

Microsoft Windows 7

3 – Working with programs



WORKING WITH PROGRAMS

INFocus

The more you use your computer to complete tasks, the more likely it is that you will need to install new programs from time to time, update existing programs, as well as uninstall programs that you no longer need. Windows 7 makes it easy to manage program installation and updates. Windows 7 also provides methods to deal with program 'crashes' and the like so that your valuable data is not corrupted or lost.

In this booklet we will show you how to :

- view programs that are installed on your computer
- gain an overview of how to deal with programs that are not responding
- gain an understanding of how to install new programs
- gain an understanding of what happens during the installation of a new program
- gain an understanding of how to remove a program
- gain an understanding of the importance of program updates.

VIEWING INSTALLED PROGRAMS

From time to time you may wish to view a list of the programs installed on your computer. You may need to do this so that you can uninstall a program, or update it with a later version. If you are working on

a network, this process may be undertaken by your network administrator. You should have permissions to view installed programs but not always the rights to install/uninstall them.

Try This Yourself:

Ensure that Windows 7 has started and that you are viewing the desktop...

- 1 Select **Start > All Programs** to view a list of programs installed on your computer

Some of the programs will be installed as part of Windows 7, such as Windows DVD Maker and Windows Fax and Scan...

- 2 Select **Control Panel** in the right pane of the **Start** menu

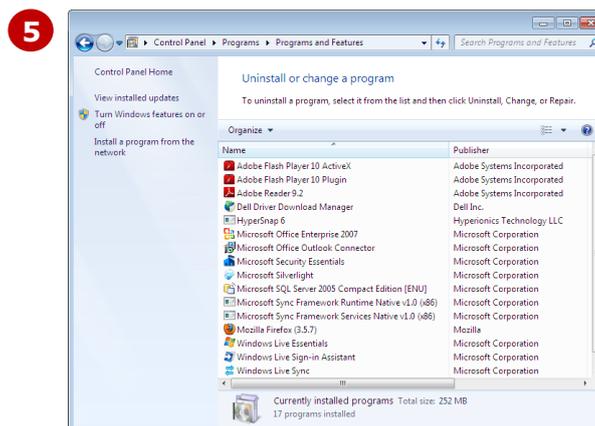
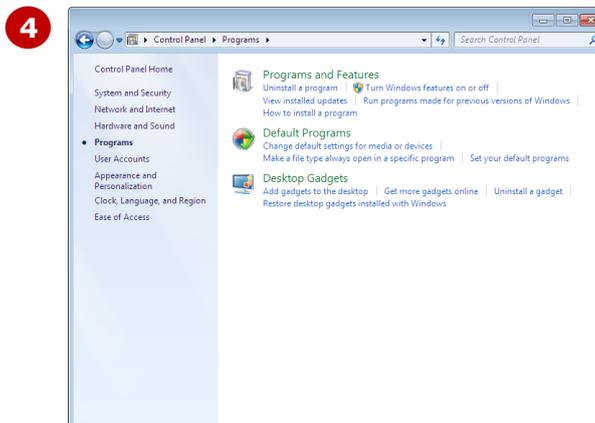
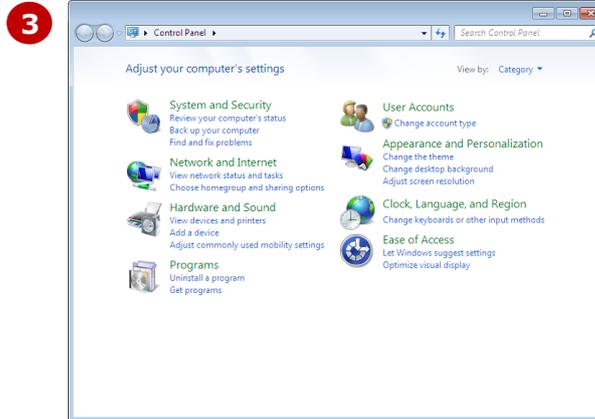
- 3 Click on **Programs**

- 4 Click on **Program and Features**

The list will differ from one computer to another and will only display programs installed by the user, not default Windows 7 programs...

- 5 Spend a few moments browsing the list of installed programs

- 6 Click on **close**  to close the window



For Your Reference...

To view installed programs:

- Select **Start > All Programs** or
- Select **Start > Control Panel > Programs > Programs and Features**

Handy to Know...

- The **Programs and Features** window will not show programs that are an integral part of the Windows 7 operating system, such as **Windows Meeting Space, Windows Photo Gallery**, and so on.

DEALING WITH NON-RESPONDING PROGRAMS

A great deal happens behind the scenes when you use a program on a computer. And, the more programs you have open the more that needs to happen. From time to time therefore there is a good chance

that one or more of your open programs will come grinding to a halt – it will not respond to anything you or the operating system tell it to do.

1 Viewing the Task Manager

If you suspect that a program is no longer working you should access the **Task Manager**. This is done by holding down the **Ctrl** + **Shift** + **Esc**. Click on the **Applications** tab of the Task Manager to see a list of all applications and their status. Non-responding programs will display **Non-responsive** as their status. You can also access the Task Manager by right-clicking on an empty area of the Taskbar and selecting **Start Task Manager**.

2 Ending the Non-Responding Application

Click on the non-responding application in the **Task Manager** list and click on **[End Task]**.

Sometimes an **End Program** dialog box will appear. If this appears, click on **[End Now]** to end the task now.

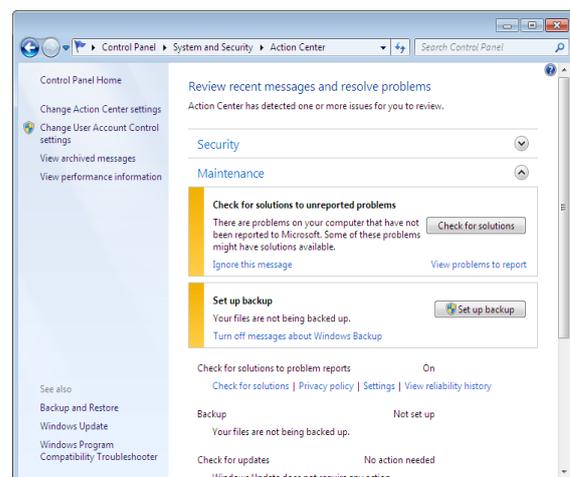
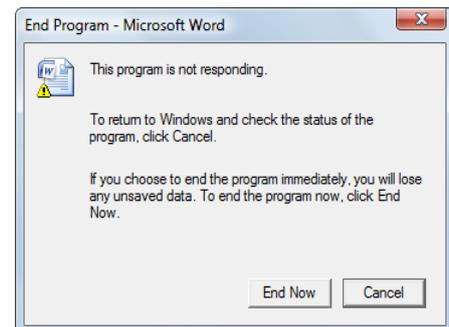
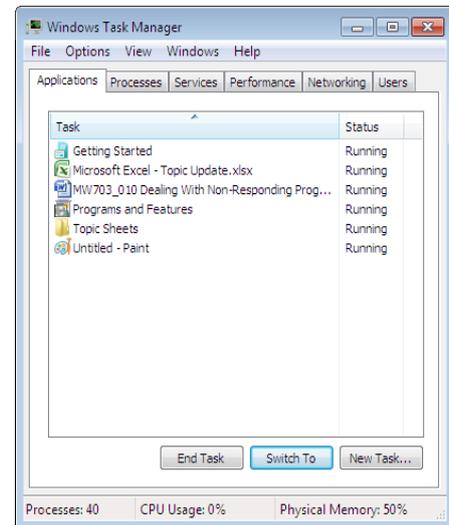
Windows 7 will always try to fix the problem with a non-responding program. Using Task Manager to end a program yourself might be faster than waiting, but any unsaved changes may be lost. If you have important work that you want to keep, wait a few minutes and let Windows try to fix the problem first.

3 Sending a Report – Optional

Since Microsoft is keen to remedy problems you may be invited to send information to Microsoft about the problem. If you wish to send information click on **[Send Error Report]** otherwise click on **[Don't Send]**.

There are many reasons for applications not responding. We recommend not sending a report unless you have been in direct contact with Microsoft.

If you do send a report, you will be notified by Microsoft of a solution. If you miss the notification, you can find the solution by opening the **Control Panel**, selecting **System and Security** and then **Action Centre**.



If you've used previous versions of Windows, you may have used **Ctrl** + **Alt** + **Del** to access the Task Manager. You can still use this combination but a menu will display. Select **Start Task Manager** to access the **Task Manager** dialog box.

INSTALLING A PROGRAM

Virtually all programs, which you either purchase or get for free, are supplied with their own installation program. These installation programs vary greatly. However, there are some common

techniques for installing a program. Windows 7 helps you to easily install programs using a step-by-step process. The most common techniques are described below.

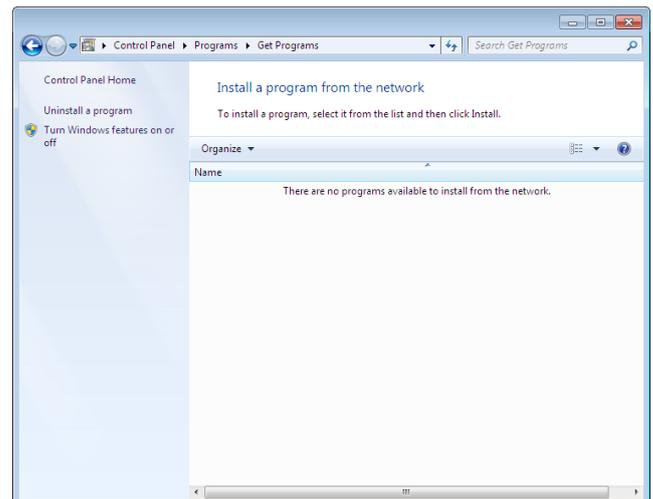
1 Installing from a CD or DVD

To install from a CD or DVD, insert the disc into your computer's CD drive, and then follow the instructions on your screen. Many programs installed from a disc will attempt to launch an installation **wizard**. A wizard helps to make it easy to install the program, by taking you step-by-step through the installation process. It is recommended that you take advantage of the wizard when installing programs.

If a program doesn't begin to install, check the information that came with the program. This information will likely provide instructions for installing the program manually. If you cannot access the program's information, you can also browse through the disc and open the program's setup file, usually called **Setup.exe** or **Install.exe**.

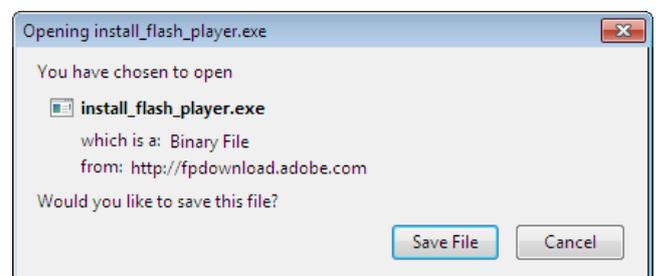
2 Installing from a Network Drive

If your computer is connected to a network, you may be able to access programs that you can add yourself. For example, you may receive an instruction from your network administrator to install a new program that has been placed on a specific network drive. However, often this can now be done remotely by your network administrator so you don't need to be involved in the process. If you do need to install programs from a network drive, select **Start > Control Panel > Programs > Programs and Features > Install a program from the network**. Select the program you wish to install from the available list and then follow the on-screen instructions.



3 Installing from the Internet

1. In your web browser, click on the link to the program you wish to install.
2. To install the program immediately, click on **[Open]** or **[Run]** and follow the instructions on your screen. Alternatively, to install the program later, click on **[Save]** and download the installation file to your computer. When you are ready to install the program, you can then double-click on the **.exe** file (setup file) and follow the instructions on your screen. This is a safer option because you can scan the installation file for viruses before you proceed.



Note:

For security reasons, when downloading and installing programs from the Internet, be sure you trust the **publisher** of the program and the website that is offering the program. If you are in any doubt, seek advice before proceeding with the installation.

WHAT HAPPENS DURING INSTALLATION

Installing software programs on your computer involves several tasks. These include advising you of the licensing agreement, determining which components of the program to install, determining

where to install the program, copying the files, updating the Windows **Registry**, and notifying you of the success or otherwise of the installation.

1 Notification of Licensing Agreement

When you first start an installation program you will receive details of the agreement under which you are permitted to use the application. This agreement is known as the **EULA** (end-user licence agreement).

2 Specifying What to Install

Once you have agreed to the terms of the licence you will be asked how much of the program should be installed. There are usually three options: **Typical** (choose this if you're unsure), **Compact** (ideal for computers with not much space) and **Custom** (for advanced users who want to pick and choose).

3 Specifying Where to Install

This part of the installation program needs to know where to install the files for the new application. This is usually done in a folder on your computer called **Program Files**. The installation program will create a new folder usually named after the application below the **Program Files** folder.

4 Reviewing Settings

Once all of the above have been completed you will usually be presented with a review screen where you can review your choices and go back to make changes if necessary.

5 Copying Files

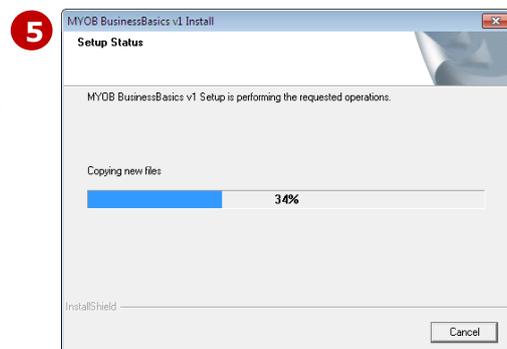
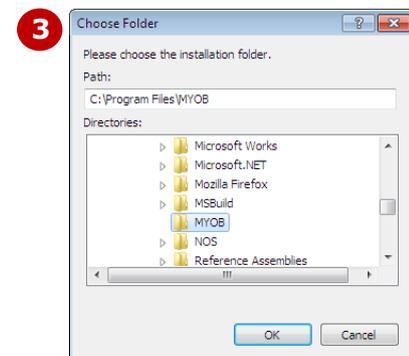
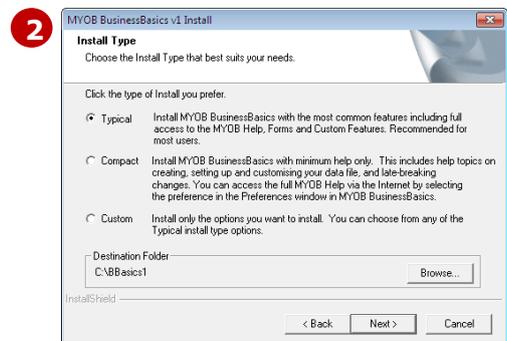
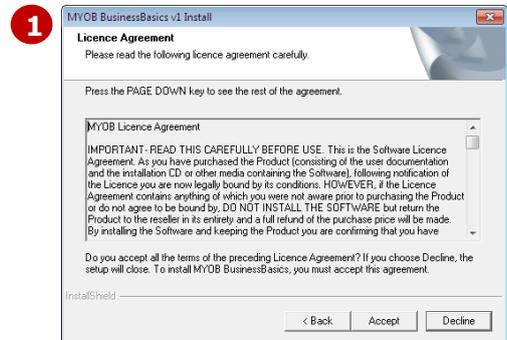
If you accept the settings in the review screen the installation program commences the task of copying the files from the CD onto your computer. The time this takes varies depending on the number of CDs involved, the number of files and the size of the files.

6 Updating the Windows 7 Registry

When the files have been copied the details of the new application need to be set up in the Start menu and also recorded in a special area of Windows 7 known as the **Registry**. The Registry is where your new program has been registered on the computer so that it can be accessed and run as a program.

7 Notification of Completion

Finally, when all of the above has been done the installation program will advise you of the completion of the installation and whether it has been successful or not. Some installation programs, especially the older ones, may require you to restart the computer at this point.



UNINSTALLING A PROGRAM

You can uninstall a program from your computer if you no longer use it or if you want to free up space on your hard disk. **Uninstalling** is the only way to ensure that all files related to the program are

properly removed from your computer. Don't try deleting the folder in which a program is stored as this is not sufficient to remove all files that are stored within the Windows 7 environment.

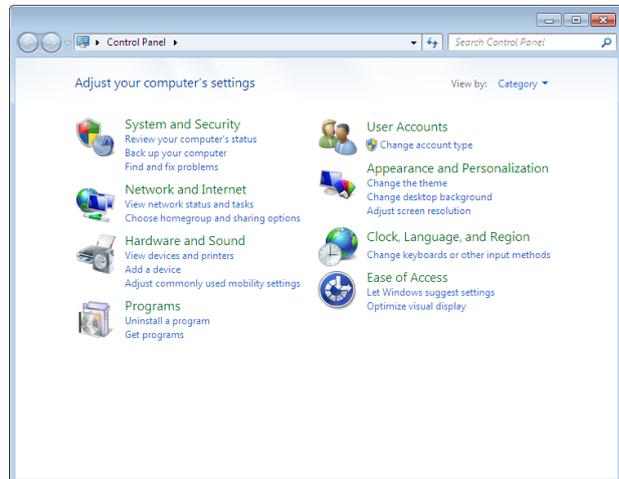
Uninstalling or Changing a Program

You can use **Programs and Features** in the **Control Panel** to uninstall programs or to change the program's setup by adding or removing certain options.

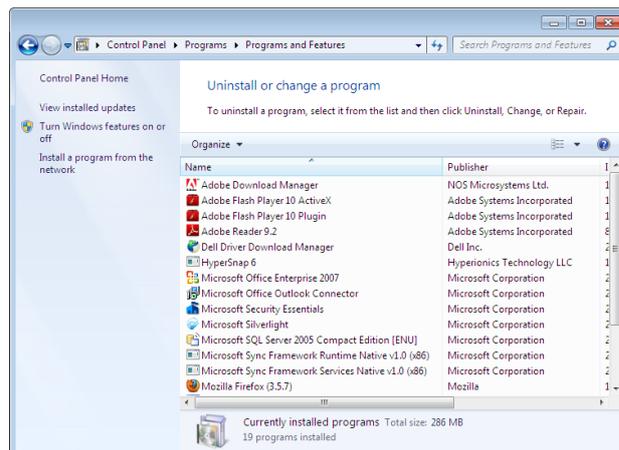
1. Select **Start > Control Panel**
2. Click on the **Uninstall Program** option under **Programs and Features**

*This takes you into the **Programs and Features** option ready to **Uninstall or Change a Program***

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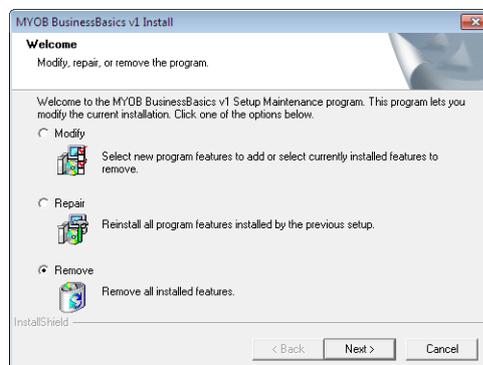
3. Select the program from the list that you want to uninstall, and then click on **Uninstall/Change** on the menu bar. Some programs include the option to change or repair the program in addition to uninstalling it but others only offer the option to uninstall. To change a program, click on **Change or Repair**.

Note:

If the program that you want to uninstall is not listed, it might not have been written for this version of Windows 7. To uninstall the program, you should check the information that was supplied with the program.

If you delete a program, the data (files) that was created in the program will not be deleted. In most cases only the files associated with the program will be deleted from the computer. However, you may no longer be able to read the files if the program is deleted.

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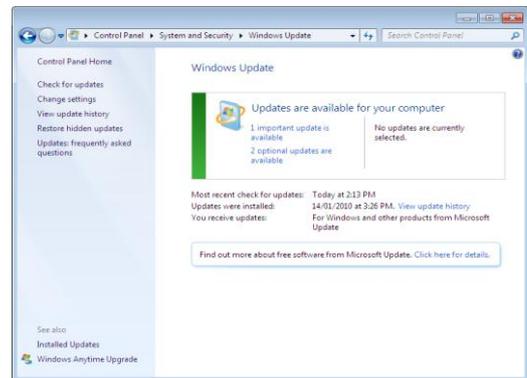
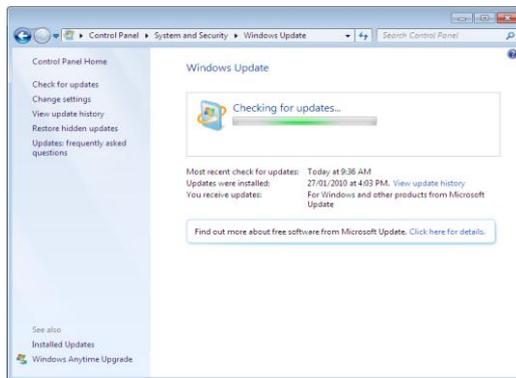
KEEPING PROGRAMS UPDATED

You will need to install program **updates** from time to time. These updates are usually enhancements or improvements to the program, or are designed to prevent or fix program 'bugs' or issues. You can opt to

have updates downloaded and installed automatically, or you can check what updates are available and nominate when you want them to be activated.

1 Checking for Updates

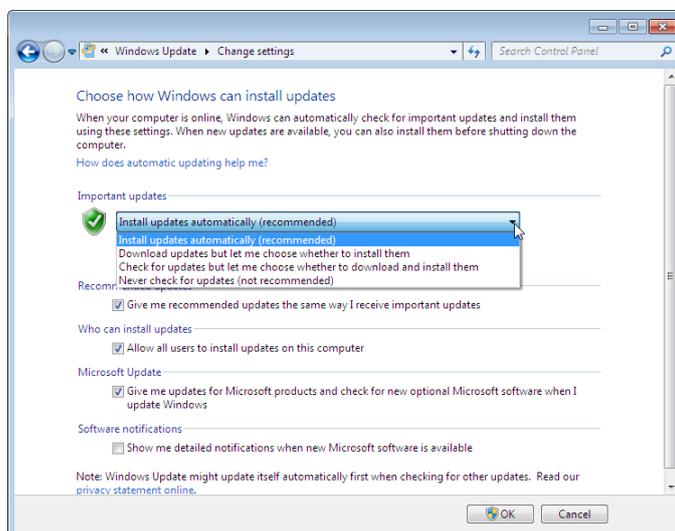
You can see what updates are currently available for installation. To do this, select **Start > Control Panel > System and Security > Windows Update**, and then click on **Check for updates** in the left pane. You will then be notified whether updates are available. Click on an update to view its details. To begin installing an update, select the update so that it appears with a tick and click on **[OK]**.



2 Changing Update Settings

You should make sure you install updates as they become available to prevent or repair known problems on your computer programs. The updates will also enhance the security of your computer. One of the easiest ways to keep up-to-date with updates is by turning on **automatic updating**. Windows will then install new updates as they become available. To do this, select **Control Panel > System and Security > Windows Update**. Click on the **Change settings** option in the left pane to view and/or change the settings.

There are several options available to control what is installed and when. If you don't want updates to be installed automatically, you can choose instead to be notified when updates apply to your computer, so you can download and install them yourself, or you can set Windows to automatically download updates, and then notify you so you can install them yourself.



Updates from Microsoft for Microsoft products are free as part of maintenance and support services. For other products, you may need to check with each program publisher or device manufacturer to see if updates are free of charge. Also note that not all manufacturers will notify users of updates to programs. You may need to visit the manufacturer's website every so often to check for program updates.

CONCLUDING REMARKS

Congratulations!

You have now completed the **Working with programs** booklet. This booklet was designed to get you to the point where you can competently perform a variety of operations as outlined in the task list on page 2.

We have tried to build up your skills and knowledge by having you work through specific tasks. The step by step approach will serve as a reference for you when you need to repeat a task.

Where To From Here...

The following is a little advice about what to do next:

- Spend some time playing with what you have learnt. You should reinforce the skills that you have acquired and use some of the application's commands. This will test just how much of the concepts and features have stuck! Don't try a big task just yet if you can avoid it - small is a good way to start.
- Some aspects of the course may now be a little vague. Go over some of the points that you may be unclear about. Use the examples and exercises in these notes and have another go - these step-by-step notes were designed to help you in the classroom and in the work place!

Here are a few techniques and strategies that we've found handy for learning more about technology:

- visit CLD's e-learning zone on the Intranet
- read computer magazines - there are often useful articles about specific techniques
- if you have the skills and facilities, browse the Internet, specifically the technical pages of the application that you have just learnt
- take an interest in what your work colleagues have done and how they did it - we don't suggest that you plagiarise but you can certainly learn from the techniques of others
- if your software came with a manual (which is rare nowadays) spend a bit of time each day reading a few pages. Then try the techniques out straight away - over a period of time you'll learn a lot this way
- and of course, there are also more courses and booklets for you to work through
- finally, don't forget to contact CLD's IT Training Helpdesk on **01243-752100**