**Module 4: Troubleshooting and Helpdesk**

**Topic: Troubleshoot security**

** Assignment level Basic:**

1. **What is troubleshooting?**

**ANS: to solve problems for an organization , to find and correct faults in an electronic system or a machine.**

1. **what is the need of troubleshooting security?**

**ANS: errors related to users roles can occur.**

** 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: reboot power cycling computer is one of the best and easiest ways to troubleshoot**

**Unplug peripheral devices remove any tool that’s connected to a computer like an extra drive or a scanner**

**Check your cables and power cords to make sure they are connected properly.**

1. **How to troubleshoot common computer problems?**

**ANS: consult google , reboot , check connections, look for programs updates, close background tasks, clean up your hard drive, run an antivirus program.**

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

**ANS: ensure cable are connected and working**

**the next troubleshooting steps is to make sure all of your cables are connected and working like your VGA and HDMI cables check that your cables are connected to the graphics card not the motherboard also be sure to check the monitor’s power card and power supply unit.**

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

**ANS: usually caused by improperly installed , damaged hardware , or by buggy or incompatible software.**

**Topic: OS Troubleshooting**

** Assignment level Basic:**

1. **What are the basic of troubleshooting?**

**ANS: identify the problems, research, establish a theory of probable cause, test the theory, establish a plan of action, implement or escalate, verify functionality, document the solution.**

1. **Write down the steps of OS troubleshooting.**

**ANS: gather information, describe the problems , determine the most probable cause, create a plan of action and test solution, implement the solution, analyze the results, document the process.**

** Assignments level Advance:**

1. **Do a practical to repair OS.**

**ANS: Done**

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

**ANS: Done**

1. **DO a practical to repair boot mgr.**

**ANS: Done**

** Topic: Recovery Assignment level Basic:**

1. **What is recovery?**

**ANS: a return to good health an illness or to a normal state after a difficult period of time , getting back something that was lost , stolen or missing.**

1. **Why do we need recovery?**

**ANS: increases blood circulation , which helps remove waste products from soft tissue that have been broken down by intense exercise.**

** Assignment level Intermediate:**

**1. list out the tools for recovery.**

**2. 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 devices or equipment.**

1. **Why do we need Hard drive troubleshooting**

**ANS: bad or corrupted sectors on a hard drive can cause performance issues, bluescreen stop error issues, and operating system boot issues.**

** Assignment level Intermediate:**

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

**ANS: Done**

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

**ANS: Done**

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

** Assignments level Baisc**

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

**ANS: make sure your printer is turned on and has power make sure you have paper tray typically if there no paper you see an alert on either your mac’s display or the printer’s LCD panel.**

1. **What are the basic troubleshooting for laptop?**

**ANS: the first thing to do is to check the power supply, check for external devices, in case of display problems check the air vents and noise of the laptops after pressing the power button, remove the hardware and try booting the computer again.**

** 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**