**OS Related Issue:**

1. Why does my computer take forever to boot ?
   * Too many applications running on startup
2. Why does my computer keep hanging. Computer acts extremely sluggish, it takes a long time for an application to launch ?
   * Virus/Spyware on System
3. Why does my computer give a blue-screen error ?
4. Why do I get too many pop-ups when I am on the internet ?
5. Why do I keep getting messages on the taskbar that there are new updates waiting for Windows ?
6. Why does my system time keep changing ?
   * Firewall issue
   * No Admin access
7. Why doesn’t my computer detect any wireless devices ?
8. Why does my computer turn off when I keep it idle for a while ?
9. My Desktop view is horizontal
10. Computer turns off all of a sudden
11. Issue with the OS , require reinstallation
    * System over heat

**Printer related issues:**

1. Unable to Print

* Paper Jam
* Printer not powered on
* Paper Over
* Cartridge over
* Correct IP not configured

1. Printer Not taking the sheets from Tray 1
2. Printer making noise

* Roller worn out

1. Printer printing in Landscape mode

* Printer settings

**VPN Related Issue :**

1. Unable to login to VPN

* Unable to access the internet
* Firewall blocking

1. Already have a session running
2. Unable to connect to VPN
   * Antivirus not updated

**Outlook Issues :**

1. Unable to send mails
2. Not receiving mails
3. Outlook keeps asking for user ID and password for the email address for which it has been configured
4. How to setup an account in Outlook
5. Rules and Alerts
6. Creating Identities/Profiles
7. Mails stuck in Outbox
8. Outlook keeps crashing
   * PST Corrupt
   * Corrupt email
   * Email with virus
9. Unable to launch Outlook
   * Outlook already running in Task Manager
   * PST corrupt
10. Unable to open attachments or download them
    * Enable attachment to be downloadable in Trust Center🡪 Automatic download
11. How to Archive mails
12. Saving mails and contacts and then importing those
13. Email delay or Outlook not syncing

* Password recently changed
* Huge email blocking the queue

**Internet Explorer:**

1. Others are able to access a particular site while one single user unable to access it (Page cannot be displayed ).
2. System connected to Network but still unable to connect to Internet.
3. Other Browsers are able to access Internet while IE giving error message: Cannot display the webpage.
4. Compatibility View settings issue
5. Webpage blocked due to policy settings
6. Proxy setting in IE
7. LAN disabled
8. Image not displaying in website

* Java issue

1. Unable to access secure (https) websites

* Internet option 🡪 secutity setting high

1. Pop up blocker blocking links from opening