Module 4:

Troubleshooting AND Helpdesk

# Topic: Troubleshoot security

## Level basic :

Q1 : What is troubleshooting?

A : Troubleshooting is the process of identifying, diagnosing, and resolving problems or issues with a system or device.

Q2 : what is the need of troubleshooting security?

A : Troubleshooting security is crucial to find and fix issues that could compromise the safety of digital systems and sensitive data.

## Level intermediate :

Q1 : How do you troubleshoot a computer?

A : Identify the issue, check for error messages, update software and drivers, run antivirus scans, and restart.

Q2 : How to troubleshoot common computer problems?

A: Identify issues, check for error messages, update software, run antivirus scans, verify hardware connections, review recent changes, seek online solutions.

Q3 : Your computer turns on, but still doesn’t work?

A : Check monitor connections, boot issues, hardware connections, peripherals, and software problems.

Q4 : You get the blue screen of death?

A : Note error code, restart, check recent changes, boot in Safe Mode, update drivers, run system diagnostics.

# Topic: OS Troubleshooting

## Level basic :

Q1 : What are the basic of troubleshooting?

A : Identify symptoms, check error messages, review recent changes, update OS/drivers, run diagnostics, check disk space etc.

Q2 : Write down the steps of os troubleshooting.

A : check error messages, review changes, restart, update OS/drivers, run diagnostics, check disk space, verify hardware, use Safe Mode.

# Topic: Recovery

## Level basic :

Q1 : What is recovery?

A : The process of restoring a system or data to a previous state or normal functioning after a failure, error, or data loss is called recovery.

Q2 : Why do we need recovery?

A : Recovery is essential to restore systems or data after system failure or data loss.

## Level intermediate :

Q1 : List out the tools for recovery.

A : System Restore, Backup Software, File Recovery Tools, Disk Imaging Software etc.

# Topic: Hard Drive troubleshooting

## Level basic :

Q1 : What is Hard troubleshooting?

A : Diagnosing and resolving issues related to physical components of a system is called Hardware troubleshooting.

Q2 : Why do we need Hard drive troubleshooting ?

A : Hard drive troubleshooting is necessary to identify and fix issues related to physical storage components.

# Topic: Laptop, Printer, Video card Troubleshooting

## Level basic :

Q1 : What is the basic troubleshooting for printer?

A : Check Connections, Check for paper jams, Paper and Ink, Driver Update etc.

Q2 : What are the basic troubleshooting for laptop?

A : Power Check, Restart, Connection Issues, Update Drivers, Disk Space, Cooling System, System Restore etc.