# Clean Boot

Time required: 15 minutes

**How to Create Screenshots:** Please use the Windows Snip and Sketch Tool or the Snipping Tool. Paste a screenshot of just the program you are working on. If you are snipping a virtual machine, make sure your focus is outside the virtual machine before you snip.

1. Press and hold down the **Windows key** & **Shift**, then type **S.** This brings up the on-screen snipping tool.
2. Click and Drag your mouse around whatever you want to snip.
3. Release the mouse button. This places the snip into the Windows Clipboard.
4. Go into Word or wherever you want to paste the snip. Hold down **CTRL**, then type **V** to paste the snip.

## Lab Description

System Configuration is useful when performing a [clean boot](javascript://) of Windows, which starts Windows with a basic set of drivers and startup programs. By reducing the boot to essentials, you can sometimes identify and solve a problem with software conflicts, bad device drivers, or startup processes that cause slow performance.

Suppose, for example, you cannot install new software. Here’s how to perform a clean boot to verify other software is not in conflict, or to remove malware:

1. Click **Start**, enter **msconfig.exe** to run System Configuration.
2. On the Services tab, check **Hide all Microsoft services**. The list now shows only services put there by third-party software.
3. Click **Disable all**.
4. **Insert a screenshot:**

Click or tap here to enter text.

1. On the Startup tab, click **Open Task Manager**. The Task Manager window opens with the **Startup** Tab.
2. Select the **Startup** tab, if it is not selected. For each startup item, select it and click **Disable**.
3. **Insert a screenshot:**

Click or tap here to enter text.

1. Close the Task Manager window.
2. In the System Configuration box, click the **General** tab. Notice that Selective startup is now selected. Click **Apply**.
3. **Insert a screenshot:**

Click or tap here to enter text.

1. Close the System Configuration box and restart Windows.

Now you can try again to install the software in a clean boot environment. If the problem is resolved, here’s how to return to a normal Windows startup:

1. Open the System Configuration box. On the General tab, click **Normal startup**. On the Services tab, uncheck **Hide all Microsoft services**. Verify that all services are now checked.  
   **Insert a screenshot:**

Click or tap here to enter text.

1. On the Startup tab, click **Open Task Manager**. In the Task Manager window, select each startup item and enable it.  
   **Insert a screenshot:**

Click or tap here to enter text.

1. Close all windows.

The Tools tab in the System Configuration box gives you quick access to other Windows tools you might need during a troubleshooting session.

## Assignment Submission

Please attach this completed document to the assignment in Blackboard.