# Module 4: Troubleshooting and Helpdesk

# Topic: Troubleshoot security

* Assignment level Basic:
  1. What is troubleshooting?
  2. Top of Form

Ans-The process of finding and fixing faults or issues in a system, apparatus, or procedure to get it back to working order is known as troubleshooting.

2.what is the need of troubleshooting security?

Ans: In order to protect sensitive data and preserve the integrity of the entire security infrastructure, troubleshooting security is necessary to find and fix vulnerabilities, breaches, or problems in a system..

* Assignment level Intermediate:
  1. Do a practical to change the password.

Ans: done

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

Ans: done

* Assignment level advance:
  1. How do you troubleshoot a computer?

Ans: When troubleshooting a computer, follow these steps: isolate the issue, verify connections, update drivers, and use diagnostic tools to systematically identify and resolve hardware or software issues

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* 1. How to troubleshoot common computer problems?

Ans Troubleshoot common computer problems by checking connections, updating software, scanning for malware, restarting the system, and seeking online resources for solutions

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

Ans If your computer turns on but still doesn't work, check for display issues, inspect hardware connections, and consider potential software or driver issues

4.You get the blue screen of death?

Ans- When encountering the blue screen of death, identify the error code, restart the computer, and troubleshoot by updating drivers, checking for hardware issues, or performing system restores if necessary

## Topic: OS Troubleshooting

* Assignment level Basic:
  1. What are the basic of troubleshooting?

Ans: Troubleshooting is a systematic process used to locate the cause of a fault in a computer system and correct the relevant hardware and software issues.

* 1. Write down the steps of os troubleshooting.

Ans: 1.Identify the problem.

2.Research.

3.Test the theory.

4.Implement or escalate.

5.Verify functionality.

6.Document the solution.

* Assignments level Advance:
  1. Do a practical to repair OS.

Ans: done

* 1. Do a practical to repair boot file.

Ans: done

* 1. 3.DO a practical to repair bootmgr.

Ans: done

* Topic: Recovery Assignment level Basic:
  1. What is recovery?

Ans: a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.

* 1. Why do we need recovery?

Ans: it allows the body time to repair and strengthen itself in between workouts. It also allows the athlete to recover, both physically and psychologically.

* Assignment level Intermediate:
  1. list out the tools for recovery.?

Recovery tools such as TestDisk, PhotoRec, and EaseUS Data Recovery Wizard aid in recovering lost or corrupted data Recovery tools such as TestDisk, PhotoRec, and EaseUS Data Recovery Wizard aid in recovering lost or corrupted data Recovery tools such as TestDisk, PhotoRec, and EaseUS Data Recovery Wizard aid in recovering lost or corrupted data Recovery tools such as TestDisk, PhotoRec, and EaseUS Data Recovery Wizard aid in recovering lost or corrupted data Recovery tools such as TestDisk, PhotoRec, and EaseUS Data Recovery Wizard aid in recovering lost or corrupted data Recovery tools such as TestDisk, PhotoRec, and EaseUS Data Recovery Wizard aid in recovering lost or corrupted data Recovery tools such as TestDisk, PhotoRec, and EaseUS Data Recovery Wizard aid in recovering lost or corrupted data Recovery tools such as TestDisk, PhotoRec, and EaseUS Data Recovery Wizard aid in recovering lost or corrupted data Top of Form

* 1. DO a practical to recover deleted file.

Ans: done

* 1. Do a practical to recover the formatted file

Ans: done

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

Ans: done

## Topic: Hard Drive troubleshooting

* Assignment level Basic:
  1. What is Hard troubleshooting?

Ans: the process of reviewing, diagnosing and identifying operational or technical problems within a hardware device or equipment.

* 1. Why do we need Hard drive troubleshootin?

Ans: Bad or corrupted sectors on a hard drive can cause performance issues and operating system boot issues.so that we need hard drive trubleshotting.

* Assignment level Intermediate:
  1. Do a practical to troubleshoot the digging sound.

Ans: done

* 1. Do a practical to change the sata cable in harddrive.

Ans: done

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

###  Assignments level Baic

1. What is the basic troubleshooting for printer?

Ans: Check cables or wireless connection its call troubleshooting in printer.

1. What are the basic troubleshooting for laptop?

Ans: in the computer world basic troubleshooting is chaking the cables and chaking physical parts of laptops.

 Assignments level Intermediate:

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

Ans: done

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

Ans: done

1. Do a practical to change the processor fan.

Ans: done

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

Ans: done