

Module-4

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PAGE:

1) What is troubleshooting?

- Troubleshooting is a systematic approach to problem-solving that is often used to find and correct issues with complex machines, electronics, computers and software systems.
- The first step in most troubleshooting methods is gathering information on the issue, such as an undesired behavior or a lack of expected functionality.

2) How to Practical to change the administrator account forgot password.

- Open the windows start menu.
- Then Select settings.
- Next, Click on your info.
- click on manage my Microsoft Account.
- Then click more action.
- Next, click Edit Profile from the drop down menu.
- Then click change your Password.
- Enter your current Password and your new Password. You can click 'forgot your Password'.
- Verify your identity and select Email or Phone. For Security code 9

- And Then you get a code on your Email and Enter code and click to next.
- Now Reset your Password.

3) You get the blue Screen of death?

- The BSOD is a warning you see when your computer interrupts operations and displays this warning on a blue screen.
- officially, it's called a "Stop error." The warning informs you of a critical issue that's forcing windows to reboot. Rebooting, windows usually saves a "minidump" file on your computer, carrying data about the error.

4) How to repair ~~the~~ OS.

- Navigate to the windows 10 Advanced Startup options menu. On many laptops, hitting F11 as soon as you power on will get you to the windows 10 Advanced Startup Options.

- Once your Computer has booted. Select Troubleshoot.
- And then you'll need to click Advanced Options.
- Click Startup Repair.
- Windows will take anywhere from a few seconds to a few minutes to attempt to fix the problem.
- If you don't actually have a startup problem, it will also say it can't fix the problem.

5) How to repair boot file.

- Insert the windows bootable installation disk into your PC and restart it.
- When prompted to Press any key to boot from CD or DVD. Press any key to continue.
- Select your language preferences in the windows Setup interface, and click on Next.

- click on Repair your Computer in the bottom-left
- Under the choose an option section, select Troubleshoot.
- on the Advanced options Screen, click on Automatic Repair.
- Wait Until the Windows Automatic Repair is complete.
- Restart your windows and check whether you still receive the "The Boot Configuration Data File is missing" error message in your Windows 10.
- If it persists, continue with the next method.

Method - 2

- Insert the windows bootable drive and boot from it.
- Select your language preferences and click Next.
- After selecting a language, Press Shift + F10 to open Command prompt

- Type the following command and press Enter after each of them.
 - exe /rebuildbcd
 - (exe / fixmbr)
 - exe / fix boot
- Type exit and press Enter.
- Finally, restart your PC.
- Repair the boot file.

6) How to recover deleted file.

In four way to Recover deleted file.

- Look in the trash bin
- Use your system file history backup tool
- Use a file recovery program.
- Save a copy on a cloud based service

→ trash bin:

- Just double-click on the Recycle bin and you can see everything that's inside. did you find what you thought you had deleted?
Sign

→ Simply drag it back onto your desktop, and you are good to go.

→ Recover Deleted Files Using File History.

→ If you're running Windows 10, Select the Start button, Select Settings > Update & Security > Backup) Add a drive, and then choose an external drive or Network location for your backups.

7) How to recover the formatted file.

→ Restoring files from a backup

→ Restore a file from a backup, make sure the media or drive that your backup is saved on is available,

1. Open Backup and Restore by selecting Start button, selecting Control Panel, selecting system and maintenance, and then selecting Backup and Restore.

2. Select Restore my files, and then follow the steps in the wizard.

8) How practical to recover data from the OS corrupted file.

Way - 1 Recover data from corrupted OS with system file checker.

- keep Pressing F8 before the windows logo appears after you Power on the computer. Select Safe Mode Under the Advanced Boot options menu. Then you will enter Safe mode.

following steps :-

- In Safe mod, type cmd in the Search box and select Run as administrator.
- Type sfc /scannow in the command prompt. Wait Until the process completes.

Way - 2 Recover data from corrupted windows OS with DISM.

- In Safe mode, Run Cmd as administrator.
- Type the following command and hit Enter to execute.

DISM /online /cleanup-Image /Restore Help

Way - 3 Recover files from a dead computer using System Restore.

→ In Safe mode, go ~~start~~ Start → All Programs > Accessories > System Tools > System Restore.

→ Follow the wizard to choose a restore point and then start the restoring.

→ Restart your computer after it finishes. See if you could access your data.

Way - 4 Recover data using Last Known Good Configuration

- Keep pressing F8 as instructed to get into Advanced Boot options.
- Use the arrow keys to switch to "Last known Good Configuration (Advanced)" option.
- Wait for it to complete and then restart.

~~What is the basic troubleshooting for Printer?~~

9) What is the basic troubleshooting for Printer?

* Printer does not have Power indicator → make sure the printer is connected to a working power outlet by verifying each end of the power cable.

* Cables not connected properly → your printer should have two cables connected to it: the power cable and the data cable. Make sure the power and data cables are connected to both the printer and computer.

* Printer error (orange or blinking light) → If the indicator is orange or blinking, often this is an indication of a printer error.

→ A paper jam or an issue with the ink or toner cartridge can cause this error.

→ As there are not Standards for all printers, if you see a blinking light, visit the manufacturer's website or review the printer manual for specific error details.

* No Paper or Paper jam.

→ Without Paper, your Printer Cannot Print.

Paper loaded into the printer paper cartridge or tray. Next Verify that no printer paper is Jammed or Partially fed into the Printer. If you suspect paper is stuck somewhere, it shouldn't refer to our help page for paper jams.

10) How do you troubleshoot a computer with no display on screen?

→ Monitor is not on.

→ Press the power button

→ Computer is asleep.

→ Try moving your mouse, clicking the mouse buttons, or pressing any key to wake it up.

- Loose or improper connection
 - Check monitor power and check the DVI, HDMI cable is properly connected or not.
- Try a different cable
 - Connection is proper but display are not come on the try a different cable.
- No POST error happens
 - If you hear beeping when you turn on your computer or see strange lights run through the post troubleshooting steps to determine the issue.
- Hardware issue.

• **Bother someone else's**
computer monitor and connect it to your computer. If another monitor works on your computer it's safe to assume the non-working monitor is bad and should be replaced.

→ Disconnect your monitor and connect it to another computer

Q) What are the basic troubleshooting for Laptop? Check the Laptop which is not starting up practically to disassemble the laptop and change the corrupted ram practically to change the cartridge of the pointer.

basic troubleshooting.

- Scan for Viruses
- Reboot
- Check fan and surface
- Check connection
- Disk cleanup
- Disk defragmenter
- Troubleshoot hardware

→ Laptop is not starting up then you can fix the problem like.

- Check Power supply.
- Faulty screen.
- check for incompatible hardware.
- Remove attached accessories.
- Replace battery.
- CMOS battery change
- No bootable media error.
- windows crashes during startup.

* Change Corrupted RAM

- Turn off your laptop.
- Flip the laptop over so you can access the bottom.
- Ground yourself.
- Remove Existing Corrupted RAM.
- Install your new RAM as same as ~~possible~~ previous RAM's Parameters. Insert at a 45 degree angle and the notches line up.
- Close the RAM Panel.
- Boot up your operating system. Turn on your computer and allow it to boot into your operating system.

* Change the Cartridge of the Printer.

- Write down the Printer brand and model Number.
- Press the power button on your printer.
- Open the Compartment that contains the ink cartridge.



- Take note of the Cartridge manufacturer model number, and color.
- Purchase new Cartridges.
- Remove the Cartridges you want to replace.
- Shake the new Cartridge and then remove it from the Package.
- Remove Protective Strips and tabs from the ink Cartridge.
- Insert the Cartridge into the Printer
- Print a test Page.
- Reconfigure printer heads for best quality.