

TASK 4

Software Troubleshooting

Software troubleshooting is the process of scanning, identifying, diagnosing and resolving problems, errors and bugs in **software**. It is a systematic process that aims to filter out and resolve problems, and restore the **software** to normal operation.

The five-step troubleshooting process consists of the following:

- Verify that a problem actually exists.
- Isolate the cause of the problem.
- Correct the cause of the problem.
- Verify that the problem has been corrected.
- Follow up to prevent future problems.

The steps you take:

1. Free up RAM by closing other open programs.
2. Restart the software.
3. Shut down and restart your computer.
4. Use the Internet to find help.
5. Undo any recent hardware or software changes.
6. Uninstall the software, then reinstall it.

7. Look for software patches.
8. Scan for viruses and malware.
9. Check for a firewall conflict.
10. Boot up in Safe Mode.
11. Defragment your hard drive.
12. Cleanup the temporary files & browser history.
13. Free hard drive space.
14. Hardware conflicts.
15. Update Windows.
16. Update your drivers.
17. Run Registry cleaner.
18. Memory(RAM) upgrade.
19. Computer or processor is overheating.
20. Erase computer and start over(Reinstall Windows).

