

## **Windows 10 Experiences On A 2016 New Computer**

I bought a new 2016 Asus X540LA-SI30205P Windows 10 computer on 7th June 2016 from Best Buy. The label on the back of the computer stated that it was manufactured in March 2016. The Asus had the following specifications:

- 4GB Memory
- 1TB Hard Drive
- Windows 10
- Intel I3 processor

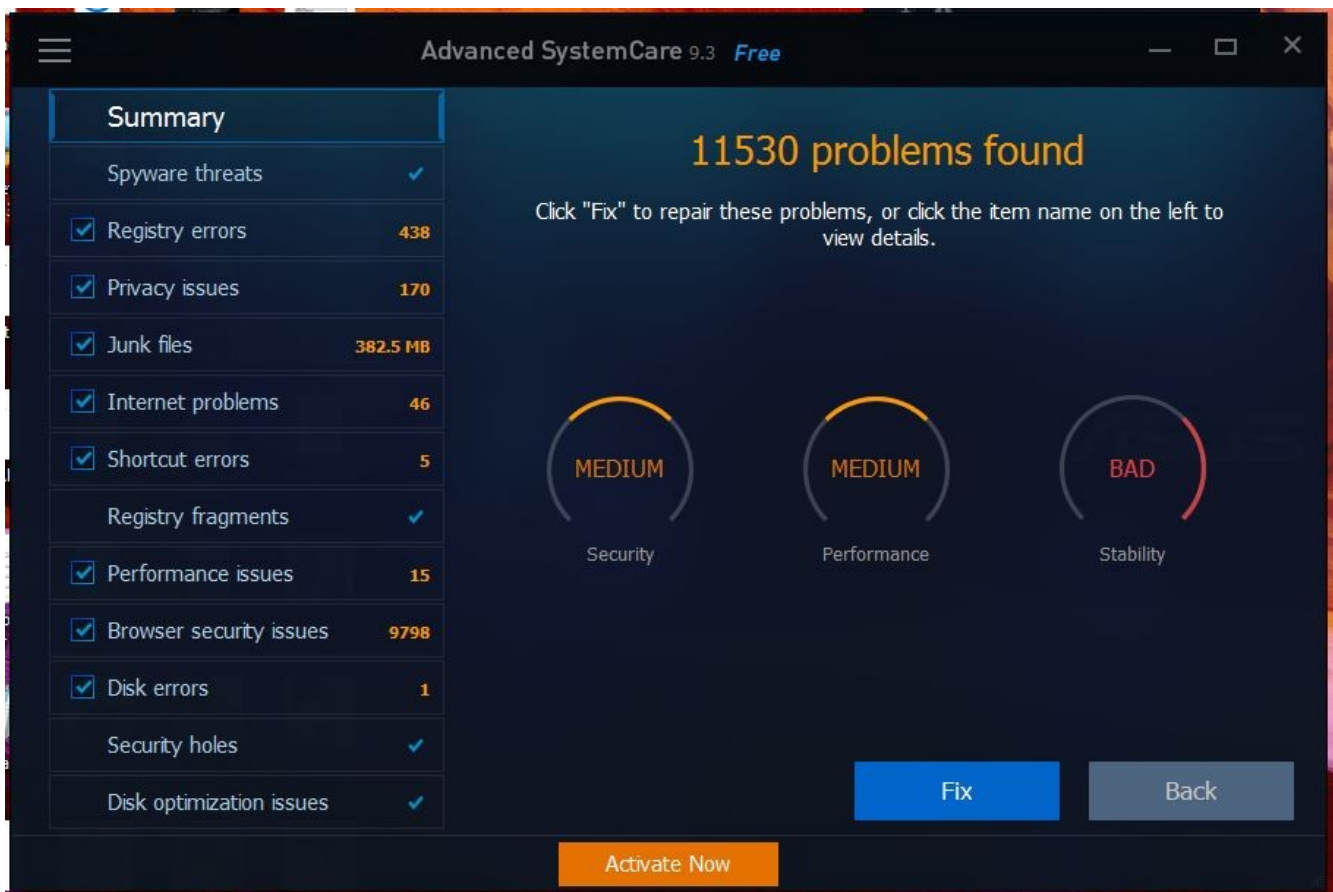
The full specifications can be viewed here:

- [The ASUS X540 Series](#)
- [X540LA specifications](#)

I saw the following problems with the ASUS during a week of testing:

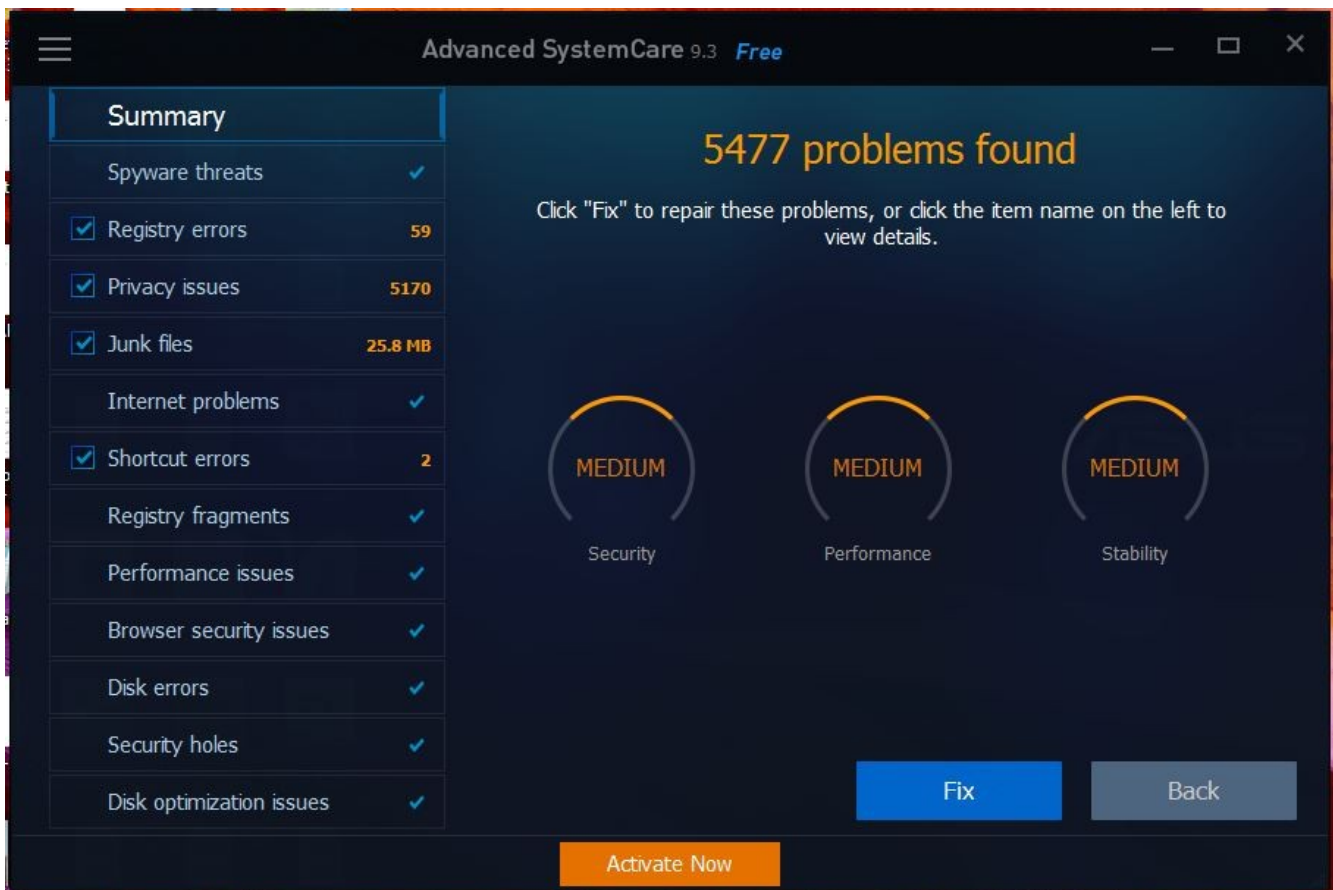
- Touch pad required multiple clicks to select single click items off the menu. This problem persisted and was in line with what I had seen on the previous computers. It seems to be a bug in the June 2016 release of Windows 10.
- After doing a large network file transfer overnight I found the computer with a “Computer low on memory - Close File Explorer to fix” message. The computer was still fully functional and the files had transferred without problems.
- The ASUS did not come with DVD playing software. The ASUS “Giftbox” application did have the VLC Media Player for free download and it was installed.
- Copy and paste issues were observed between Microsoft Edge and Open Office applications and had been observed many times on my upgraded Windows 7 to 10 computer. It seems to be a bug that causes the first copy to be ignored and the second copy performed is generally successful.
- Java Runtime Environment (JRE) was missing and had to be installed for Open Office to function correctly.
- Microsoft Edge was observed to do a reload of the webpages on two occasions.
- It did not recognize the Canon MF3240 scanner/printer/fax machine and the drivers had to be installed manually.
- The use of the computer was changed from laptop to desktop by placing the computer into a laptop stand and connecting a USB keyboard, USB mouse and a HDMI Full HD Monitor. It did not recognize the resolution settings of the external HDMI Full HD monitor. Unable to select the resolution from “Settings – System Display – Advanced Display Settings” and had to select the correct resolution by right clicking the background image and selecting “Graphics Options – Resolution – 1920 x 1080”.

After a week of use Advanced System Care was ran and reported 11,530 problems and bad stability. It took two minutes for it to fix the problems. The problems can be seen below. McAfee Livesafe did a full scan of the computer and reported zero problems.



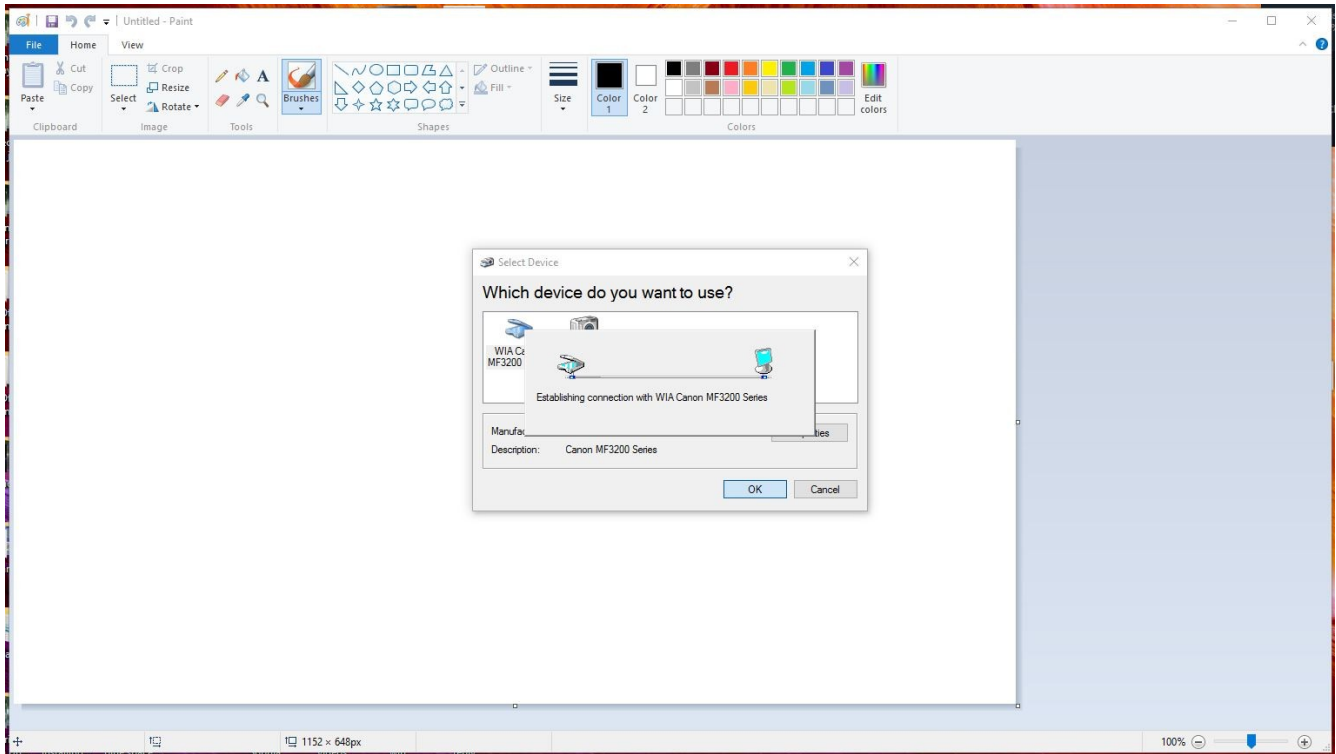
During the month of June 2016 the following problems were observed:

- 18<sup>th</sup>: Manually installed Canon MF3240 Printer/Fax/Scanner drivers, as Windows 10 would not recognize it. The scanner worked fine for a few restarts but then failed. Deleted and reinstalled the scanner driver to get it to work and it failed again after a few restarts. It crashes Paint and Open Office when they try to use it, requiring the tasks to be ended from the Task Manager. Plugging the Canon MF3240 Printer/Fax/Scanner directly into the computer USB port does not fix the problems. Curiously, the scanner and printer do not show up in the "Settings – Devices" screen. The Printer, Fax and Scanner are all listed in the Device Manager screen and are reported to be fully functional.
- 21<sup>st</sup>: Computer required rebooting as it had become unresponsive and RAM in use was almost at the maximum of 4GB. It restarted fine and ran the same tasks with just 2.5GB of RAM.
- 22<sup>nd</sup>: MS Edge was reloading web pages and Canon MF3240 scanner ceased to function. The scanner locks up programs that try to use it.
- Second ASC scan of computer after two weeks of use takes 5 minutes to run and reports 5,477 problems. It takes 1 minute to fix them. This can be seen below:

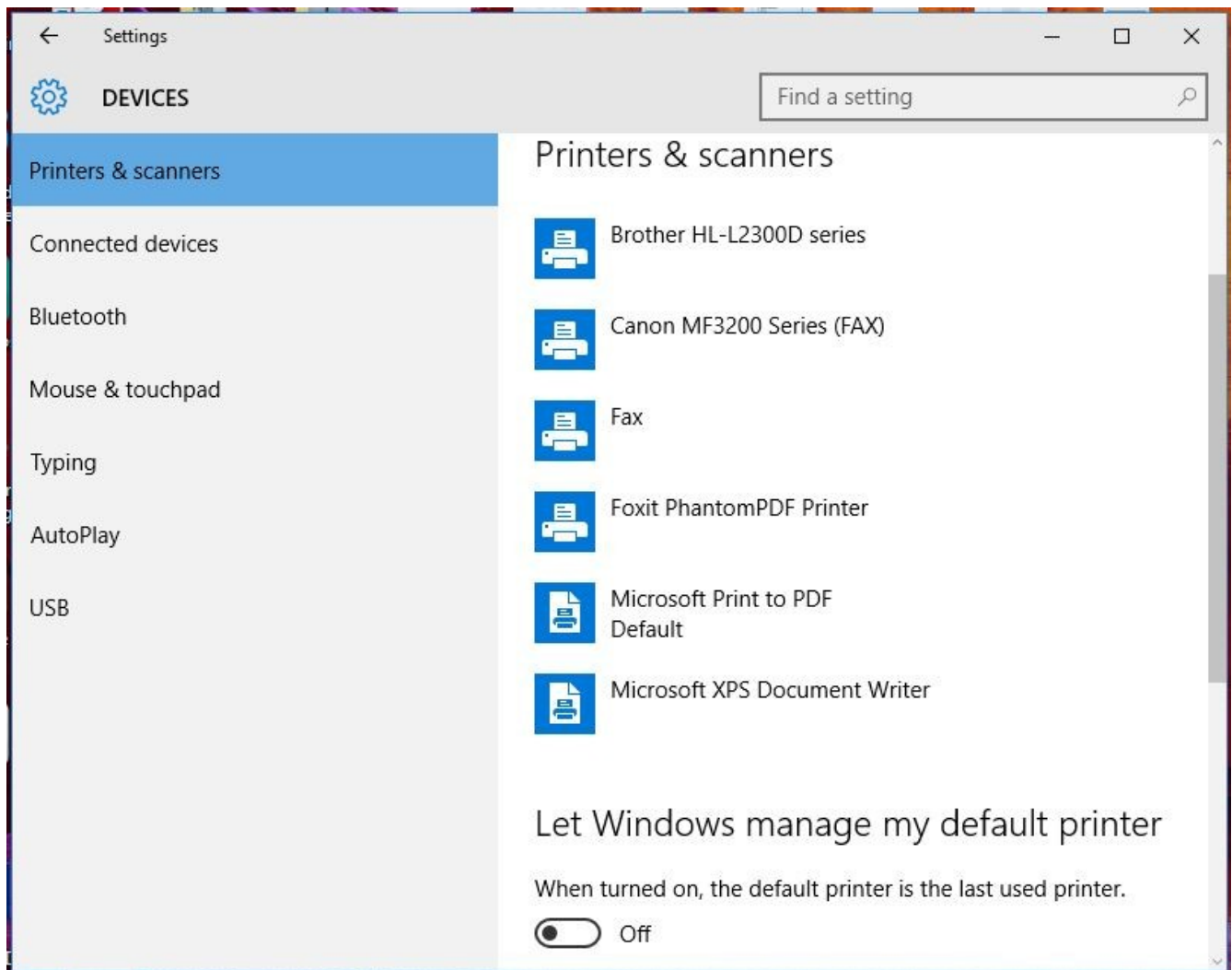


- Installing Canon MP190 Printer/Scanner drivers fixes the Canon MF3240 scanner. However it fails again after a few restarts.
- 23<sup>rd</sup>: Computer mouse pointer was erratic and was jumping all over the screen and selecting things during starting up. After a few minutes it resumed normal operation. Decided to start uninstalling hardware drivers to see if the problems would clear up. First item removed was the Canon MF3240 Printer/Fax/Scanner and I uninstalled all drivers for it. Noticed that only the fax was present in the Settings- Devices – Printer & Scanner window and removed it. However, it reappeared when the USB cable was unplugged and plugged back in. So removed all Printer/Fax/Scanner drivers for it in the device manager and deleted the drivers.

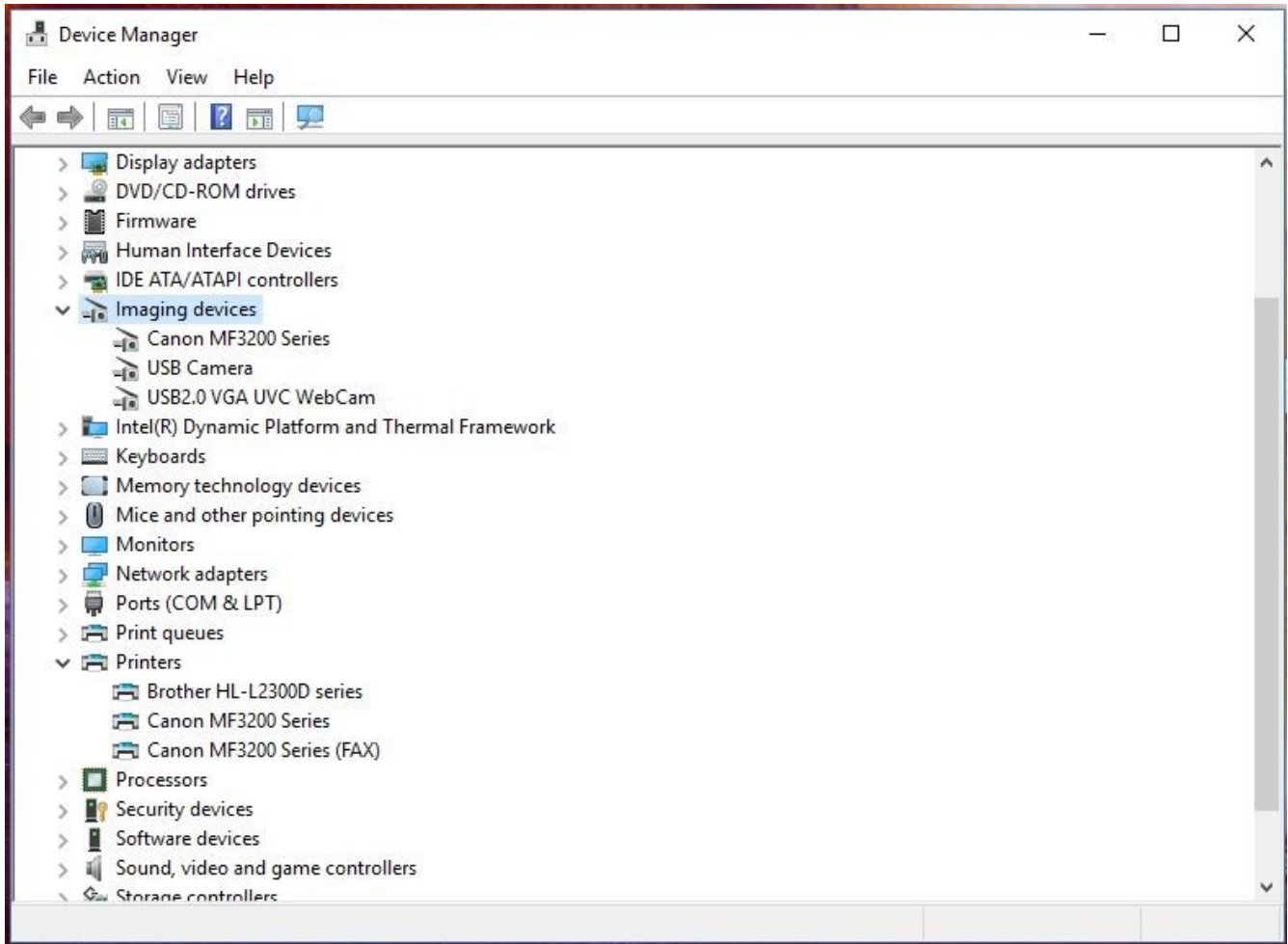
Scanner unsuccessfully trying to connect in Paint and locking up the application:



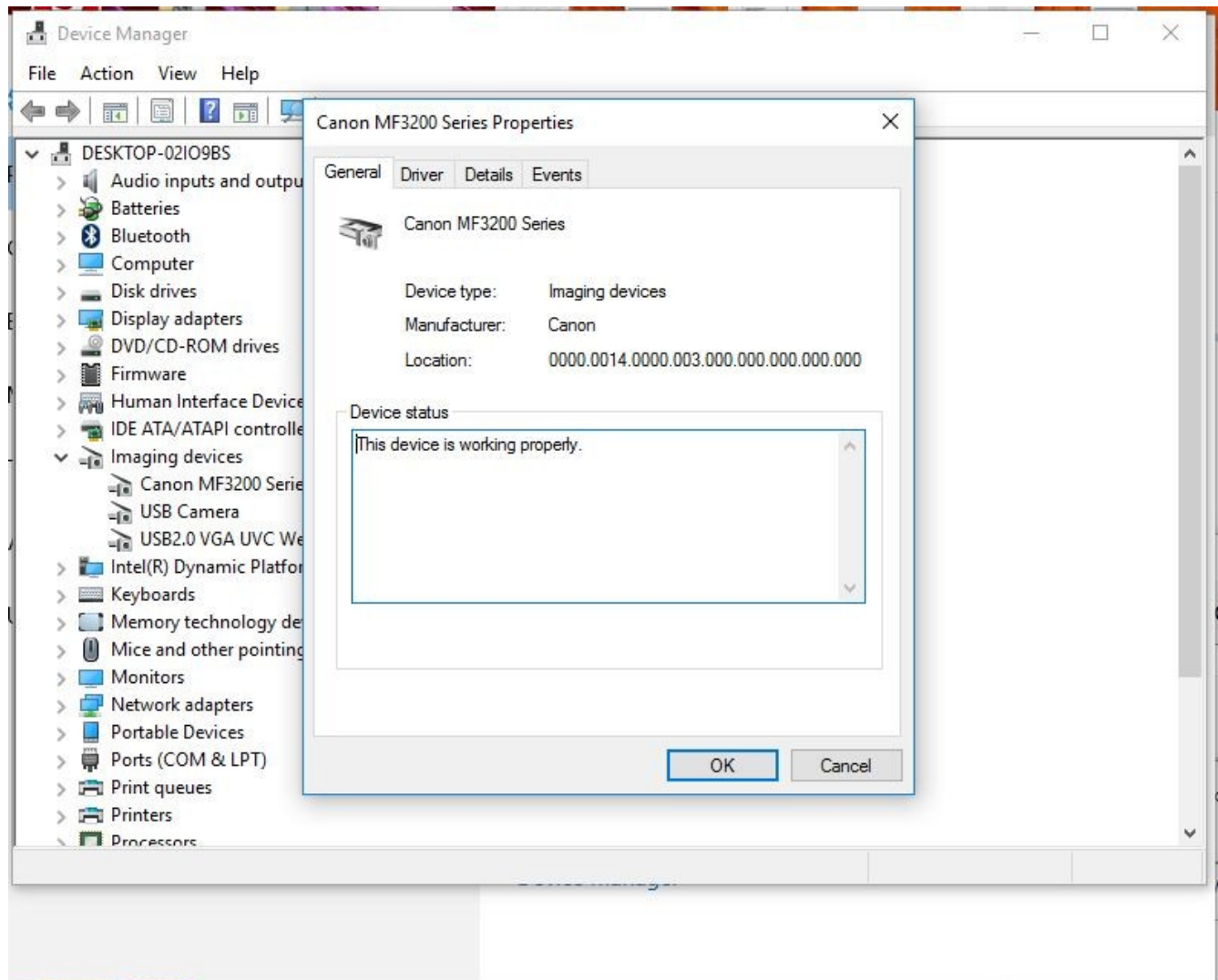
Windows 10 Devices menu shows that the Canon MF3200 series printer and scanner are missing:



Device Manager shows all three Canon MF3200 devices to be present:



Device Manager shows the scanner to be functional:



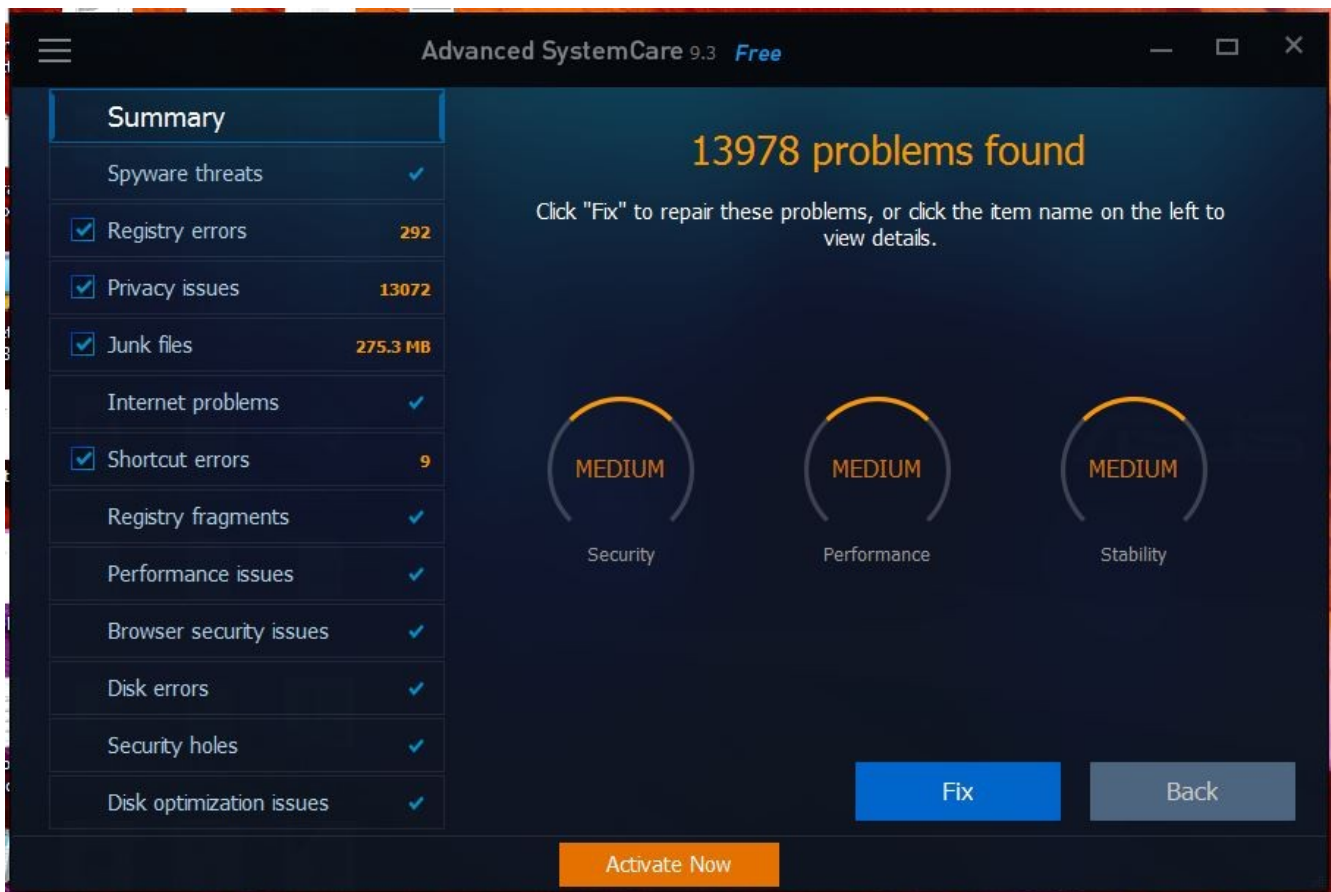
- 23<sup>rd</sup>: Tried Windows 10 Backup for the first time and found it to not be working. Had to restart the computer and it worked fine afterwards.
- 24<sup>th</sup>: MS Edge randomly reloading web pages. A search of the internet revealed that this is a known problem to other users and the advice was to use Firefox. Abandoned MS Edge and started using Firefox.
- 25<sup>th</sup>: A Windows 10 pop-up reported that the Windows 8 HD graphics driver had stopped working and it had restarted it. I found it concerning that a new Windows 10 computer has a Windows 8 HD graphics driver installed into it. I checked to see if the driver needed to be updated and the computer reported that the driver is the latest.
- 26<sup>th</sup>: Mouse pointer jumping around on the screen for the first few minutes of use. Removed Foxit Phantom PDF program.

- 27<sup>th</sup> Erratic mouse pointer again. Noticed that it continued if I unplugged the mouse. Checked the built in touch pad and found that it still worked when the mouse was connected during the start-up phase of the computer. Came to the conclusion that it was the track pad interfering with the USB mouse during start-up. Removed Avast Secureline application.
- 28<sup>th</sup>: Open Office kept on failing to paste pictures into a document. It would work for the first few pastes and then stop working. It required the application to be restarted to fix it. Installed Adobe Flash player. Removed MS Office due to annoying pop-up frequently requesting that I activate it.
- 29<sup>th</sup>: Computer uses 2.3GB of 3.9GB available RAM (59%) with 6 Firefox windows open, 1 File Explorer window and Open Office editing 2 documents. Removed Soda PDF 8. Checked that OpenOffice 4.1.2 and Windows 10 are up to date. MS Movies & TV video player keeps randomly closing when trying to open JVC .MTS video files. It plays them sometimes. Abandoned MS Movies & TV video player and used VLC Media Player instead.
- 30<sup>th</sup>: Wild Tangent Games application removed.

## July 2016

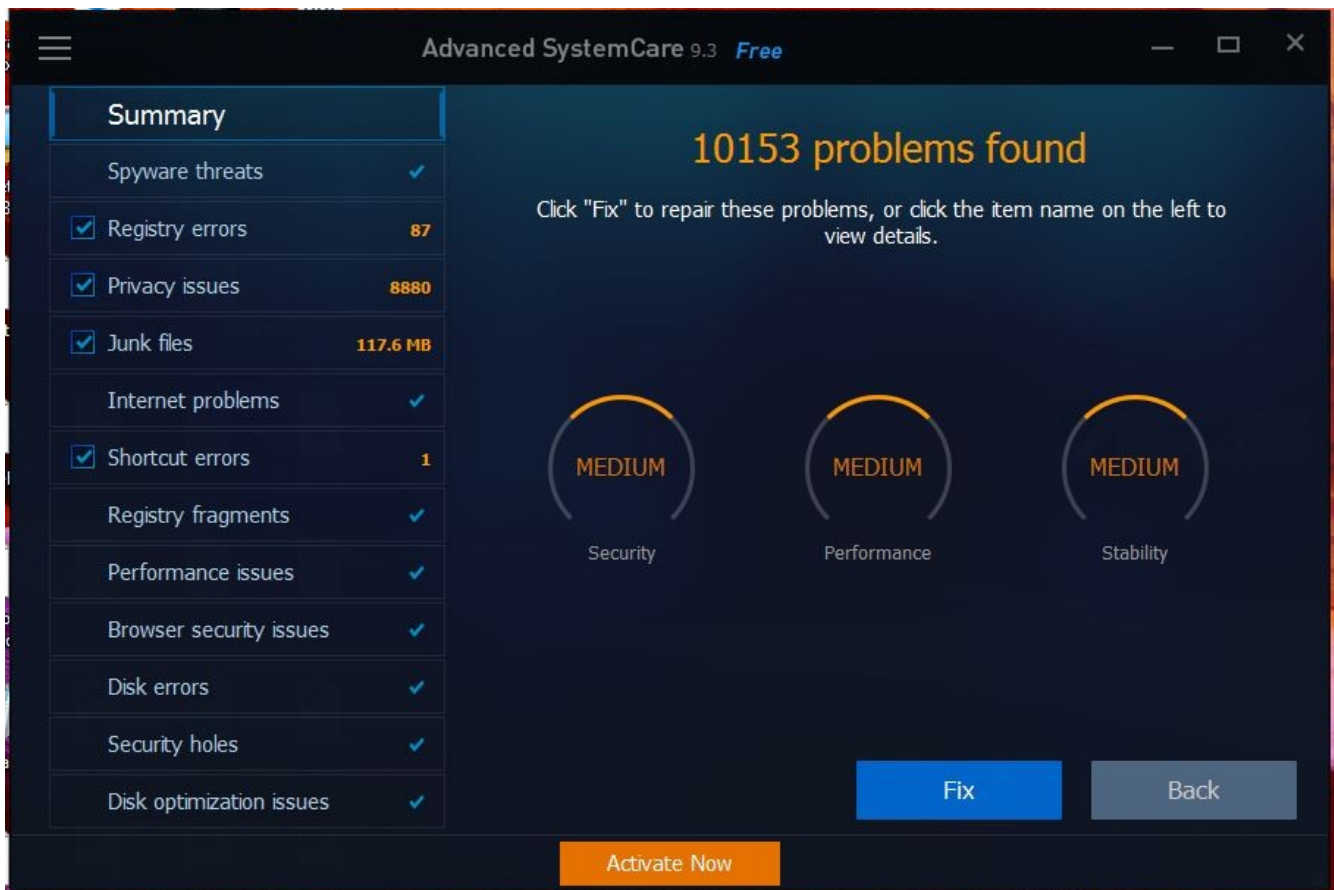
- 1<sup>st</sup>: 3D Builder application removed. Advanced System Care ran in 6 minutes, reported 13,978 problems and rated the computer as medium. It took 2 minutes to fix the problems. The range of problems can be seen below. McAfee reported that updates were required to 7-Zip, Firefox, Skype & Team Viewer applications. Team Viewer was removed and the rest were updated. Note that Skype and 7-Zip had to be updated manually, as McAfee was not able to automatically install the updates. McAfee reported no problems after a full system scan. Firefox locked up and had to be shut down by Task Manager. Restarted correctly and had no problems displaying the same web pages. Backup Options menu sometimes disappears after clicking the Backup Now button.





- 2<sup>nd</sup>: Computer starts up really fast now. It takes about 20 seconds from pressing the power button to go through login and start-up. All start-up applications are running after 1 minute. Get Office and Get Skype applications removed. Firefox locked up again and had to be shut down from Task Manager. Restarted fine and worked well with the same web pages.
- 3<sup>rd</sup>: MS Money application removed.
- 4<sup>th</sup>: HP F4100 Series scanner installed. “Settings – Devices - Add printer or scanner” was able to self install the scanner driver. Removed iHeartRadio application.
- 5<sup>th</sup>: Removed MS Sports application.
- 6<sup>th</sup>: Removed MS News application.
- 7<sup>th</sup>: Removed Twitter application.
- 8<sup>th</sup>: Open Office typing spell checker not working. Tried the remedies recommended by Open Office. Still not working. Ran Advanced System Care. Took 7 minutes and reported 10,153 problems which can be seen below. Took 4 minutes to fix. Ran McAfee Livesafe full system scan and it reported zero problems. All installed programs were reported to be up to date. The free trial of McAfee expired and it was removed and replaced with the MS Windows Defender application. Installed HP Support Solutions Framework Application and it was unable to recognize the HP 4100 scanner.

Downloaded the HP scanner software manually. Found that the HP Photo Creations application would not work in Windows 10.



- 9<sup>th</sup>: HP scanner worked and scanned in 15 documents. Tried to combine them into a PDF file using MS Print to PDF, but found that it automatically chopped one of the images too much. Sent the 15 documents individually using Dropbox instead. HP Support Assistant could not recognize the HP scanner, so it was removed. Shop for HP Supplies, HP Photo Creations and HP Customer Participation Program applications were removed.
- 10<sup>th</sup>: Libre Office 64 bit version 5.1.4.2 application installed. Open Office application versions were checked and Open Office does not have a 64 bit option like Libre Office.
- 11<sup>th</sup>: Stopped using HP scanner due to HP application software not working in Windows 10. Started using Canon MP190 scanner and was able to use its application software to scan documents into PDF documents.
- 13<sup>th</sup>: Windows 10 and Adobe Flash Player updated.
- 15<sup>th</sup>: Edited an HTML file in Libre Office and the file size jumped from 257KB to 1,867KB. Libre Office continues to corrupt HTML files in Windows 10 and this has been seen to occur on other Windows 10 machines.

## Lessons Learned

- Stop using known buggy aspects of Windows 10, such as MS Edge, MS Movies & TV and the like.
- Keep your Windows 10 computer lean – only have applications installed that you use regularly.
- Only install USB devices that Windows 10 recognizes and is able to install the driver itself. You may have to retire old USB devices and buy new USB devices to keep your computer reliable.
- If the USB device is shown in the Device Manager menu but is not present in the Windows 10 Devices menu, then it should be removed.
- If programs that you are not using are generating pop-ups, then they are running and consuming processor power and slowing down the computer. Remove them for a faster computer.
- Recognize incompatibilities with the latest Windows 10 updates and your installed applications. You may need to remove applications that show problems after updates to keep your computer reliable.
- Make sure to clean up your computer weekly using a program like Advanced System Care to keep it free of junk that has downloaded onto it from the internet.
- Do a full virus scan weekly of your computer.
- Keep two distinctly different back ups of the computer:
  - Use the built in MS Backup program.
  - Keep a cut and paste back up of your important file folders.

## Summary

The June/July 2016 Windows 10 release still does have bugs in it and I realized that I would have to accept a buggy Windows 10 computer at this point or buy an Apple computer. Given that an Apple computer cannot run most of the computer drivers for equipment that I use, I compromised and adopted the Asus Windows 10 computer. At the point where I had to either return the Asus computer or accept it, the computer started to show instability. I decided to keep it to see how the instability develops. I wrote this article on my new Asus computer using Open Office and have become frustrated with it. The numerous serious problems that were seen in the Windows 7 to 10 upgrade have started to appear on the ASUS and Windows 10 is still buggy. The Canon MF3240 scanner driver became unreliable after several restarts. The scanner screen shows that it is installed correctly but locks up programs that try to use it.

The new 2016 Windows 10 Asus was a significant improvement on my old 2011 Windows 7 to 10 upgraded HP, but was not the long term solution to the numerous problems that I was seeing. Having to perform a software and USB hardware lobotomy on my new computer to

get it to be reliable was not what I expected from a new Windows 10 computer. I was trying to make lemonade from a lemon. Like many Windows 10 users, I am hopeful that future Windows 10 upgrades will solve many of the current performance issues.

### Interesting Quotes and Internet Links

- “Choosing a Windows 10 Monitor” <http://environmentalradiation.com/Choosing%20a%20Windows%2010%20Monitor.pdf>
- “Computers tested for upgrade to Windows 10” <http://www.dell.com/support/article/us/en/19/SLN297954>
- “Even if you like Windows 10, you should be angry at Microsoft” <http://betanews.com/2016/05/24/be-angry-at-microsoft-for-windows-10/>
- “General issues upgrading Dell devices to Windows 10” <http://www.dell.com/support/article/us/en/19/SLN297953>
- “Help with Movies & TV app problems on Windows 10” <https://support.microsoft.com/en-us/kb/3078121>
- “HP Notebook PCs - Upgrading to Windows 10” <http://support.hp.com/us-en/document/c04730900>
- “Libre Office” <http://www.libreoffice.org/>
- “Microsoft confirms Windows 10 and Surface subscriptions are on their way” <http://betanews.com/2016/07/12/microsoft-windows-10-and-surface-subscriptions/>
- “Microsoft Edge...We have found the browser occasionally and unexpectedly reloads pages containing text boxes (e.g. Send Email, Discussion posts, Add Item).” <http://ids.common.sudmercy.edu/2015/08/windows-10-edge-browser-reloading-pages/>
- “Microsoft Windows 10 Upgrade 2011 HP Vs New 2016 Dell” <http://environmentalradiation.com/Microsoft%20Windows%2010%20Upgrade%202011%20HP%20Vs%20New%202016%20Dell.pdf>
- “New Windows 10 updates causing massive problems for some users” <http://betanews.com/2016/04/25/windows-10-update-problems/>
- “Open Office” <http://www.openoffice.org/>
- “Quest for A Reliable Microsoft Windows 10 Computer” <http://environmentalradiation.com/Quest%20for%20A%20Reliable%20Microsoft%20Windows%2010%20Computer.pdf>
- “Upgrade to Windows 10” <http://www8.hp.com/us/en/ads/windows10/upgrade.html>
- “US Attorney-Generals actively pursuing cases against Microsoft over 'forced' Windows 10 upgrades” <http://betanews.com/2016/07/11/windows-10-lawsuits/>
- “Windows 10 Upgrade from Windows 7 Problems & Solutions” [http://environmentalradiation.com/Windows\\_10\\_Upgrade\\_Problems\\_Solutions.pdf](http://environmentalradiation.com/Windows_10_Upgrade_Problems_Solutions.pdf)

[www.environmentalradiation.com](http://www.environmentalradiation.com)

***“Windows 10 on both an old 2011 upgraded computer and a new 2016 computer was an excruciating experience”***

**Steven Magee - Author of Electrical Forensics**