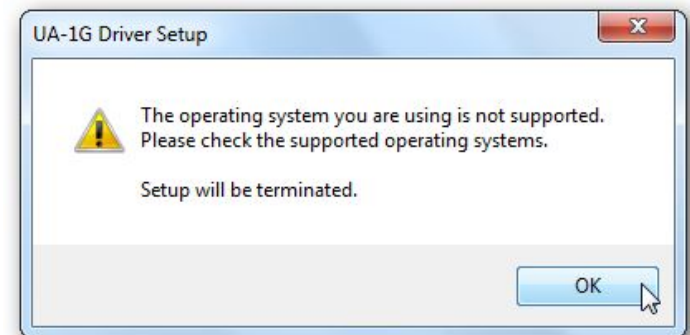


2

PC TROUBLESHOOTING

Hardware Troubleshooting & Repairing
Software Troubleshooting & Repairing



HARDWARE TROUBLESHOOTING & REPAIRING

- Monitor
- Printer
- CD
- Keyboard
- Mouse
- Networking
- Startup
- Hard Drive



MONITOR TROUBLESHOOTING

❖ General Problems:

- The monitor screen is **black**.
- The screen is **shaking**.
- The screen is too **bright** or too **dark**.



PROBLEM 1: THE MONITOR SCREEN IS BLACK.

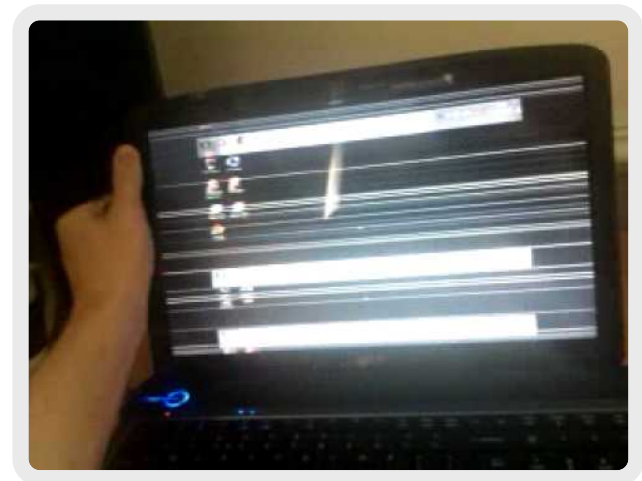
❑ Possible Solutions

- Check to see if the computer **turned on**.
- Check to see if the monitor **getting power**.
- Check to see if the monitor getting a **signal** from the computer.
- Check to see if the **brightness** has been turned entirely down.
- Check to see if the computer in **Power Save or Sleep mode**.
- Check to see if all **peripherals** plugged in.



PROBLEM 2: THE SCREEN IS SHAKING.

- Move all objects that emit a magnetic field, such as a motor or transformer, away from the monitor.
- Check if the specified voltage is applied.
- Check if the signal timing of the computer system is within the specification of the monitor.



PRINTER TROUBLESHOOTING

- The Printer is **not printing**.
- The printer is printing **streaks** on the page.



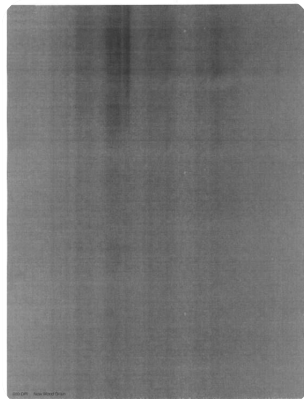
PROBLEM 1: THE PRINTER IS NOT PRINTING

- Check to see if the printer **getting power**.
- Check to see if you can print a **Windows test page**.
- If the printer is still not getting power, plug the power cord into a different outlet on the **power strip**. If this does not work, try plugging the printer into a different wall outlet.
- Check to see if there is **paper in printer**. Is there a paper **jam**?
- Check to see if the computer getting a **signal** from the printer.
- Check to see if **Printer offline or Paused**.



PROBLEM 2: THE PRINTER IS PRINTING STREAKS ON THE PAGE

- Try changing the **toner** cartridge. If the new toner cartridge does not improve the streaking problem, return old cartridge to the printer and place the new toner cartridge back in its original packaging for later use.



CD TROUBLESHOOTING

- The computer **won't read** the CD.
- Check to see if the **label side** of the CD is faced up.
- Check to see if the **CD be read from the CD Rom drive** of another computer.
- Check to see if the **CD scratched or dirty**.
- Check to see if the CD is a CD-R or CD-RW that was **burned**.



KEYBOARD TROUBLESHOOTING

- The USB **connection** may be loose.
- **Plug** the keyboard into a different USB port.
- If your keyboard is plugged into a **USB hub or USB switch box**, try removing it and plugging the keyboard into the computer.
- **Unplug** other USB devices that are not in use.
- Keyboard commands and typing are **not recognized** by the computer.
- Wireless keyboard does **not work** or is **not detected**.



MOUSE TROUBLESHOOTING

- The USB **connection** may be loose.
- **Plug** the mouse into a different USB port.
- If your mouse is plugged into a **USB hub or USB switch box**, try removing it and plugging it directly into the computer.
- **Unplug** other USB devices that are not in use.
- Wireless mouse does **not work** or is **not detected**.
- Cursor **does not respond** to mouse movement or Cursor responds **slowly** to mouse movement.



NETWORKING TROUBLESHOOTING

- My PC is not working on the Network.
- Programs that require network drives to run or operate properly.
- Network Adapter Resources



VIEW YOUR BASIC NETWORK SETUP INFORMATION & CONNECTIONS

View your basic network information and set up connections



FYLAB2-CABIN
(This computer)



Network



Internet

[See full map](#)

View your active networks

[Connect or disconnect](#)



Network
Work network

Access type: Internet
Connections: Local Area Connection

Change your networking settings



[Set up a new connection or network](#)

Set up a wireless, broadband, dial-up, ad hoc, or VPN connection; or set up a router or access point.



[Connect to a network](#)

Connect or reconnect to a wireless, wired, dial-up, or VPN network connection.



[Choose homegroup and sharing options](#)

Access files and printers located on other network computers, or change sharing settings.



[Troubleshoot problems](#)

Diagnose and repair network problems, or get troubleshooting information.

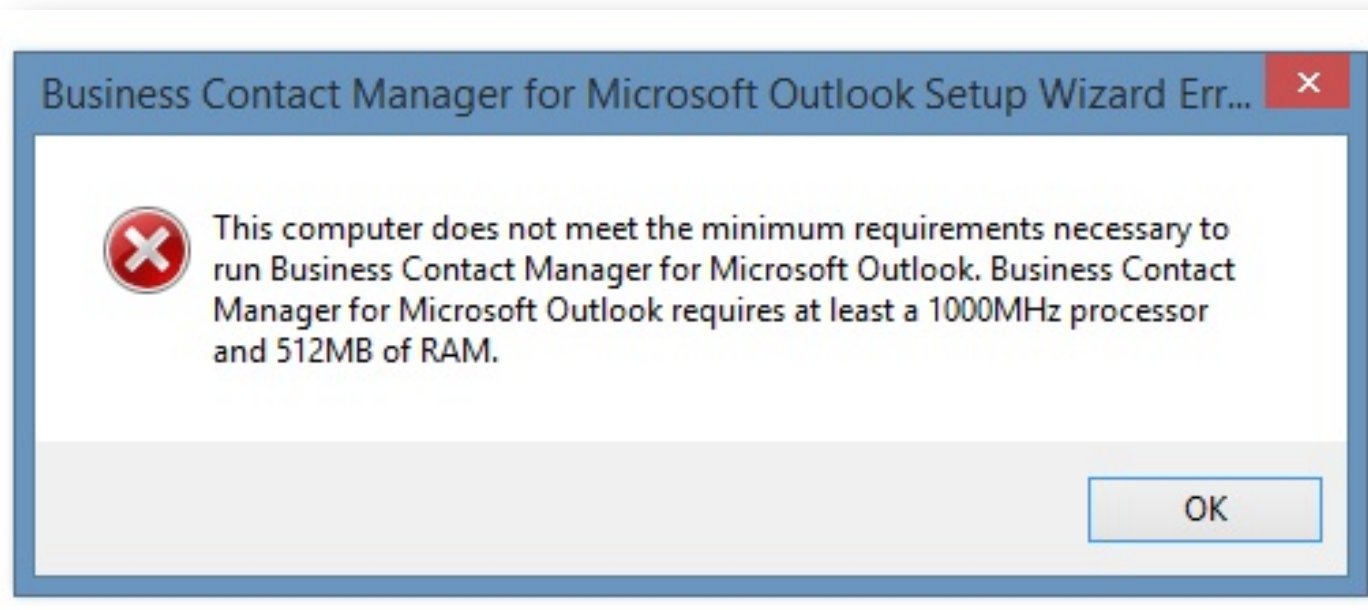
UNABLE TO START INSTALLATION PROCESS

- Verify the CD/DVD is readable



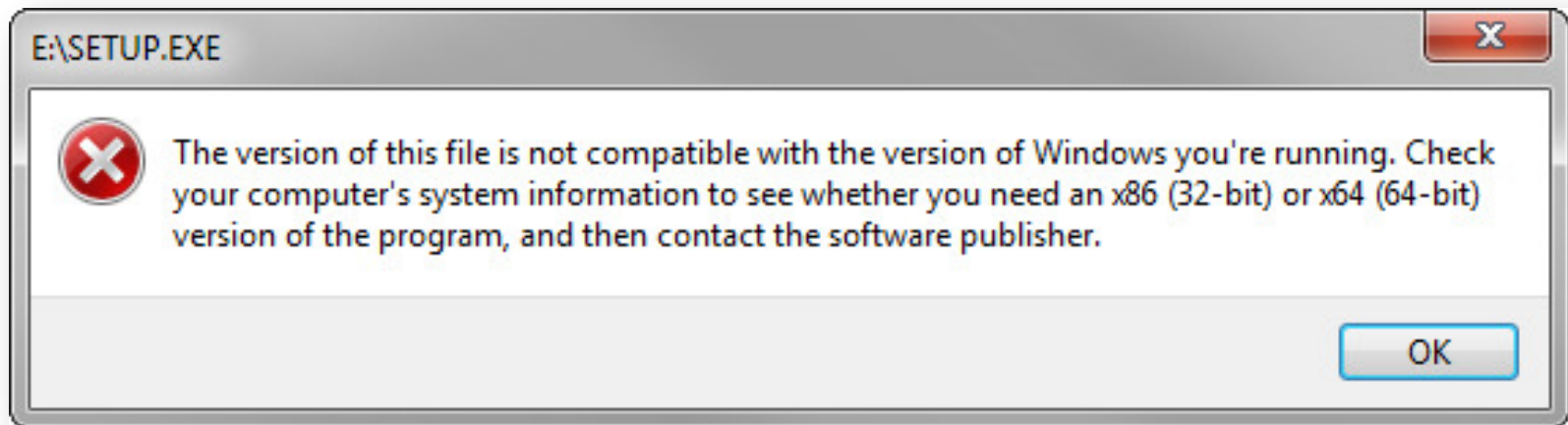
UNABLE TO START INSTALLATION PROCESS

- Verify your computer meets the minimum requirements of the software program



UNABLE TO START INSTALLATION PROCESS

- Verify compatibility of the program or utility you are installing with the version of OS in your PC



PROBLEM

WHILE INSTALLING SOFTWARE

1) Older version already installed

- Uninstall the older version of the software from control panel
- Try to re-install the software



2) .DLL FILE MISSING

- **Fix problem manually**
 - 1) Download missing *.dll* file from internet
 - 2) Place this file in given folder
 - C:\Windows\System32 (for Windows XP / Vista / 7)
 - C:\WINNT\System32 (for Windows 2000 / NT)
 - 3) Reboot your computer



2) .DLL FILE MISSING

- **Fix automatically using some software**

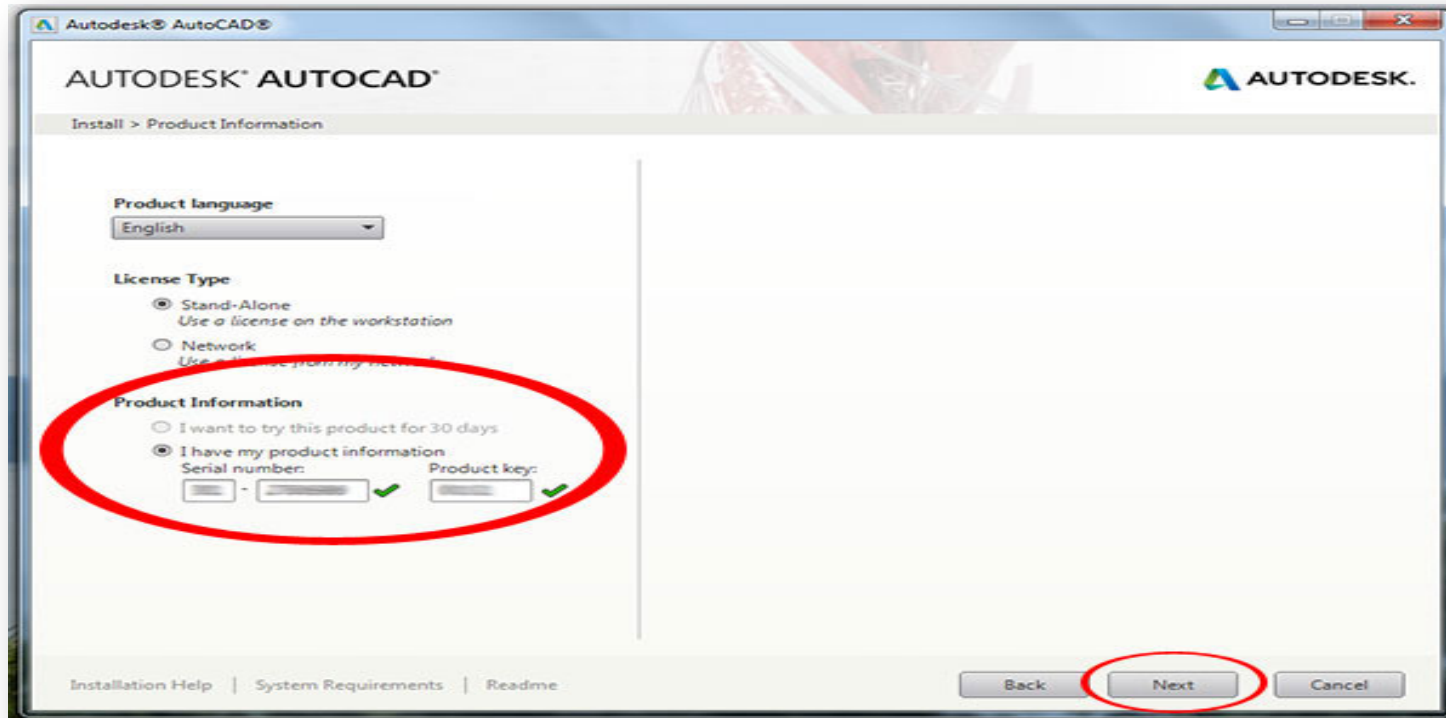
It will install missing *.dll* file

As well as upgrade the older files



3) ASKING FOR THE PRODUCT KEY

- If it is allowed then install the trial version of software or need to enter the product key (license key) for successful installation



THANK YOU

