# PCMT-02-Troubleshooting

## Q1. Write Down Troubleshooting PC Problems Name And Describe Any Two (MID-03M)

- Audio Troubleshoot
- Video Troubleshoot
- CS & DVD Troubleshoot
- Display(Monitor) Troubleshoot
- Hard Disk Drive Troubleshoot
- Hardware Troubleshoot
- Internet Access Troubleshoot
- Keyboard and Mouse Troubleshoot
- Power Troubleshoot
- Performance Troubleshoot
- Miscellaneous Troubleshoot

## Q2. Explain Audio and Video PC Problem Write Down Possible Symptom and Possible Solution (MID-03M)

### Audio Troubleshoot

| Symptom | Possible Solution |
| --- | --- |
| No sound is produced. | > Press the Mute button on the keyboard to see if the Mute feature is turned on.<br><br>1. Click Start, and then click Control Panel.<br>2. Click Sounds, Speech, and Audio Devices, and then Sounds and Audio Devices.<br>3. Click the Mute check box to remove the check mark from the box. |
| | > Click the task bar Volume icon, or use the keyboard controls to increase the volume. |
| | > Ensure powered (active) speakers are turned on. |
| | > Turn off your PC, and reconnect the speakers. |
| | > Press the Standby button (select models only), or press the Esc key on the keyboard to resume from standby mode |
| | > Replace the passive speaker system with an active speaker system (sold separately). Active speakers have a power cord and On button and connect to the Audio Out (green) connector on the PC. |
| | > Unplug headphones if they are connected to your PC. |
| Codec error messages appear when certain audio files are played. | > Open the file in Windows Media Player. Ensure Windows Media Player is configured to automatically download codecs. |

| Symptom | Possible Solution |
|---|---|
| | > If the correct codec is available, the file will play. Note that you must be connected to the Internet to download the codec file.<br>> If the correct codec is not available, check to see if there is an update available for Windows Media Player.<br>> For more information, open Windows Media Player Help, and then search the online Help for codec. |

## Video Troubleshoot

| Symptom | Possible Solution |
|---|---|
| Some video files do not play. | > Your file may be corrupt or in an unsupported format. Open the video file in a video editor such as WinDVD Creator, and then resave the file in a supported format. |
| Codec error messages appear when I play certain video files. | > Open the file in Windows Media Player. Ensure Windows Media Player is configured to automatically download codecs.<br>-> If the correct codec is available, the file will play. Note that you must be connected to the Internet to download the codec file.<br>-> If the correct codec is not available, check to see if there is an update available for Windows Media Player.<br><br>> For more information, open Windows Media Player Help, and then search the online Help for codec |
| Files Needed To Display Video Are Missing or Corrupt error message appears. | 1. Click Start, right-click My Computer, and then select Properties.<br>2. Click the Hardware tab, and then click Device Manager.<br>3. Click the plus sign (+) next to Sound, video and game controllers.<br>4. Double-click TV tuner (select models only).<br>5. Click the Driver tab, and then click Update Driver.<br>6. Select Install from a list or a specific location, and then click Next.<br>7. Remove the check mark from Search removable media.<br>8. Click Include this location in this search, and then click the Browse button.<br>9. Click the plus sign (+) in order, next to each of the following directories: > My Computer > C:\ > Drivers<br>10. Click OK, Next, and then click Finish after the drivers are updated.<br>11. Restart the PC. |

## Q3. Explain in details Hardware Installation With Possible Symptom And Possible Solution (MID-05M)

| Symptom | Possible Solution |
|---|---|
| A new device is not recognized as part of the system | > Install the device driver from the CD provided with the device, or download and install the driver from the device manufacturer's Web site. You may need an updated driver for Windows XP. Contact the device vendor directly for an update. |

| Symptom | Possible Solution |
|---|---|
| | > Ensure that the device is properly and securely connected and that the pins in the connector are not bent down. |
| | > Ensure that all cables are properly and securely connected and that the pins in the cable or connector are not bent |
| | > Turn off the PC, turn on the external device, and then turn on the PC to integrate the device with the PC |
| | > Restart the PC, and follow the instructions for accepting the changes. |
| | > Deselect the automatic settings in the operating system for the card, and choose a basic configuration that doesn't cause a resource conflict. You can also reconfigure or disable devices to resolve the resource conflict. |
| New device does not work. | You must be logged in as the computer administrator to install or uninstall a device driver. To switch users, click Start, click Log Off, and then click Switch User; choose the computer administrator user. (The computer administrator is usually the user Owner.) |
| New or existing device does not work after installing a new device. | To resolve a device conflict, you may need to disable one of the devices or uninstall an old device driver:<br><br>1. Click Start, and click Control Panel.<br>2. Click Performance and Maintenance.<br>3. Click the System icon, and select the Hardware tab.<br>4. Click Device Manager.<br>5. Click the plus sign (+) next to the problem device and check for exclamation points in a yellow circle near the device icon. The exclamation point means there is a device conflict or problem with the device. Exclamation points do not always appear when a device is not working properly.<br>6. If there is an old or unnecessary device driver listed in the Device Manager, this may be causing the device conflict. To uninstall the old driver for the new device driver to work properly, do the following: Right-click the device, click Uninstall, and then click OK.<br>7. Right-click the device, and select Properties.<br>8. If available, click the Resources tab to verify that there is a device conflict.<br>9. Click the General tab to see if your device is enabled and working properly. If it is available, click the Troubleshoot button, and follow the onscreen instructions in the device trouble-shooter wizard.<br>10. Restart the PC. Click Start, click Turn Off Computer, and then click Restart. |

## Q4. Repairing Software Problems. Explain in your word.

- Your PC uses the operating system and installed software programs during normal operation. If your PC works improperly or stops because of the software, you may be able to repair it.

- Some software repairs are as simple as restarting your PC, and others require performing a System Recovery from files on your hard disk drive
- Your hard disk drive contains a System Recovery image that includes all the software files that were originally installed on your PC at the factory. In the unlikely event that you need to recover your system, it is easy to do so using this recovery image
- Because all the necessary information is contained in the System Recovery image on your hard disk drive, recovery discs are not included in the accessory box
- As a backup, you can: Make your own System Recovery discs from the recovery image as described in "Creating System Recovery Discs"

## Q5. Write Down System Recovery Overview(Standard Recovery and Full System Recovery) (MID-04M)

- You can run the System Recovery program as a last resort to reinstall the operating system and the application software.
- System Recovery provides two recovery options:
  - **Standard Recovery** — This option recovers factory shipped programs, drivers, and the operating system without affecting any data files that you may have created since purchasing this PC. Some data files may be difficult to find after the System Recovery, so it is best to back up all hard disk drive files before performing a System Recovery.
  - **Full System Recovery** — This option completely erases and reformats the hard disk drive — this includes deleting all data files you have created. The Full System Recovery reinstalls the operating system, programs, and drivers from the recovery image or discs. However, you must reinstall any software that was not installed on the PC at the factory. This includes software that came on CDs included in the PC accessory box, and software programs you installed since your purchase

## Q6. How to Update Drivers Describe in Details?

- A driver is a software program that allows your PC to communicate with an attached device, such as a printer, a hard disk drive, a mouse, or a keyboard.
- Complete the following procedure to update a driver, or to revert to an earlier version of the driver if the new one does not solve your problem:

1. Click Start, right-click on My Computer, and then click Properties. The System Properties window displays.
2. Click the Hardware tab, and then Device Manager. The Device Manager displays.
3. Click the plus sign (+) to expand the device whose driver you want to update or rollback, (for example, DVD/CD-ROM drives).
4. Double-click the specific item (for example, HP DVD Writer 640b), and then click the Driver tab.
5. Click Update Driver or Rollback Driver, and follow the onscreen instructions

## Q7. Write Down the step you can follow When Starting system Recovery is Responsible OR Starting System Recovery is Not Responsible. (MID-03M)

- Starting System Recovery if the PC is responding

1. Turn off the PC. Remove the HP Personal Media Drive if your PC includes one. Disconnect all peripheral devices from the PC except the monitor, the keyboard, and the mouse. Turn on the PC.
2. Click Start on the taskbar, choose All Programs, choose PC Help & Tools, and then click HP PC System Recovery. You are prompted to confirm that you have performed the Microsoft System Restore and Driver Rollback:
    - . If you have not performed the Microsoft System Restore and Driver Rollback, click Microsoft System Restore, and follow the onscreen instructions.
    - If you have performed the Microsoft System Restore and Driver Rollback, click Yes to start the recovery process, and then continue with
3. Follow the onscreen instructions.
4. Complete the PC start-up, finish the registration process, and wait until you see the desktop. Then, turn off the PC, reconnect all peripheral devices, and then turn on the PC.

- Starting System Recovery if the PC is not responding

1. Turn off the PC. If necessary, press and hold the On button until the PC turns off.
2. Remove the HP Personal Media Drive if your PC includes one. Disconnect all peripheral devices from the PC except the monitor, the keyboard, and the mouse.
3. Press the On button to turn on the PC.
4. During the startup, do the following to enter the System Recovery program: When the blue screen with the HP Invent logo appears, press the F10 key on the keyboard. (You have only a few seconds to press the F10 key before the normal startup process continues.)
5. The PC starts the recovery; wait for the onscreen instructions to display, and then follow those instructions.

> ⚠ **The Full System Recovery option deletes any data or programs that you created or installed after purchase. Be sure to back up any data that you want to keep onto a removable disc.**

## Q8. Explain Power PC Problem Write Down Possible Symptom and Possible Solution. (MID-05M)

| Symptom | Possible Solution |
|---|---|
| PC will not turn on or start. | > Ensure that cables connecting the PC to the external power source are plugged in properly<br><br>> When the cables connecting the PC to the external power source are plugged in properly and the wall outlet is functioning, the green power supply light should be on; if the light is not on, refer to the Warranty and Support Guide to contact Support.<br><br>> Connect the monitor to the PC, plug it in, and turn it on.<br><br>> Set the line voltage selection switch to the correct setting for |

| Symptom | Possible Solution |
|---|---|
| | your country/region, or refer to the Warranty and Support Guide to contact Support.<br><br>> Test the outlet by connecting a different electrical device to the outlet.<br><br>> Reinstall the old memory to return your PC to its original state. Refer to the Upgrading and Servicing Guide for instructions.<br><br>> Press the Help ? button on the keyboard to open the Help and Support Center, or refer to the Warranty and Support Guide to contact Support for replacement details.<br><br>> Reseat drive power, data, and power supply cables. See the Upgrading and Servicing Guide for instructions. |
| Invalid system disk or Non-System disk or disk error message displays. | > When drive activity stops, remove the disk and press the spacebar. The PC should start up. |
| PC does not respond or turn off when the On button is pressed. | > Press and hold the On button until the PC turns off |
| PC shut down automatically. | > The PC is in an exceedingly hot environment. Let it cool down. Ensure PC air vents are not blocked and internal fan is running. Note that your PC may not have an internal fan<br><br>> Refer to the Warranty and Support Guide to contact Support for replacement details. Note that your PC may not have an internal fan. |
| PC date and time display is incorrect | > The real-time clock (RTC) battery may need to be replaced. Battery life is approximately seven years<br><br>> Before replacing the battery, try resetting the date and time in your operating system by using the Control Panel. If the problem persists, replace the battery. See the Upgrading and Servicing Guide for replacement instructions |

## Q9. CD And DVD Drives troubleshoot in details. (MID-04M)

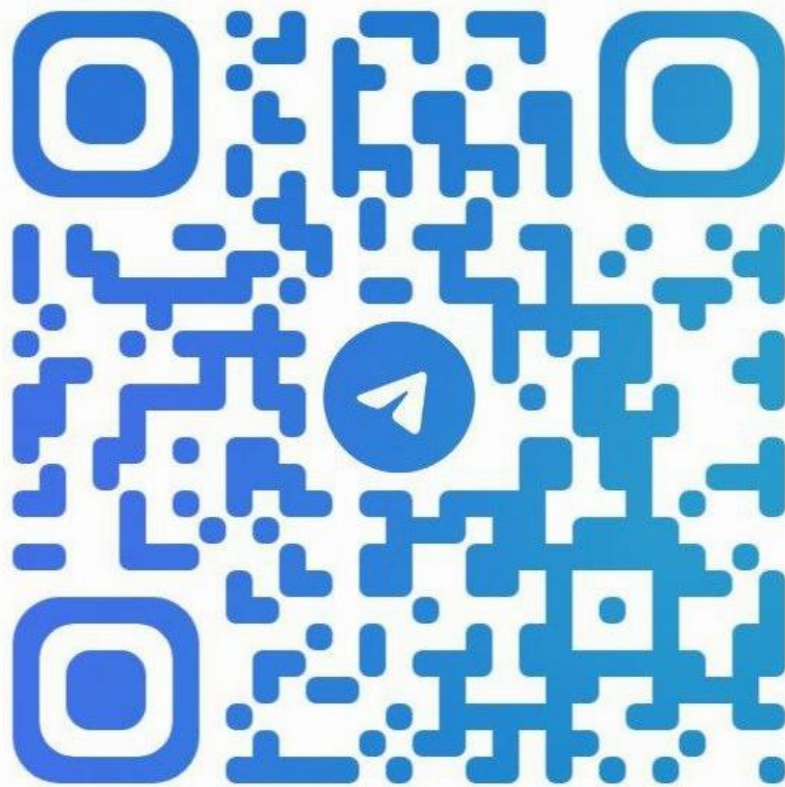| Symptom | Possible Solution |
|---|---|
| The CD or DVD drive cannot read a disc or takes too long to start | > Ensure the disc is inserted with the label facing up and centred in the tray.<br><br>> Wait at least 30 seconds to let the DVD drive determine the type of media<br><br>> Clean the disc with a CD cleaning kit, available from most PC stores.<br><br>> The driver may be corrupted or outdated. Refer to "Updating Drivers" on page 16 for detailed information about restoring and updating drivers. |

| Symptom | Possible Solution |
|---|---|
| I cannot remove a CD or DVD | > Turn on your PC, and press the Eject button nearest the drive to open the tray. If you suspect a problem with the actual Eject button:<br><br>1. Click Start and then My Computer.<br>2. Right-click the CD or DVD drive you want to open.<br>3. Select Eject from the menu |
| I cannot create (burn) a disc. | > Ensure the disc is inserted with the label facing up and centred in the tray.<br><br>> Verify that you are using the correct disc type (media) for the drive. Try a different brand of disc.<br><br>> Make sure the disc is clean and undamaged. If recording stopped during a recording session, the disc may be damaged; use a different disc.<br><br>> Use the correct type of disc for the type of files you are recording.<br><br>> When using a CD-R disc, make sure that it is blank when recording music and is blank or append able (with space to add more data files) when recording data.<br><br>> Verify that you are using the correct disc type when making a copy of a disc. Some recording programs can record only to the same disc type as the source. For example, you can record a DVD only to a DVD+R/−R or a DVD+RW/−RW disc, and you can record a CD only to a CD-R or a CD-RW disc<br><br>> Make sure the disc is in the correct drive and you specify the same drive in the CD or DVD recording software.<br><br>> Select a slower write speed for the recording drive, if it is available.<br><br>> The recording software may not let you add a track if it exceeds the available space on your disc. You can make space available by removing one or more tracks from the list before recording the files to disc.<br><br>> Close all software programs and windows before recording.<br><br>> Make sure you have enough space available on your hard disk drive to store a temporary copy of the content.<br><br>> If you are on a network, copy the files from a network drive to your hard disk drive first, and then record them to disc.<br><br>> Close all programs and windows and then restart your PC. |
| I cannot add data to a DVD. | > Make sure you set the correct recording option (append or add data files) in your DVD burning software. |
| I cannot play a music CD on a home stereo. | > Use a CD-R disc, not a CD-RW disc.<br><br>> Try a different brand of disc, or check to see if the brand of disc |

| Symptom | Possible Solution |
|---|---|
|  | works with your stereo. Refer to the documentation that came with your stereo or CD player, and check the manufacturer's Web site.<br><br>> Use a CD instead of a DVD. Audio files on a DVD can be played on your PC, but you cannot create a music DVD to be played in a home CD player.<br><br>> Convert .mp3 or .wma audio files to .wav or .cda music files before burning them to a disc. |
| Titles of music tracks are not displayed for the CD. | > The PC must be connected to the Internet for the artist, title, and track information to appear when playing music CDs. This information is not recorded on the disc. Track information may not be available for every CD. |
| An error message appears when capturing video. | > You may need to select the capture device if your PC has both an analogue and a digital video capture device. Refer to the Help menu in the video capture program to find out how to change the video device selection |
| I cannot play a DVD movie on a DVD player. | > Your DVD player cannot play video files recorded onto the DVD as data files. To play a movie properly, use a video recording program such as WinDVD. Some video files may be viewed on a PC, but not on a home DVD video player. |

## Q10. Write Down internet access problem And solution (MID-04M)

| Symptom | Possible Solution |
|---|---|
| I cannot connect to the Internet. | > Verify Internet settings, or contact your Internet Service Provider (ISP) for assistance.<br><br>> Reconnect the modem, verifying connections. Note that your PC may also have an Ethernet network interface (also called a network interface card, or NIC) that connects to a local area network (LAN). Although it looks similar to the modem connector, the RJ-45 Ethernet network connector is not the same. Verify that you are using the modem connector. Do not connect a telephone cable to the NIC. Do not plug a network cable into a telephone service line; doing so may damage the NIC<br><br>> Verify that the Web browser is installed and set up to work with your ISP<br><br>> Try to connect again later, or contact your ISP for assistance |
| I cannot automatically start Internet programs. | > Log in to your ISP, and start the desired program. |
| Web pages load slowly | Verify that the correct modem speed and COM port are selected:<br><br>1. Click Start, and then click Control Panel.<br>2. Click Printers and Other Hardware, if it is present.<br>3. Double-click Phone and Modem Options.<br>4. Select the Modems tab, and then click the Properties button. |

| Symptom | Possible Solution |
|---|---|
| | 5. In the Device status area, verify the modem is working properly.<br>6. In the Device usage area, verify the modem is enabled.<br>7. If there are further problems, click the Troubleshoot button, and follow the onscreen instructions.<br><br>**Note** that Web pages do not always load as quickly as files stored on your PC. Web pages may also load slowly if there is a high demand for the Web site at that time. |
| The AOL program comes up even when it is not being used. | You may want to remove the AOL program. To uninstall AOL:<br><br>1. Click Start on the taskbar.<br>2. Click Control Panel.<br>3. Double-click Add or Remove Programs.<br>4. Select America Online, click Change/Remove, and then follow the onscreen instructions.<br><br>**Note** Removing the AOL program will not cancel your account with AOL. |
| My Internet browser home page changed to something I did not want. | > You may have spyware on your PC. Spyware is software that usually runs silently in the background on your PC, collecting and sending information about you and your use of the PC to another person or system on the Internet.<br><br>>1You can find and remove spyware from your PC by using any one of a number of software programs available for this purpose. Many of the popular virus protection programs have some tools that scan for and remove spyware from your PC.<br><br>> To avoid getting spyware on your PC: Do not install programs if you are not sure they come from reputable companies. Check the company's Web site very carefully for information about what is included with the program.<br><br>> Do not automatically click Yes when a download window asks if it is OK to install a program on your PC. Read the message in the window and make sure it is a software program that you really want. |
| Unwanted pop-up advertisements display on my PC when connected to the Internet. | > This is typically caused by adware or advertising-supported software. You can configure your Web browser to block pop-ups (available by clicking Tools and then Pop-up Blocker).<br><br>> To remove adware from your PC, use the antispyware/adware program included on your PC (select models only) or any number of available software programs that remove adware programs.<br><br>**Note** that many of the popular antivirus programs have tools that scan for and remove adware from your PC. |

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