**Real Time Scenario**

**Request for Computer Cleanup and Virus Diagnostic**

Linsey is experiencing significant issues with their computer. While browsing cooking articles, the user downloaded some suspicious PDF files. This morning, the computer began crashing frequently and running very slowly all the sudden. Linsey is requesting a carefully inspection to remove any potential malware or unwanted files. Additionally, please run comprehensive diagnostics to identify and resolve any underlying problems remotely. (Record the initial user request, including details about the issues experienced and checks or assessments performed)

**User’s information:**

Name: Linsey Jones  
Client ID: 459678  
Phone Number: +12257896451  
Email: linsey56@aol.com

**Tools:**   
Remote Software: [AnyDesk](https://anydesk.com/en/downloads/windows)

Remote Software: Windows Remote Desktop  
Ticketing system: [Go to Jira](https://www.atlassian.com/software/jira?campaign=18440774082&adgroup=136973853250&targetid=kwd-361936242944&matchtype=e&network=s&device=c&device_model=&creative=656629737260&keyword=jira%20software%20atlassian&placement=&target=&ds_eid=700000001558501&ds_e1=GOOGLE&gad_source=5&gclid=EAIaIQobChMIpPKx2ZjTiAMVaiitBh3TIxcoEAAYASAAEgJ2V_D_BwE)

**Troubleshooting steps from Basic to Advanced:**

1. **Disk Cleanup**:
   * Type Disk Cleanup in the search bar and select it.
   * Choose the drive you want to clean (usually C:) and click OK.
   * Select the file types you want to delete (e.g., temporary files, system cache) and click OK, then Delete Files.
2. **Storage Sense**:
   * Go to Settings > System > Storage.
   * Turn on Storage Sense to automatically free up space by deleting unnecessary files.
   * Click Configure Storage Sense or run it now to customize what gets deleted and when.
3. **Uninstall Unnecessary Programs**:
   * Go to Settings > Apps > Apps & features.
   * Scroll through the list and uninstall programs you no longer need.
4. **Manage Startup Programs**:
   * Press Ctrl + Shift + Esc to open Task Manager.
   * Go to the Startup tab and disable programs that you don’t need to start automatically with Windows.
5. **Check for Malware**:
   * Use Windows Security by going to Settings > Update & Security > Windows Security.
   * Click on Virus & threat protection and run a quick or full scan. Windows Malicious Software Removal Tool (MRT)

**Command Prompt Commands (CMD):**

1. **Disk Cleanup**:
   * Open Command Prompt as an administrator.
   * Type cleanmgr and press Enter.
   * The Disk Cleanup tool will open. Select the files you want to delete and confirm.
2. **Delete Temporary Files**:
   * Open Command Prompt as an administrator.
   * Type del /q/f/s %TEMP%\\* and press Enter.
   * This command deletes all temporary files.
3. **Delete Prefetch Files**:
   * Open Command Prompt as an administrator.
   * Type del C:\Windows\Prefetch\\*.\* /Q and press Enter.
   * This command deletes all prefetch files.
4. **Clear DNS Cache**:
   * Open Command Prompt as an administrator.
   * Type ipconfig /flushdns and press Enter.
   * This command clears the DNS cache.
5. **Defragment Hard Drive**:
   * Open Command Prompt as an administrator.
   * Type defrag C: and press Enter.
   * Replace C: with the drive letter you want to defragment.
6. **System File Checker**:
   * Open Command Prompt as an administrator.
   * Type sfc /scannow and press Enter.
   * This command scans and repairs corrupted system files.
7. **DISM Tool**:
   * Open Command Prompt as an administrator.
   * Type DISM /Online /Cleanup-Image /RestoreHealth and press Enter.
   * This command repairs the Windows image.

**Useful Command Prompt (CMD) commands that can help manage and troubleshoot Windows system:**

1. **sfc /scannow**:
   * Scans and repairs corrupted system files.
   * Usage: sfc /scannow
2. **chkdsk**:
   * Checks the file system and file system metadata of a volume for logical and physical errors.
   * Usage: chkdsk [drive letter]: /f
3. **tasklist**:
   * Displays a list of currently running processes.
   * Usage: tasklist
4. **taskkill**:
   * Terminates a running process.
   * Usage: taskkill /f /im [process name]
5. **diskpart**:
   * Manages disk partitions.
   * Usage: diskpart
6. **format**:
   * Formats a disk for use with Windows.
   * Usage: format [drive letter]:
7. **systeminfo**:
   * Displays detailed configuration information about the computer and its operating system.
   * Usage: systeminfo
8. **netstat**:
   * Displays network connections, routing tables, and interface statistics.
   * Usage: netstat -an
9. **cls**:
   * Clears the Command Prompt screen.
   * Usage: cls
10. **help**:
    * Provides help information for CMD commands.
    * Usage: help [command]
11. **shutdown**:
    * Shuts down or restarts the computer.
    * Usage: shutdown /s (shutdown) or shutdown /r (restart)

**Important Note:**

As an IT Technician, you might not always have free access to the internet. You are not going to be able to utilize specific resources like GitHub, Stack Overflow, Web Browsers, or AI tools such as Gemini and Chat GPT. The availability of these resources can vary depending on the company you work for.