***Module 4: Troubleshooting and Helpdesk***

***Topic: Troubleshooting security***

***Assignment Level Basic***

1. *What is troubleshooting?*

*Ans. Troubleshooting is art of solving a problem or error in terms of computing.*

1. *What is need for troubleshooting security?*

*Ans. So that our system doesn’t get damaged faster.*

***Assignment Level Intermediate***

1. *Do a practical to change the password?*

*Ans. Done in Lab.*

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

*Ans. Done in lab.*

***Assignment Level Advanced***

1. *How do you troubleshoot a computer?*

*Ans. By first looking at the issue occurred.*

1. *How to troubleshoot common computer problems?*

*Ans. By having common errors knowledge.*

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

*Ans. Reboot it.*

1. *You get the blue screen of death?*

*Ans. Refix the RAM.*

***Topic: OS Troubleshooting***

***Assignment Level Basic***

1. *What are the basic of troubleshooting?*

*Ans. Basic of troubleshooting:*

1. *Check whether all the pin in plugged perfectly and the switch is on.*
2. *Check bios.*
3. *Check that all components are fixed perfectly.*
4. *Write down the steps of os troubleshooting.*

*Ans. Done in lab*

***Assignments level Advance:***

1. *Do a practical to repair OS*

*Ans. Done in lab*

1. *Do a practical to repair boot file.*

*Ans. Done in lab*

1. *Do a practical to repair bootmgr.*

*Ans. Done in lab*

***Topic: Recovery***

***Assignment level Basic***

1. *What is recovery*

*Ans. The method of regaining the lost data is known as recovery.*

1. *Why do we need recovery?*

*Ans. We need recovery if we it is important.*

***Assignment level Intermediate:***

1. *list out the tools for recovery.*
2. *Do a practical to recover deleted file.*

*Ans. Done in lab*

1. *Do a practical to recover the formatted file*

*Ans. Done in lab*

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

*Ans. Done in lab*

***Topic: Hard Drive troubleshooting***

***Assignment level Basic:***

1. *What is Hard disk troubleshooting?*

*Ans. The hard disk troubleshooting is to troubleshoot hard disk.*

***Assignment level Intermediate:***

1. *Do a practical to troubleshoot the digging sound.*

*Ans. Done in lab*

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

*Ans. Done in lab*

***Topic: Laptop, Printer, Video card Troubleshooting***

***Assignments level Basic***

1. *What is the basic troubleshooting for printer?*

*Ans.*

* *Check to make sure the printer is turned on and connected to the same Wi-Fi network as your device. ...*
* *Unplug and restart your printer. ...*
* *Set your printer as the default printer. ...*
* *Clear the print queue. ...*
* *Reset the service that manages the printing*

***Assignments level Intermediate:***

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

*Ans. Done in lab*

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

*Ans. Done in lab*

1. *Do a practical to change the processor fan.*

*Ans. Done in lab*

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

*Ans. Done in lab*