

Desktop/IT Support for Beginners

Top 10 Day-to-Day Troubleshooting Issues

Prepared for GitHub

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1 Internet Connectivity Issues

Internet Connectivity Issues

Severity: High

Description: Users cannot access the internet or internal resources.

Troubleshooting Steps:

1. **Check physical connections:** Ethernet cable connected to PC and switch. For Wi-Fi, confirm SSID/password.
2. **Ping test:** Open Command Prompt (**Start > type cmd > Enter**) and run: `ping 8.8.8.8`.
3. **Check IP configuration:** Command Prompt: `ipconfig /all`. Verify IP, subnet, gateway.
4. **Renew IP:** Command Prompt: `ipconfig /release` then `ipconfig /renew`.
5. **Check DNS:** Command Prompt: `nslookup google.com`.
6. **Restart networking devices:** Router/switch if multiple users affected.

Escalation: Network admin if issue persists or server-side problem.

2 Slow Computer Performance

Slow Computer Performance

Severity: Medium

Description: System lags or responds slowly.

Troubleshooting Steps:

1. Open Task Manager (**Ctrl+Shift+Esc**) > Processes tab, check CPU/memory usage.
2. Free disk space: File Explorer > Right-click drive > Properties > Disk Cleanup.
3. Disable startup apps: Task Manager > Startup tab.
4. Run malware scan: Start > Windows Security > Virus & Threat Protection > Quick Scan.
5. Update Windows: Start > Settings > Update & Security > Windows Update.

Escalation: Hardware upgrade needed (RAM/SSD), escalate to IT lead.

3 Printer Not Working

Printer Not Working

Severity: Medium

Description: Printer offline, error, or blank pages.

Troubleshooting Steps:

1. Check printer power and connectivity.
2. Check print queue: Control Panel > Devices & Printers > See what's printing.
3. Restart print spooler: Command Prompt (admin) `net stop spooler && net start spooler`.
4. Reinstall/update drivers: Device Manager > Printers > Update driver.
5. Test print page from printer menu.

Escalation: Vendor/IT for hardware issues.

4 Blue Screen of Death (BSOD)

Blue Screen of Death (BSOD)

Severity: High

Description: Windows crashes with blue screen STOP code.

Troubleshooting Steps:

1. Record STOP code from blue screen.
2. Boot into Safe Mode: Restart > F8/Shift+Restart > Troubleshoot > Advanced Options > Safe Mode.
3. Update drivers: Device Manager > Right-click device > Update driver.
4. Run memory diagnostics: Start > type `mdsched.exe` > Restart now.
5. Check Event Viewer: Start > `eventvwr.msc` > Windows Logs > System/Application.

Escalation: IT lead/vendor if frequent crashes or hardware issue.

5 Application Crashes or Freezes

Application Crashes or Freezes

Severity: Medium

Description: Applications close unexpectedly or become unresponsive.

Troubleshooting Steps:

1. End task via Task Manager (**Ctrl+Shift+Esc**) > Processes tab.
2. Update or reinstall app: Start > Settings > Apps > Select App > Modify/Repair.
3. Apply pending Windows updates: Start > Settings > Update & Security > Windows Update.
4. Check Event Viewer: Start > `eventvwr.msc` > Application logs.

Escalation: Vendor support or IT if issue persists.

6 Email Not Syncing / Missing Emails

Email Not Syncing / Missing Emails

Severity: High

Description: Outlook/Exchange not syncing emails or search incomplete.

Troubleshooting Steps:

1. Check webmail: confirm emails exist on server.
2. Recreate Outlook profile: Control Panel > Mail > Show Profiles > Add.
3. Check mailbox quota: Outlook > File > Info > Cleanup Tools.
4. Run Outlook diagnostic: Start > type `Outlook /safe` or enable logging.

Escalation: Server-side issues: Exchange admin or IT team.

7 Password Reset / Login Issues

Password Reset / Login Issues

Severity: High

Description: User locked out, forgotten password, or MFA issue.

Troubleshooting Steps:

1. Verify username and domain.
2. Check keyboard layout/Caps Lock.
3. Reset password via AD or identity portal.
4. Unlock account if locked.
5. Verify MFA token or secondary authentication.

Escalation: Suspected compromised account or repeated failures.

8 File Access / Accidental Deletion

File Access / Accidental Deletion

Severity: Medium

Description: User cannot access files or accidentally deleted important data.

Troubleshooting Steps:

1. Check Recycle Bin / cloud trash (OneDrive/Google Drive).
2. Check file permissions: Right-click file > Properties > Security tab.
3. Use previous versions: Right-click > Properties > Previous Versions.
4. If no backup, stop writing to disk and use recovery tools (Recuva, EaseUS).

Escalation: Data recovery specialists if critical business data.

9 Audio / Video / Peripheral Issues

Audio / Video / Peripheral Issues

Severity: Medium

Description: No sound, mic not working, or peripherals not detected.

Troubleshooting Steps:

1. Check device connections (USB, headset jack).
2. Check Windows sound settings: Start > Settings > System > Sound.
3. Update/reinstall drivers: Device Manager > Sound/Video > Update driver.
4. Test on another port/device to rule out hardware failure.

Escalation: IT/hardware vendor if devices fail on multiple machines.

10 OS Boot Failure / Won't Start

OS Boot Failure / Won't Start

Severity: High

Description: PC powers on but fails to boot into OS.

Troubleshooting Steps:

1. Check POST (Power-On Self Test) beep codes.
2. Disconnect external devices.
3. Boot from Windows recovery USB: Troubleshoot > Advanced Options > Startup Repair.
4. Check disk health: Command Prompt (Recovery) `chkdsk C: /f /r`.
5. Reset BIOS/UEFI to default if misconfiguration suspected.

Escalation: IT lead if hardware or boot record corruption suspected.