

As many of my clients know I carry around a USB Flash Drive with all the software that I utilize. They often ask me what is on this USB Flash Drive. Most of the software is the application programs that I recommend, as well as various technical tools that I utilize to problem solve. I have categorized the most frequently used problem solving tools as follows:

**User Tools** are the tools that I recommend for my technically oriented clients. They can be safely used if you spend a little time reviewing the “Help” for the tool.

**Tech Tools** are more involved and require a higher degree of knowledge on how your computer works. Be very careful when utilizing them, and make sure you know what you are doing before you do it!

**Malware Tools** are those tools I commonly utilize to remove Malware from my client’s computers. They can be safely used if you carefully follow the instructions.

***No matter which tool you utilize remember to always have a good backup before you use these tools.***

## USER TOOLS

### [Ccleaner](#)

CCleaner is a freeware system optimization, privacy and cleaning tool. It removes unused files from your system - allowing Windows to run faster and freeing up valuable hard disk space. It also cleans traces of your online activities such as your Internet history. Additionally it contains a fully featured registry cleaner.

### [Defraggler](#)

Defraggler is a file defragmentation tool. It differs from other defrag tools on the market, by enabling you to quickly and simply defrag the files you want to, without having to process the whole drive. Simply run it, select the file and defragment in seconds.

### [Eulalyzer](#)

EULalyzer can analyze license agreements in seconds, and provide a detailed listing of potentially interesting words and phrases. Discover if the software you're about to install displays pop-up ads, transmits personally identifiable information, uses unique identifiers to track you, or more.

### [Event Log Explorer](#)

Event Log Explorer is tool to help you view, monitor and analyze events recorded in the Security, System, Application and other logs of Microsoft Windows. Extends the standard Event Viewer functionality and offers new features.

### [Everything](#)

Everything is an administrative tool that locates files and folders by filename instantly for Windows. Unlike Windows search "Everything" initially displays every file and folder on your computer (hence the name "Everything"). You can also type in a search filter to limit what files and folders are displayed.

### [HDDscan](#)

HDDScan is a freeware utility for *hard drive diagnostics* (RAID arrays and Flash USB drives are also supported). The program can test storage device for errors (Bad-blocks and bad sectors), show S.M.A.R.T. attributes and change some HDD parameters such as AAM, APM, etc. HDDScan can be useful for performing the regular "fitness test" for your drive and predicting its degradation, so you will be able to prevent data loss and backup your files before you will have to contact the data recovery service. Additionally, software can be used as the hard disk temperature monitor and reading/writing benchmark – performance graph is displayed for every test.

### [Process Quick Link](#)

The Windows Task Manager displays most of these processes but you have no information to learn and understand what is what. Get the latest definitions and exhaustive advice on all the processes running on directly in the Windows Task Manager by downloading the QuickLink InfoBar from ProcessLibrary.com.

### [Recuva](#)

Recuva (pronounced "recover") is a freeware Windows utility to restore files that have been accidentally deleted from your computer. This includes files emptied from the Recycle bin as well as images and other files that have been deleted by user error from digital camera memory cards or MP3 players. It will even bring back files that have been deleted by bugs, crashes and viruses.

### [Revo Uninstaller](#)

Revo Uninstaller is a freeware innovative uninstall utility much faster than Windows Add/Remove applet. With its advanced and fast algorithm, Revo Uninstaller scans before and after you uninstall an application. After the program's regular uninstaller runs, you can remove additional unnecessary files, folders and registry keys that are usually left over on your computer. Even if you have a broken installation, Revo Uninstaller scans for an application's data on your hard disk drives and in the Windows registry and shows all found files, folders and registry items so you can delete them.

### [Speccy](#)

Speccy will give you detailed statistics on every piece of hardware in your computer. Including CPU, Motherboard, RAM, Graphics Cards, Hard Disks, Optical Drives, Audio support. Additionally Speccy adds the temperatures of your different components, so you can easily see if there's a problem.

### [Starter](#)

Starter is yet another startup manager for Microsoft Windows. As a primary purpose, Starter allows one to view and manage all the programs that are starting automatically whenever operating system is loading. It enumerates all the hidden registry entries, startup folders' items and some of the initialization files, so that the user could choose to temporarily disable selected entries, edit them, create new, or delete them permanently. Secondary purpose is to list all the running processes with possibility to view extended process' information (such as used DLLs, memory usage, thread count, priorities etc.), and to terminate selected process (even a Windows NT service, having enough access rights). Another purpose is Windows' services (and drivers) manager with some advanced features.

### [Startuplite](#)

StartUpLite is a lightweight software that can disable or remove all known unnecessary startup entries from your system and thus quicken the startup procedure of your computer. Simply download StartUpLite and save it to a convenient location, double click on StartUpLite.exe, and select all options you would like executed and select continue.

### [SysInfoWin](#)

SIW is a system information tool, that gathers detailed information about your system properties and settings. It includes detailed specs for CPU, Network, TCP/IP, Memory, Hardware, Users, Network Shares, and more, as well as real-time monitors for CPU, Memory and network traffic. SIW also displays currently active network connections, installed codecs, connected MS SQL and Oracle database servers (if any).

## [Update Checker](#)

Update Checker will scan your computer for installed software, check the versions and then send this information to FileHippo.com to see if there are any newer releases. These are then neatly displayed in your browser for you to download.

## [WhatsRunning](#)

WhatsRunning helps you investigate what applications, processes, services, modules, drivers and IP connections are running on your computer. See extensive system information in a simple graphical user interface.

## [WhoCrashed](#)

WhoCrashed shows the drivers which have been crashing your computer with a single click. In most cases it can pinpoint the offending drivers which have been causing misery on your computer system in the past. It does post-mortem crashdump analysis and presents all gathered information in a comprehensible way.

## [WinPatrolToGo](#)

WinPatrolToGo is a stand-alone portable version of WinPatrol designed to run from a USB flash drive, Thumb drive or other portable device. WinPatrolToGo runs without leaving any left over files or registry entries on the computer being optimized. Remove Un-Wanted Auto Start crapware, disable un-needed automatic Windows Services, remove annoying toolbars and BHO's, create reports that provide a snapshot of potential problems, and disable ActiveX controls.

## TECH TOOLS

### *Alyzer's*

[FileAlyzer](#) is a tool to analyze files - the name itself was initially just a typo of FileAnalyzer, but after a few days I decided to keep it. FileAnalyzer allows a basic analysis of files (showing file properties and file contents in hex dump form) and is able to interpret common file contents like resources structures (like text, graphics, HTML, media and PE).

[RegAlyzer](#) is a tool to browse and change the registry. It was created because of a few features we missed in the original regedit tool, from support for exotic value types over background and regular expression search to better bookmarks, displaying .reg files in the accustomed style and a history view.

[RunAlyzer](#) is a tool for autostart & configuration manager that allows you to view and edit all the spots where Windows looks for programs or services to start. It's a combination of a standard configuration manager and an advanced tool to locate and remove places where hijackers, spyware and other malware hide.

### [Disk Monitor](#)

Active@ Hard Disk Monitor is a freeware disk utility that checks and monitors the status of your hard drives to help prevent data loss. The system is based on the Self-Monitoring Analysis and Reporting Technology (S.M.A.R.T). This software utility monitors the HDD SMART status and hard disk parameters such as Temperature, Head Flying Height and Spin-Up Time and notifies the user if critical conditions occur. Disk Monitor also displays hard disk drive information, current S.M.A.R.T. attributes and the overall status of the hard disk's health.

### [Double Driver](#)

Double Driver is a very simple and useful tool which not only allows you to view all the drivers installed on your system but also allows you to backup, restore, save and print all chosen drivers. Double Driver analyzes your system and lists the most important driver details such as version, date, provider, etc. All drivers that are found can easily be backed up the application and easily restored at a later point in one go.

### [Fileassassin](#)

FileAssassin can delete locked malware files on your system. It uses advanced techniques to unload modules, close remote handles, and terminate processes to allow the removal of the file. Simply download FileAssassin, unzip the file, and run the installer. Start FileAssassin and select a file by dragging it onto the text area or select it using the button. Next, select a removal method from the list. Finally, click delete and the removal process will commence

### [HDHacker](#)

HDHacker is a stand-alone micro-utility that saves, visualizes, and restores the MBR (from a physical drive), the BootSector (from a logical drive) or any specified sector from any disk (even removable disks).

### [Hijackthis](#)

HijackThis lists the contents of key areas of the Registry and hard drive--areas that are used by both legitimate programmers and hijackers. The program is continually updated to detect and remove new hijacks. It does not target specific programs and URLs, only the methods used by hijackers to force you onto their sites. As a result, false positives are imminent, and unless you're sure about what you're doing, you always should consult with knowledgeable folks before deleting anything.

### [HooverIP](#)

HoverIP is a powerful set of IP utilities, all inside a single box! With HoverIP you can display your IP configuration (on all network cards), perform different tasks like NSLOOKUP, PING, TRACEROUTE, SCAN PORTS or network, and manage your ROUTES in a very convenient way!

### [HWMonitor](#)

HWMonitor is a hardware monitoring application that reads PC systems main health sensors: temperatures, voltages, fans speed. HWMonitor handles the most common sensor chips, like ITE IT87 series, most Winbond ICs and others. In addition, HWMonitor can read modern CPUs on-die core thermal sensors, as well has HDD temperature via S.M.A.R.T and video card GPU temperature. Special hardware monitors such as ABIT uGuru and Gigabyte ODIN power supplies series are supported too.

### [IZArc2Go](#)

IZArc2Go is portable version of IZArc. Just drop it on any USB Flash Drive and you will have full functional archive utility wherever you go. You don't have to install anything on the computer's hard disk. IZArc2Go has all features of IZArc except that it can not be integrated into the Explorer shell menu and it is not possible to associate any archive file type with it.

### [MemTest](#)

MemTest is a RAM reliability tester that runs under Windows. It evaluates the ability of your computer's memory to store and retrieve data accurately. A correctly functioning computer should be able to do both these tasks with 100% accuracy day in and day out. A computer that fails these tests, perhaps because of old hardware, damaged hardware, or poorly configured hardware, will be less stable and crash more often. Even worse, it will become even less stable over time as corrupted data is written to your hard disk. By running MemTest you can ensure that your computer's RAM is correctly functioning.

### [NirSoft Tools](#)

NirSoft web site provides a unique collection of small and useful freeware utilities, all of them developed by Nir Sofer. The utilities categories are Password Recovery Utilities, Network Monitoring Tools, Web Browser Tools, Video/Audio Related Utilities, Internet Related Utilities, Command-Line Utilities, Desktop Utilities, Outlook/Office Utilities, Programmer Tools, Disk Utilities, System Utilities, and Other Utilities

### [OTL By Oldtimer](#)

OTL by OldTimer is like HijackThis — on steroids. OTL scans your system for malware, and produces detailed logs. It's primarily a malware diagnostic tool, but has advanced removal abilities. It is used alone, or with other tools to remove malware completely.

### [PC Decrapifier](#)

The PC Decrapifier is designed to remove a specific list unwanted software in an unattended fashion. Before running, the user may select exactly what software should be removed. Currently, it is targeted for use on The PC Decrapifier is a program designed to remove or uninstall a specific list unwanted software in an unattended fashion. It can be used to clean off most of the annoying software that is typically shipped with newer PCs.

### [Regassassin](#)

RegAssassin is a portable utility that can remove stubborn registry keys by resetting the key's permissions and then deleting it. Simply download RegAssassin and run RegASSASSIN.exe. Next, enter a registry key and choose the options you would like. Finally select delete to execute the options.

### [Registry Backup & Optimize](#)

ERUNT (Emergency Recovery Utility NT) allows a complete backup and restore of the Registry for Windows NT 4.0 and all following versions based on the NT kernel This is a program which offers to backup the registry, as well as providing an auto-backup capability, for example at Windows startup. Or, before installing a new program for testing purposes one could save the registry with ERUNT, install and test the program, uninstall it and restore the registry to be 100% sure that no debris is left.

NTREGOPT optimizes the registry in Windows systems. The registry files in an NT-based system can become fragmented over time, occupying more space on your hard disk than necessary and decreasing overall performance. You should use the NTREGOPT utility regularly, but especially after installing or uninstalling a program, to minimize the size of the registry files and optimize registry access.

### [RSIT](#)

Random's System Information Tool or RSIT, a small and portable tool that is able to list files or folders created or modified in the last 1 to 3 months. I am sure many of you have used or at least know what is HijackThis. RSIT attempts to locate HijackThis on your computer and if it fails to find, it will automatically tries to download the latest version to run it on your computer. If your firewall goes paranoid, make sure you allow the connection to go through or else RSIT would fail to work properly.

### [SysInfoWin](#)

SIW is a system information tool, that gathers detailed information about your system properties and settings. It includes detailed specs for CPU, Network, TCP/IP, Memory, Hardware, Users, Network Shares, and more, as well as real-time monitors for CPU, Memory and network traffic. SIW also displays currently active network connections, installed codecs, connected MS SQL and Oracle database servers (if any).

### [SysInternalsSuite](#)

Sysinternals utilities to helps you manage, troubleshoot and diagnose your Windows systems and applications.

### [Unlocker Portable](#)

Ever had such an annoying message given by Windows: Cannot delete file: Access is denied. There has

been a sharing violation. The source or destination file may be in use or the file is in use by another program or user. Make sure the disk is not full or write-protected and that the file is not currently in use. Unlocker is the solution. Unlocker is an Explorer extension that allows you with a simple right-click of the mouse on a file or folder to get rid of error message such as error deleting file or folder, cannot delete folder: it is used by another person or program.

## MALWARE TOOLS

### [Avert Stinger](#)

Stinger is a stand-alone utility used to detect and remove specific viruses. It is not a substitute for full anti-virus protection, but rather a tool to assist administrators and users when dealing with an infected system. Stinger utilizes next generation scan engine technology, including process scanning, digitally signed DAT files, and scan performance optimizations.

### [Combofix](#)

ComboFix is a program, created by sUBs, that scans your computer for known malware, and when found, attempts to clean these infections automatically. In addition to being able to remove a large amount of the most common and current malware, ComboFix also displays a report that can be used by trained helpers to remove malware that is not automatically removed by the program.

### [Housecall](#)

HouseCall is Trend Micro's highly popular and capable on-demand scanner for identifying and removing viruses, Trojans, worms, unwanted browser plugins, and other malware. HouseCall 7 features an intuitive interface and the ability to perform fast scans that target critical system areas and active malware. It also leverages the Trend Micro Smart Protection Network™ to help ensure that scans catch the latest threats.

### [Malwarebytes](#)

Malwarebytes is a site dedicated to fighting malware. Malwarebytes has developed a variety of tools that can identify and remove malicious software from your computer. When your computer becomes infected, Malwarebytes can provide the needed assistance to remove the infection and restore the machine back to optimum performance.

### [MSBA](#)

The Microsoft Baseline Security Analyzer provides a streamlined method to identify missing security updates and common security misconfigurations. MBSA 2.1.1 is a minor upgrade to add support for Windows 7 and Windows Server 2008 R2.

### [Rootkitbuster](#)

Trend Micro RootkitBuster is a rootkit scanner that offers ability to scan for hidden files, registry entries, processes, drivers and hooked system services, and MBR. It also includes the cleaning capability for hidden files and registry entries. Master Boot Record (MBR) rootkit detection, gives RootkitBuster the ability to detect hidden MBR content. It can spot all variants of MBR rootkit in the wild. MBR rootkits first began appearing in the wild late 2007. New variants continue to appear.

### [RUBotted](#)

Malicious software called Bots can secretly take control of computers and make them participate in networks called "Botnets." These networks can harness massive computing power and Internet

bandwidth to relay spam, attack web servers, infect more computers, and perform other illicit activities. Security experts believe that millions of computers have already joined Botnets without the knowledge of their owners. By using remotely-controlled computers, the criminals in charge of the Botnets try to remain anonymous and elude authorities seeking to prosecute them. RUBotted monitors your computer for suspicious activities and regularly checks with an online service to identify behavior associated with Bots. Upon discovering a potential infection, RUBotted prompts you to scan and clean your computer.

#### [Sophos Anti-Rootkit](#)

Sophos Anti-Rootkit scans, detects and removes any rootkit that is hidden on your computer using advanced rootkit detection technology. Rootkits can lie hidden on computers and remain undetected by anti-virus software. Although new rootkits can be prevented from infecting the system, if you had any rootkits before you installed your anti-virus, they may never be revealed. Removing rootkits without compromising system integrity is particularly challenging and needs to be done with care.

#### [SUPERAntiSpyware](#)

SuperAntiSpyware, a next generation product, with its Multi-Dimensional Scanning and Process Interrogation Technology will detect spyware and remove over 1,000,000 threats such as ZBot, FakeAlert, Banker, Rogues and millions more. Repair broken Internet connections, desktops, registry editing, and task manager. The program provides complete and custom scanning of hard drives, removable drives, memory, registry, individual folders include trusting items and excluding folders for complete customization of scanning. Detect and remove spyware, adware, malware, Trojans, dialers, worms, keyloggers, and hijackers. Prevent potentially harmful software from installing or re-installing. First Chance Prevention examines over 50 critical points of your system each time your system starts up and shuts down to eliminate threats before they have a chance to infect and infiltrate your system. Our Direct Disk Access (DDA) technology sees rootkits others miss.