

How Can I Delete the 'Windows.old' Folder on My Windows 10 System?

Question: *My SSD hard drive is quite full now, and I've found a folder called Windows.old in Explorer that is taking up a huge amount of space. I've tried deleting it, but I keep getting a message telling me I don't have the correct privileges. Can I get rid of it?*

Harry Gibson

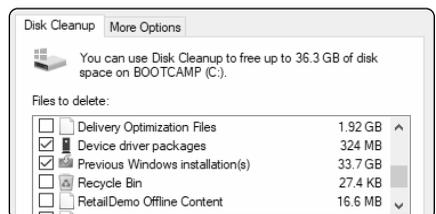
Answer: During the Windows 10 upgrade process, or while installing the Creators Update on an existing Windows 10 system, a backup of your existing operating system is kept in the Windows.old folder on your C: drive. This gives you the possibility to revert back to your old Windows system should it be necessary.

If you're happy with your current Windows system, you don't need this folder, but you cannot completely delete it by moving it to the Recycle Bin. Instead, you have to use the Disk Cleanup tool as follows:

1. Press **(Windows) + (R)**, type control and click OK.
2. Set the View by drop-down

list in the top right-hand corner to Large icons, then click on Administrative Tools.

3. Click on Disk Cleanup, then confirm that you want to clean the C: drive if prompted.
4. Click on Clean up system files at the bottom of the window.
5. A new search will be performed, and will show you an entry called Previous Windows Versions. Select this option and then click OK. The Windows.old folder will be removed, and the space it was taking up on your hard drive recovered.



*Using this trick, the **Windows.old** folder will disappear and you will be able to use the space freed up*



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How Can I Delete Saved Passwords from My Web Browser?

Question: *A few days ago I was using a PC in an Internet Café and I opened a password-protected website. When asked if the password should be saved, I accidentally click on Yes, but I don't want any other visitors to the café to be able to access the website in my name. Is there a way to remove the password again?*

Tony Finch

Answer: A simple solution is to open the login window again and deliberately type in a false password, then confirm the request asking if you want to save the new password. For your safety, you can delete any passwords stored in your browser as follows:

Internet Explorer

1. All password entries that Internet Explorer saves can be easily removed under **Tools > Internet options > General** (press **Alt** if the Tools menu doesn't show).
2. Click on **Delete**, then tick the **passwords** option (untick the other options, unless you

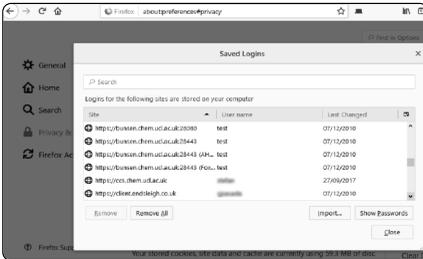
want to delete them) and click on **Delete**.

Microsoft Edge

1. Click on the **three dots** in the top right-hand corner.
2. Click on **Settings**, then **Choose what to clear**.
3. Tick the **Passwords** option, then click **Clear**.

Firefox

1. Click on the icon showing **three lines** in the top right-hand corner of Firefox and choose **Options**.
2. Click on the **Privacy & Security** tab.
3. Click on **Saved Logins** to see a list of saved password data.
4. Select a password and click **Remove** to delete it. You can delete all saved passwords, by clicking on **Remove All**.



Remove your saved passwords in Firefox

Google Chrome

1. Click on the icon showing three lines in the top right-

- hand corner of Chrome and choose Settings.
2. Then click on Show advanced settings. Under Passwords and forms click on Manage passwords.
3. Select an entry to remove and click on the cross icon to the right of it.

For security reasons, you should regularly delete the passwords in your browser, or better still don't save them there at all.



How Can I Find the Cause of a Blue Screen Crash?

Question: My computer crashes at irregular intervals and shows a blue background with an error code and a series of letters and numbers. Unfortunately, I don't know what to do with this information, and I need an easy to understand way of interpreting the message. How can I do that?

Laurence Benson

Answer: to be able to analyse what happens when your PC crashes in this

way, I recommend using the BlueScreenView tool, which can provide a valuable source of information relating to serious system crashes.

You will find BlueScreenView in the Downloads area of the Windows Advisor website, www.windowsadvisor.co.uk.

Begin the installation of the tool by double-clicking on the bluescreen-view_setup.exe file that you have just downloaded.

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Follow the installation instructions on screen to complete setting up the tool.

BlueScreenView is now installed and ready for use, and by default it will be launched as soon as the installer has completed.

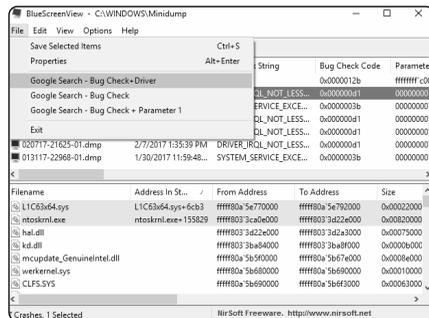
If the computer crashes, the operating system creates a memory dump which is stored in a file. Windows stores this into its own Minidump folder which you can find in C:\Windows\Minidump. Using the information stored in this file (known as the Minidump), you can easily find out what caused your system to crash.

The program automatically reads the most recent memory dump files saved on your system, created the last time your PC crashed. The top window shows the available dump files, and the bottom window shows the contents of the selected memory dump.

If no memory dump is displayed, click on **Options > Advanced Options** in the menu bar. Select the option **Load from the following MiniDump folder**. Then click on **Browse** and select the

folder containing Minidump files (by default C:\Windows\MiniDump).

BlueScreenView displays lots of information, with the bottom half of the screen showing the details of the files loaded at the time of the crash and the top half of the window showing the STOP error parameters.



BlueScreenView automatically analyses your memory dump file

In order to be able to quickly find the cause of the STOP error in the vast amount of information available, click on **Options** then select **Mark Drivers Found In Crash Stack**. The faulty driver at the root of the problem will then be highlighted.



Is there a Way to Save My Search Results in Explorer?

Question: *I have a great many files and folders stored on my hard drive, so I use the search feature all the time to locate information in Explorer. I can search in file contents, for authors and file creation dates. I find I have to repeat the same searches all the time, and I would find it useful if I could save my searches so that I can quickly access them again. Can you help me?*

Charles Henderson

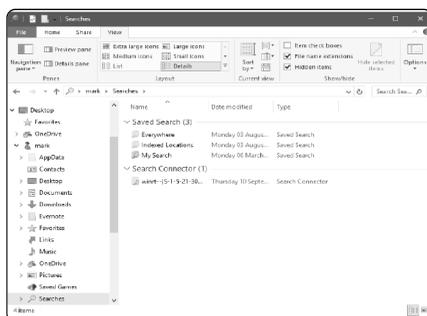
Answer: Explorer allows you to easily save your searches so you can use them again. Clicking on the search name immediately brings up the results.

To save a search, perform the desired search as normal. As soon as you have completed the search, click on the Save search button in the toolbar. In the File name field, type in a name for the search and then click on Save. The search will be stored in the Searches

folder in your home directory, under your username.

If you wish to open a saved search, simply click on the search name in the Searches folder.

You can quickly access a particular search by dragging it to the Favorites section of the left-hand column of Explorer. You can then click on the saved search under the Favorites list to run the search.



Saved searches are stored in Explorer



How Can I Check that My Virus Scanner Has Removed an Infection?

Question: *I was recently doing some Internet research, when all of a sudden my virus scanner reported that an*

infected file had been found on my PC. Then I was asked whether I wanted to remove the infection. I cleaned the file

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and my anti-virus tool claimed that the process had completed successfully. However, I am now not sure if the problem was really solved and whether the danger has gone. How can I quickly and easily check whether the infected file is now really clean?

Anthony Marshall

Answer: Generally speaking, you dealt with the situation correctly. Every anti-virus program provides an immediate solution that allows you to clean infected files that are detected. For best security, I recommend that you immediately delete the file in question, but if you really can't do without it then you can use the cleaning function to try to remove the infection while leaving the data intact.

However, before continuing to use a potentially infected PC, I recommend performing an additional online virus scan using the website www.virustotal.com. You can upload the infected file to this site to quickly see whether it is clean or not. To do so, simply proceed as follows:

1. Launch your web browser and then open the website www.virustotal.com.

2. Click on **Choose File** and in the Explorer view, select the file that is possibly infected.
3. Once the file is uploaded click onto **Scan it**.



The file will be uploaded and checked. Do not interrupt the analysis process

4. When the scan is complete check the results. If the file is virus-free, you will see **Recognition rate: 0/57**. This means the file was checked by 57 virus scanners and no viruses were found. If virus-total reports that the file is infected, I recommend you delete it immediately.

