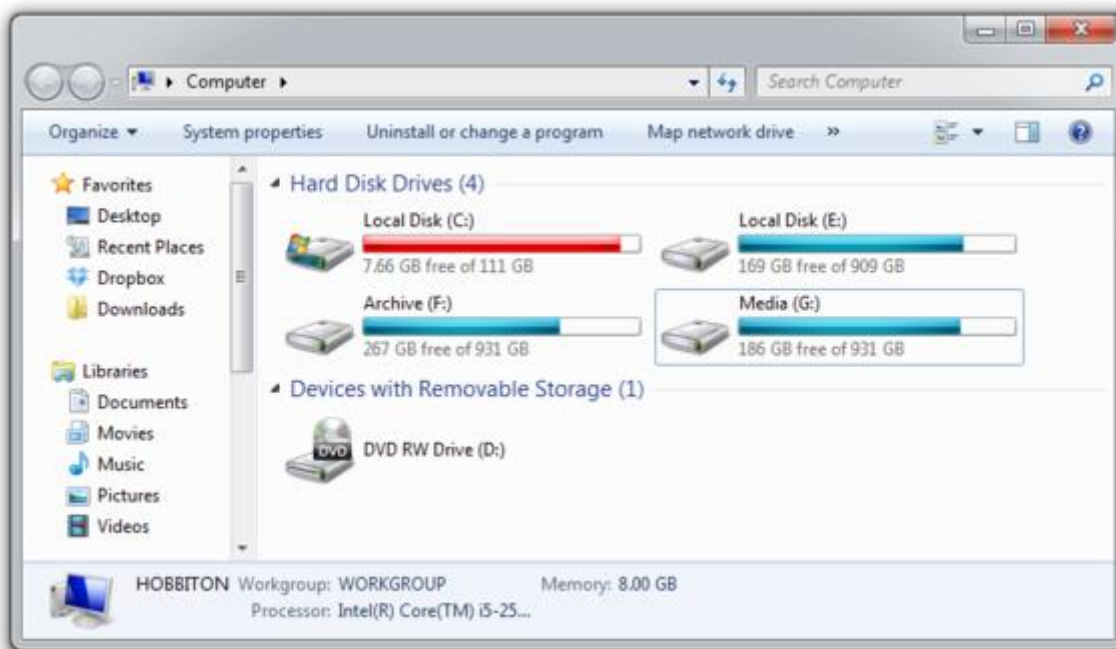# SSBG vs common Tech Support issues: Episode 1

"My Computer is too slow"

The first step to fixing a slow computer is to verify that your machine is the actual source of the problem. Videos that seem to buffer forever, and websites that take ages to load, may not be your computer's fault. Geek Squad agent Derek Meister claims that many people mistakenly identify a slow system as the problem when "it's actually not the computer, [but] their broadband connection." See "Downloads are taking forever" below for instructions on how to use Speedtest.net to diagnose a slow connection.
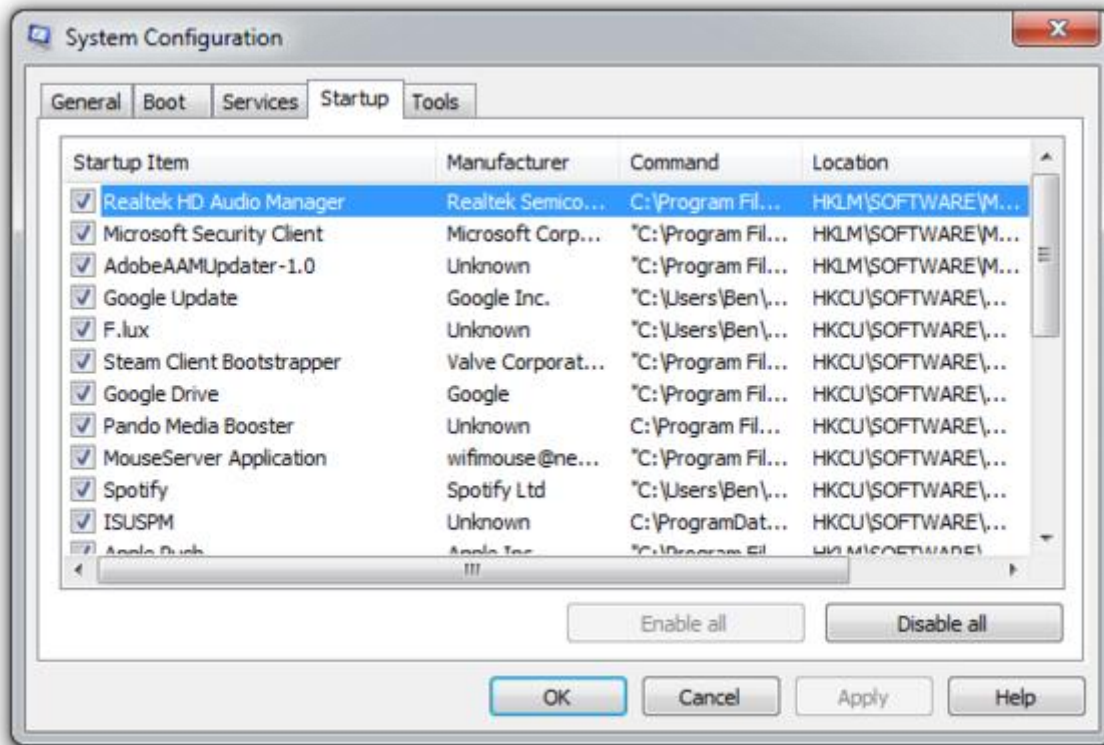
If the problem is your PC, check whether you have plenty of free space on the hard drive holding your operating system. Windows needs room to create files while your system is running. If your hard drive is maxed out, performance suffers. Now is the perfect time to clear some space.

If your computer's operating system resides on an overstuffed C: drive, clearing out some space could boost OS performance.

Microsoft's System Configuration tool is your next-best bet for tackling slow performance. Many applications launch automatically when your machine boots up, which can stretch out boot time—especially on older, slower PCs. Make a habit of trimming the startup items. Open the tool by pressing Windows-R, typing `msconfig`, and pressing the Enter key.

Checking the Startup Item and Manufacturer columns is the best way to figure out which potential performance-killers you can safely disable. Avoid messing with any of the services and programs that have Microsoft Corporation listed as the manufacturer. Items such as AdobeAAMUpdater, Google Update, Pando Media Booster, Spotify, and Steam Client Bootstrapper are all fair game. Regardless, err on the side of caution: If you're not sure what the program or service does, don't disable it.

Windows' System Configuration Tool lets you disable programs and services that automatically start when you boot your computer.

Once you've made all your changes, click *OK* and restart the computer. It should boot up quicker and feel noticeably faster.

Link: https://www.pcworld.com/article/2047667/how-to-solve-the-10-most-common-tech-support-problems-yourself.html

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