

IT Troubleshooting Database

This document provides a structured database of troubleshooting steps for common IT issues, designed to facilitate efficient question and answer interactions with a Large Language Model (LLM).

Password Reset Troubleshooting

- **Category:** Authentication
- **Steps:**
 - Go to <https://password.techcorp.com>
 - Enter your company email address
 - Check email for reset link (check spam folder)
 - Click link and create new password following policy
 - Update password in all saved locations (browsers, mobile apps)
 - Test login on primary work applications
- **Escalation Trigger:** Multiple failed reset attempts or account lockout
- **Escalation Contact:** security@techcorp.com

Slow Computer Troubleshooting

- **Category:** Performance
- **Steps:**
 - Check if Windows updates are running in background
 - Close unnecessary applications and browser tabs
 - Restart the computer to clear memory
 - Check available disk space (need >10% free)
 - Run Windows built-in disk cleanup tool

- Check Task Manager for high CPU/memory usage processes
- **Escalation Trigger:** Performance issues persist after basic troubleshooting
- **Escalation Contact:** hardware-support@techcorp.com

WiFi Connection Troubleshooting

- **Category:** Network
- **Steps:**
 - Check if WiFi is enabled on device
 - Forget and reconnect to TechCorp-WiFi network
 - Try connecting to TechCorp-Guest to test hardware
 - Restart network adapter in Device Manager
 - Update WiFi driver if available
 - Try ethernet connection to isolate WiFi issue
- **Escalation Trigger:** Unable to connect with any network or ethernet
- **Escalation Contact:** network-support@techcorp.com

Email Not Syncing Troubleshooting

- **Category:** Email
- **Steps:**
 - Check internet connectivity
 - Verify Outlook is online (not in offline mode)
 - Send/Receive all folders manually
 - Check account settings for correct server configuration
 - Disable and re-enable the email account
 - Create new Outlook profile if issues persist
- **Escalation Trigger:** Email account configuration errors or server connectivity issues
- **Escalation Contact:** email-support@techcorp.com

Software Installation Failed Troubleshooting

- **Category:** Software
- **Steps:**
 - Run installer as administrator
 - Temporarily disable antivirus during installation
 - Check if similar software is already installed (uninstall first)
 - Clear Windows temp files and restart
 - Download fresh installer file
 - Check system requirements match software needs
- **Escalation Trigger:** Installation fails due to system compatibility or requires admin privileges
- **Escalation Contact:** software-support@techcorp.com