Module 4: Troubleshooting and Helpdesk

Topic: Troubleshoot security

* Assignment level Basic:

1. What is troubleshooting?

* Troubleshooting is the process of identifying, planning and resolving a problem, error or fault within a software or computer system.

1. What is the need of troubleshooting security?

* Troubleshooting security is a critical aspect of maintaining a secure and stable digital environment. It involves identifying and resolving issues, vulnerabilities, or breaches that can compromise the confidentiality, integrity, and availability of data and systems.
* Assignment level Intermediate:

1. Do a practical to change the password.

* Done.

1. Do a practical to change the user account password.

* Done.
* Assignment level advance:

1. How do you troubleshoot a computer?

* With that info in mind, you can try the following common troubleshooting steps.

1. Consult Google. Search engines can be your best friend when it comes to error codes or detailed problems.
2. Reboot.
3. Check Connections.
4. Look for Program Updates.
5. Close Background Tasks.
6. Clean Up Your Hard Drive.
7. Run an Antivirus Program.
8. How to troubleshoot common computer problems?

* Troubleshooting common computer problems can be a systematic and logical process. Here's a step-by-step guide to help you troubleshoot and resolve some of the most common computer issues.

1. Your computer turns on, but still doesn’t work?

* There might be some connection errors between the power sockets and the PC/monitor. If you're using Desktop: Check if all the wires, ports, and adapters are connected properly. In addition, check if the video and power cables are firmly attached at both ends.

1. 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.

Topic: OS Troubleshooting

* Assignment level Basic:

1. What are the basic of troubleshooting?

* The first step in most troubleshooting methods is gathering information on the issue, such as an undesired behavior or a lack of expected functionality. Once the issue and how to reproduce it are understood, the next step is to eliminate unnecessary components to determine if the issue persists.

1. Write down the steps of OS troubleshooting.

* Troubleshooting methodologies vary, but the following seven steps are often used.

1. Gather information.
2. Describe the problem.
3. Determine the most probable cause.
4. Create a plan of action and test a solution.
5. Implement the solution.
6. Analyze the results.
7. Document the process.

* Assignments level Advance:

1. Do a practical to repair OS.

* Done.

1. Do a practical to repair boot file.

* Done.

1. DO a practical to repair bootmgr.

* Done.

Topic: Recovery

* Assignment level Basic:

1. What is recovery?

* Data recovery is the process of restoring data that has been lost, accidentally deleted, corrupted or made inaccessible. In enterprise IT, data recovery typically refers to the restoration of data to a desktop, laptop, server or external storage system from a backup.

1. Why do we need recovery?

* Data recovery is an aspect of backup and recovery and an integral component of your overall disaster recovery plan (DRP). Companies rely on data to inform business decisions and to support day-to-day operations. As such, any data loss can seriously impact continuity, which is why data recovery is so critical.
* Assignment level Intermediate:

1. List out the tools for recovery.

* 1) iMyFone AnyRecover

2) Stellar Data Recovery Software

3) Wondershare Recoverit

4) Recuva

5) System Mechanic Ultimate Defense

6) EaseUS

7) Puran File Recovery

8) UndeleteMyFile Pro

9) Wise Data Recovery

10) PhotoRec

11) Undelete360

12) PC Inspector File Recovery

13) Disk Drill

14) Orion File Recovery Software

1. Do a practical to recover deleted file.

* Done.

1. Do a practical to recover the formatted file

* Done.

1. Do practical to recover data from the os Corrupted file.

* Done.

Topic: Hard Drive troubleshooting

* Assignment level Basic:

1. What is Hard Drive troubleshooting?

* Problems that occur when you have just installed a hard drive are almost always a simple matter of a bad or incorrectly connected cable, incorrect jumper settings, or some similar trivial problem. If a newly installed drive isn't recognized by the system, turn off the system.

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* Assignment level Intermediate:

1. Do a practical to troubleshoot the digging sound.

* Done.

1. Do a practical to change the sata cable in hard drive.

* Done.

Topic: Laptop, Printer, Video card Troubleshooting

* Assignments level Basic

1. What is the basic troubleshooting for printer?

* If you're using a wired printer, make sure that the printer cable is properly connected from the printer to your PC. For wireless printers, check the wireless connection. Make sure the printer's wireless option is turned on and available.

1. What are the basic troubleshooting for laptop?

* With that info in mind, you can try the following common troubleshooting steps.

1. Reboot.
2. Check Connections.
3. Look for Program Updates.
4. Close Background Tasks.
5. Clean Up Your Hard Drive.
6. Run an Antivirus Program.

* Assignments level Intermediate:

1. Do a practical to disassemble the laptop and change the corrupted ram.

* Done.

1. Do a practical to change the cartridge of the printer.

* Done.

1. Do a practical to change the processor fan.

* Done.

1. Do a practical to check the laptop which is not starting up

* Done.