**Contoso Solutions IT Support Issue - Solution**

**1. Slow Computer Performance**

**Problem:** System performance degrades over time due to various factors like outdated software, malware, or resource constraints.  
**Solution:**

* Conduct regular malware scans using approved tools.
* Clear temporary files and browser cache.
* Install pending software updates.
* If needed, upgrade hardware components like RAM or SSD.

**2. Password Reset Requests**

**Problem:** Users frequently forget passwords, causing account access issues.  
**Solution:**

* Provide a self-service password reset portal for employees.
* Implement a strong password policy and educate users.
* Use multi-factor authentication for added security.

**3. Wi-Fi Connectivity Issues**

**Problem:** Devices fail to connect to Wi-Fi due to weak signals, incorrect credentials, or conflicts.  
**Solution:**

* Restart the router and device.
* Verify the Wi-Fi password and SSID settings.
* Reconfigure IP settings or assign a static IP if necessary.

**4. Email Sending or Receiving Errors**

**Problem:** Delayed or missing emails in user inboxes.  
**Solution:**

* Check spam/junk folders.
* Ensure proper email server configuration (e.g., SMTP, IMAP).
* Increase mailbox storage quota if needed.

**5. Printer Not Responding**

**Problem:** Users encounter printer offline errors or paper jams.  
**Solution:**

* Verify printer connection and set it to "Online" mode.
* Clear any visible paper jams.
* Update printer drivers from the Contoso IT portal.

**6. Frequent Software Crashes**

**Problem:** Applications stop responding or close unexpectedly.  
**Solution:**

* Update the software via Contoso’s software management tool.
* Reinstall the application if necessary.
* Report repeated issues to the software vendor.

**7. Unable to Open Files**

**Problem:** Unsupported file formats or missing software.  
**Solution:**

* Install required applications using the Contoso IT App Store.
* Convert files to compatible formats via online or approved tools.
* Request a new copy of corrupted files from the sender.

**8. Account Lockout**

**Problem:** Multiple failed login attempts lead to account locks.  
**Solution:**

* Use the IT admin portal to unlock user accounts.
* Educate users on account lockout policies to avoid frequent locks.

**9. System Won’t Boot**

**Problem:** Device fails to start due to OS or hardware issues.  
**Solution:**

* Check and secure all physical connections.
* Boot into safe mode for troubleshooting.
* Use recovery tools or reinstall the OS as a last resort.

**10. Blue Screen Errors (BSOD)**

**Problem:** System crashes with error codes displayed on a blue screen.  
**Solution:**

* Analyze the BSOD error code to identify issues.
* Update device drivers via Contoso’s support tools.
* Run diagnostics on hardware components.

**11. Access Denied to Shared Resources**

**Problem:** Users encounter permission-related errors when accessing shared drives or files.  
**Solution:**

* Review user access permissions and adjust in the shared resource settings.
* Ensure the user is part of the appropriate Active Directory group.

**12. Application Not Responding**

**Problem:** Programs freeze due to high system resource usage or conflicts.  
**Solution:**

* Force quit the application and restart it.
* Review running processes in Task Manager to identify resource-heavy tasks.

**13. Forgotten Email Attachments**

**Problem:** Emails are sent without intended attachments.  
**Solution:**

* Enable attachment reminder settings in the email client (e.g., Outlook).

**14. Websites Not Loading**

**Problem:** Browsers fail to load web pages due to DNS or connection errors.  
**Solution:**

* Clear browser cache and cookies.
* Switch to a public DNS (e.g., 8.8.8.8).
* Test with an alternate browser to rule out browser issues.

**15. Peripheral Devices Not Working**

**Problem:** Issues with devices like keyboards, mice, or monitors.  
**Solution:**

* Check hardware connections and test with another device.
* Update drivers using the Contoso IT management platform.

**16. VPN Connectivity Issues**

**Problem:** VPN fails to connect or frequently disconnects.  
**Solution:**

* Verify VPN credentials and settings.
* Restart the VPN client or reinstall it from the Contoso IT portal.
* Check for internet stability and reconnect.

**17. File Syncing Problems**

**Problem:** Cloud storage fails to sync files between devices.  
**Solution:**

* Ensure stable internet connectivity.
* Verify folder paths in the cloud storage app.
* Restart the application and attempt to sync manually.

**18. Data Loss**

**Problem:** Files are accidentally deleted or corrupted.  
**Solution:**

* Restore files from Contoso’s cloud backup system.
* Use approved recovery tools for accidental deletions.

**19. Software Installation Fails**

**Problem:** Errors during application installation due to missing dependencies.  
**Solution:**

* Run installations as an administrator.
* Verify system requirements before proceeding.
* Check Contoso’s internal app library for preconfigured installation packages.

**20. Issues Accessing Shared Drives**

**Problem:** Users can’t access shared drives due to incorrect settings or credentials.  
**Solution:**

* Remap the drive via network settings.
* Verify user credentials and permissions.
* Ensure the shared server is online.