ALL DATA

2. Computer peripherals troubleshooting

Computer Peripherals Troubleshooting Description

Computer peripherals are external devices connected to a computer to enhance its functionality, such as keyboards, mice, printers, monitors, scanners, external drives, and more. Troubleshooting these peripherals involves diagnosing and resolving hardware or software issues that affect their performance. Below is a description of common troubleshooting steps for computer peripherals:

* * *

1\. General Troubleshooting Steps:

1. **Check Connections:**

* Ensure all cables are securely plugged into the correct ports.
* For wireless peripherals, check if the device is paired or within range.
2. **Power Supply:**

* Verify the device is receiving power. Check for indicator lights or power buttons.
* Replace batteries or test with a different power source if applicable.
3. **Reboot the System:**

* Restart the computer and reconnect the peripheral to resolve temporary glitches.

3. Software Office365 License Expire

When an Office 365 (now known as Microsoft 365) license expires, the user's access to Microsoft services and applications, such as Word, Excel, PowerPoint, Outlook, Teams, and OneDrive, is affected. Below is a detailed description of the expiration process, its impact, and steps to address it.

4. Internet Connectivity Issue

Intermittent or complete loss of internet connectivity affected multiple users across the organization. The issue was caused by a misconfiguration in the firewall, which restricted outbound traffic. After identifying the root cause, appropriate changes were made to restore connectivity.

5. General issues related to Database

Databases are central to storing, organizing, and retrieving data for applications and systems. However, various issues can arise during database operation, affecting performance, data integrity, and system reliability. Below is a description of common database issues, their causes, and potential solutions.

* * *

1\. Performance Issues

* **Description:** Slow database queries, delayed responses, or high latency can affect user experience and system efficiency.
* **Causes:**
* Inefficient query design or lack of optimization.
* Missing or poorly indexed tables.
* Overloaded servers due to high traffic or inadequate resources.
* Fragmented or bloated databases.
* **Solutions:**
* Optimize queries using proper indexing and query rewriting.
* Archive or remove unused data to reduce load.
* Scale up resources or distribute load using replication and clustering.
* Perform regular database maintenance tasks like defragmentation.