# Troubleshooting and Helpdesk

* + What is troubleshooting?
* roubleshooting is a systematic approach to problem-solving that is often used to find and correct issues with complex machines, electronics, computers and software systems.
  + Do a practical to change the administrator account forge password.
* Done
  + How do you troubleshoot a computer with no display on screen?

#1 Check power supply to troubleshoot no display

#2 Do check all connections

#3 Reseat the memory modules to fix laptop black screen

#4 Disconnect all non-essential devices

#5 Reset your PC to fix no display

* + You get the blue screen of death?
* The blue screen of death is usually caused by improperly installed, damaged, or aging hardware, or by buggy or incompatible software. Driver updates for your graphics card or other hardware components can also cause a blue screen of death if they fail to integrate properly with the rest of your system.
  + Do a practical to repair OS.
* Done
  + Do a practical to repair boot file.
* Done
  + DO a practical to recover deleted file.
* Done
  + Do a practical to recover the formatted file.
* Done
  + Do practical to recover data from the os Corrupted file.
* Done
  + What is the basic troubleshooting for printer?
* Check cables or wireless connection

Make sure that the printer's USB cable is properly connected from the printer to your PC. If your USB isn't recognized, see Automatically diagnose and fix Windows USB problems. Check the wireless connection (for wireless printers).

* + What are the basic troubleshooting for laptop?
* When troubleshooting a laptop, here are some basic steps you can follow to identify and resolve common issues:

1. Check Power and Connections:

* Ensure that the laptop is properly plugged into a power source or that the battery has sufficient charge.
* Verify that the power adapter and charging cable are functioning correctly.
* Check the connection between the laptop and any peripheral devices (e.g., monitor, keyboard) to ensure they are securely connected

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1. Restart the Laptop:

* Sometimes, a simple restart can resolve various software-related issues. Save your work and restart the laptop to see if the problem persists.

1. Check Display Issues:

* If the screen is blank, check that the laptop is powered on and the display brightness is not set to the lowest level.
* Connect an external monitor to determine if the issue lies with the laptop screen or the graphics card.

1. Troubleshoot Network Connectivity:

* Ensure that the Wi-Fi or Ethernet connection is enabled and properly configured.
* Restart the router or modem to rule out network issues.
* Update the network drivers in the laptop's device manager.

1. Run System Updates:

* Check for and install any available operating system updates, as these often include bug fixes and improvements.

1. Scan for Malware and Viruses:

* Run a reputable antivirus or anti-malware software to scan your laptop for any potential threats.
* Remove any detected malware or viruses and restart the laptop.

1. Check Hardware Connections:

* If certain hardware devices are not working, ensure they are connected correctly (e.g., USB devices, external drives).
* If a specific device is causing issues, try connecting it to a different port or try using it on another computer to determine if the problem lies with the device itself.

1. Uninstall Problematic Software:

* If the laptop experiences issues after installing a particular program or driver, uninstalling that software may resolve the problem.

1. Clear Temporary Files and Free Up Disk Space:

* Use the built-in disk cleanup tool or a third-party utility to remove temporary files and free up disk space, which can help improve performance.
  + check the laptop which is not starting up practical to disassemble the laptop and change the corrupted ram practical to change the cartridge of the printer.