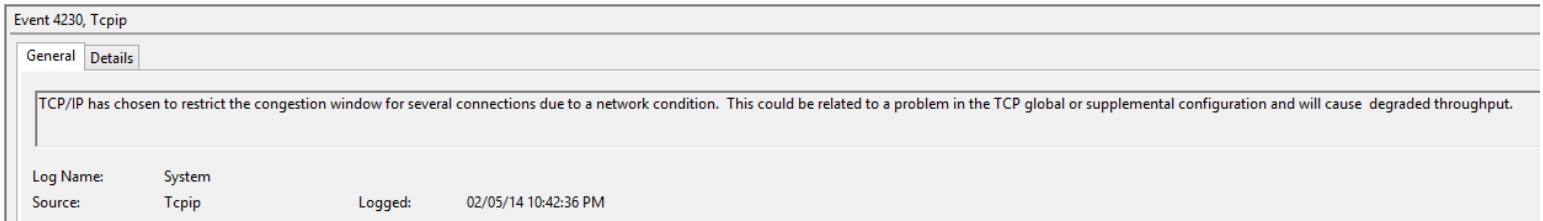
3. Mouse pad scrolling and multi-touch gestures do not work sometimes.
4. Printer problems, Firefox and Internet explorer constantly crashing,



5. Windows Explorer crashing a lot,
6. McAfee antivirus crashes (but I now use Webroot Antivirus)



7. Internet is often running about six times slower than when I am running my other laptop at the same time. I am getting messages such as: "The device or resource (DNSserver) is not responding" and the following message:

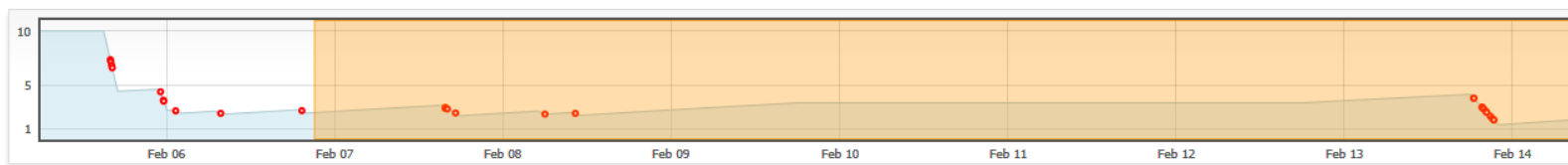


## Reliability Monitor

02/05/14 thru 2/16/14


The beginning high reliability in this chart below shows unreliability crashes very soon after Reset to Default:











### Reliability during the last 90 days













# Crash Odometer

02/05/14 thru 2/16/14

☒ Show Failures (24/34) 
☒ Show Warnings (11/11) 
☐ Show Information (0/369) 

Source	Summary	Date
Firefox	 Stopped responding	02/16/2014 1:24 AM
Communications Service	 Stopped responding	02/15/2014 9:02 PM
Windows	 Windows was not properly shut down	02/15/2014 6:12 PM
Task Manager	 Stopped responding	02/15/2014 6:05 PM
Windows Explorer	 Stopped working	02/15/2014 5:57 PM
Dragon Assistant	 Stopped working	02/15/2014 5:41 PM
Pro Tools Application	 Stopped responding	02/15/2014 1:26 PM
Windows Explorer	 Stopped working	02/15/2014 8:07 AM
Pro Tools Application	 Stopped responding	02/15/2014 6:17 AM
Communications Service	 Stopped responding	02/13/2014 9:22 PM

1 2 3 4

Source	Summary	Date
Security Update for Microsoft Office InfoPath 2007 (KB2687440)	 Failed Windows Update	02/13/2014 9:20 PM
Windows Reader	 Stopped responding	02/13/2014 9:10 PM
Communications Service	 Stopped responding	02/13/2014 8:52 PM
Communications Service	 Stopped responding	02/13/2014 8:22 PM
Dragon Assistant	 Stopped working	02/13/2014 8:11 PM
Advanced SystemCare 7 Monitor	 Stopped responding	02/13/2014 7:53 PM
Dragon Assistant	 Stopped working	02/13/2014 7:41 PM
Dragon Assistant	 Stopped working	02/13/2014 7:41 PM
Intel® PROSet/Wireless Zero Configure Service	 Stopped working	02/13/2014 6:30 PM
Windows	 Windows was not properly shut down	02/13/2014 6:29 PM

1 2 3 4

Source	Summary	Date
Windows Explorer	⛔ Stopped working	02/08/2014 10:18 AM
Communications Service	⛔ Stopped responding	02/08/2014 5:58 AM
Single file on-demand scanner	⛔ Stopped responding	02/07/2014 5:12 PM
Spybot-S&D 2 Scanner Service	⛔ Stopped working	02/07/2014 4:03 PM
Update for Microsoft Office Publisher 2007 Help (KB963667)	⚠ Failed Windows Update	02/07/2014 3:44 PM
Update for Microsoft Office Outlook 2007 Help (KB963677)	⚠ Failed Windows Update	02/07/2014 3:44 PM
Update for Microsoft Office Word 2007 Help (KB963665)	⚠ Failed Windows Update	02/07/2014 3:44 PM
Update for Microsoft Office PowerPoint 2007 Help (KB963669)	⚠ Failed Windows Update	02/07/2014 3:44 PM
Update for the 2007 Microsoft Office System Help for Common Features (KB963673)	⚠ Failed Windows Update	02/07/2014 3:44 PM
Update for Microsoft Office Excel 2007 Help (KB963678)	⚠ Failed Windows Update	02/07/2014 3:43 PM

1 2 3 4

Source	Summary	Date
Update for Microsoft Office Access 2007 Help (KB963663)	⚠ Failed Windows Update	02/07/2014 3:43 PM
Update for Microsoft Script Editor Help (KB963671)	⚠ Failed Windows Update	02/07/2014 3:43 PM
The 2007 Microsoft Office Suite Service Pack 3 (SP3)	⚠ Failed Windows Update	02/07/2014 3:43 PM
Windows Malicious Software Removal Tool for Windows 8, 8.1 and Windows Server 2012, 201...	⚠ Failed Windows Update	02/07/2014 3:43 PM
System Protection Settings	⛔ Stopped responding	02/07/2014 3:43 PM

1 2 3 4

#### Crash Odometer

Program	Past 90 days	Past 10 days	Last crash
Firefox	1	1	02/16/2014 1:24 AM
Communications Service	6	5	02/15/2014 9:02 PM
Task Manager	1	1	02/15/2014 6:05 PM
Windows Explorer	3	3	02/15/2014 5:57 PM
Dragon Assistant	6	4	02/15/2014 5:41 PM
Pro Tools Application	2	2	02/15/2014 1:26 PM
Windows Reader	1	1	02/13/2014 9:10 PM
Advanced SystemCare 7 Monitor	1	1	02/13/2014 7:53 PM
Intel® PROSet/Wireless Zero Configure Service	1	1	02/13/2014 6:30 PM
Single file on-demand scanner	1	1	02/07/2014 5:12 PM

1 2

Program	Past 90 days	Past 10 days	Last crash
Spybot-S&D 2 Scanner Service	1	1	02/07/2014 4:03 PM
System Protection Settings	1	1	02/07/2014 3:43 PM
Print driver host for applications	1	0	02/06/2014 7:41 AM
Internet Explorer	3	0	02/05/2014 11:33 PM
HP Recovery Manager	2	0	02/05/2014 11:31 PM

02/05/14 (3:30 am thru 6:18 am)  
[& also 01/15/14 (20 day before I bought it)]

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Administrative Events Number of events: 3,272					
Number of events: 3,272					
Level	Date and Time	Source	Event ID	Task Category	
Error	02/05/14 6:18:19 AM	DeviceSetupManager	121	None	
Error	02/05/14 6:18:19 AM	DeviceSetupManager	121	None	
Error	02/05/14 6:18:19 AM	DeviceSetupManager	121	None	
Warning	02/05/14 6:18:18 AM	DeviceSetupManager	123	None	
Warning	02/05/14 6:16:52 AM	DeviceSetupManager	123	None	
Error	02/05/14 7:41:37 AM	NetBT	4321	None	
Warning	02/05/14 7:35:40 AM	DNS Client Events	1014	(1014)	
Error	02/05/14 7:25:38 AM	NetBT	4321	None	
Error	02/05/14 7:15:31 AM	NetBT	4321	None	
Error	02/05/14 6:18:31 AM	NetBT	4321	None	
Warning	02/05/14 6:18:29 AM	DNS Client Events	1014		
Error	02/05/14 6:18:27 AM	NetBT	4321	None	
Error	02/05/14 6:18:27 AM	NetBT	4321	None	
Error	02/05/14 6:18:27 AM	NetBT	4321	None	
Error	02/05/14 6:18:27 AM	Server	2505	None	
Warning	02/05/14 6:18:16 AM	WLAN-AutoConfig	10002	None	
Error	02/05/14 5:55:54 AM	NetBT	4321	None	
Error	02/05/14 5:55:54 AM	NetBT	4321	None	
Error	02/05/14 5:55:54 AM	NetBT	4321	None	
Error	02/05/14 5:55:54 AM	NetBT	4321	None	
Error	02/05/14 5:55:54 AM	Server	2505	None	
Warning	02/05/14 5:55:13 AM	Time-Service	134	None	
Warning	02/05/14 5:55:11 AM	Time-Service	134	None	
Warning	02/05/14 5:55:11 AM	Time-Service	134	None	
Warning	02/05/14 5:02:09 AM	Win32k (Win32k)	264	None	
Warning	02/05/14 5:02:05 AM	Kernel-PnP	219	(212)	
Error	01/15/14 3:30:45 AM	DistributedCOM	10010	None	
Warning	01/15/14 3:30:39 AM	WLAN-AutoConfig	10002	None	
Warning	01/15/14 3:30:04 AM	Search	1008	Search s	
Warning	01/15/14 3:30:02 AM	DeviceSetupManager	201	None	
Warning	01/15/14 3:30:02 AM	DeviceSetupManager	202	None	
Warning	01/15/14 3:30:01 AM	DeviceSetupManager	200	None	

Event 202, DeviceSetupManager

General
Details

The Network List Manager reports no connectivity to the internet.

Log Name: Microsoft-Windows-DeviceSetupManager/Admin  
Source: DeviceSetupManager  
Logged: 01/15/14 3:30:02 AM

Showing similar problems 20 days before I bought this laptop

Warning	08/26/13 1:06:12 AM	DeviceSetupManager	200	None
Warning	08/26/13 1:06:12 AM	DeviceSetupManager	202	None
Warning	08/26/13 1:04:19 AM	DeviceSetupManager	201	None
Warning	08/26/13 1:04:19 AM	DeviceSetupManager	202	None
Warning	08/26/13 1:04:18 AM	DeviceSetupManager	200	None
Warning	08/26/13 1:04:18 AM	DeviceSetupManager	202	None

Event 200, DeviceSetupManager

General
Details

A connection to the Windows Update service could not be established.

Log Name: Microsoft-Windows-DeviceSetupManager/Admin  
Source: DeviceSetupManager  
Logged: 08/26/13 1:06:12 AM  
Event ID: 200  
Task Category: None