Module 4: Troubleshooting and Helpdesk

Topic: Troubleshoot security

• Assignment level Basic:

1. What is troubleshooting?

Ans Troubleshooting is the process of identifying, planning and resolving a problem, error or fault within a software or computer system. It enables the repair and restoration of a computer or software when it becomes faulty, unresponsive or acts in an abnormal way.

1. What is the need of troubleshooting security?

Ans As one of the oldest methods to solve network security problems, antivirus software should be a breeze. However, many computer users do not install it or fail to update the software they own. First, install reputable and effective antivirus software on each laptop and desktop computer.

: • Assignment level Intermediate

1. Do a practical to change the password.

Ans DONE

1. Do a practical to change the user account password.

Ans DONE

• Assignment level advance:

1. How do you troubleshoot a computer?

Ans Troubleshooting” usually describes the act of fixing problems that cause machines (especially computers) to stop working, work sub-optimally, or otherwise do something irregular. Specifically, though, it actually refers to a particular problem-solving system that works through several steps.

1. How to troubleshoot common computer problems?

Ans  Many of the [common PC problems](https://www.hongkiat.com/blog/common-windows-problems-solutions/) have a **rather simple solution**, and you can **fix them yourself with a few simple steps**.To help you troubleshoot common PC problems yourself, I have listed 15 most common PC hardware problems and **what your options are** if you face any of them

1. Your computer turns on, but still doesn’t work?

Ans  So here's the problem, my computer will turn on but it won't boot up. The monitor receives no input signal and once the computer is on and I cannot turn it back off by pressing the

1. You get the blue screen of death?

Ans The blue screen of death is what you see on your computer screen when the Windows operating system crashes because of a fatal system error that causes it to malfunction and shut down. Usually, the Windows blue screen is the result of hardware failure, the corruption of system files, or the termination of a critical process.

Topic: OS Troubleshooting

• Assignment level Basic:

1. What are the basic of troubleshooting?

Ans Third basic principle in troubleshooting is to "know what you are looking for. In other words, to fully understand the way the system is supposed to work, so you can "spot" the error when it happens.

1. Write down the steps of os troubleshooting.

Ans OS problems can result from a combination of hardware, software, and network issues. Computer technicians must be able to analyze the problem and determine the cause of the error to repair the computer.

• Assignments level Advance:

1. Do a practical to repair OS.

Ans Done

1. Do a practical to repair boot file.

Ans Done

1. 3.DO a practical to repair bootmgr.

Ans Done

• Topic: Recovery Assignment level Basic:

1. What is recovery?

Ans There is no single, standard definition of recovery. Recovery can and will look different for everyone. Generally speaking, however, recovery can be defined as follows. Recovery is a process of change, in which people are improving their health and well-being. Those in recovery are in the process of overcoming an illness or disorder. For them, a state of recovery represents a state of good mental, emotional, and physical health.

1. Why do we need recovery?

Ans Basically, whenever a [transaction](https://www.geeksforgeeks.org/transaction-states-in-dbms/) is submitted to a DBMS for execution, the operating system is responsible for making sure or to be confirmed that all the operations which need to be performed in the transaction have been completed successfully and their effect is either recorded in the [database](https://www.geeksforgeeks.org/what-is-database/) or the transaction doesn’t affect the database or any other transactions.

• Assignment level Intermediate:

1. list out the tools for recovery.

Ans Disk Drill – a best tool with a free trial. The Windows version of Disk Drill enables both novice and expert users to recover all types of lost data with only a few mouse clicks.

Recuva. Recuva is without a doubt the most effective free data recovery software tool available today. It is very user-friendly, but it offers several optional complex features.

Prosoft Data Rescue – best data recovery tool for Mac. Prosoft Data Rescue, which has been in operation for 15 years, continues to provide one of the most effective and user-friendly data recovery programmes for Mac computers, as well as Windows versions.

EaseUS Data Recovery Wizard – best data recovery tool with guided navigation. EaseUS Data Re

1. DO a practical to recover deleted file.

Ans Done

1. Do a practical to recover the formatted file

Ans Done

1. Do practical to recover data from the os Corrupted file.

Ans Done

Topic: Hard Drive troubleshooting

• Assignment level Basic:

1. What is Hard troubleshooting?

Ans Hardware troubleshooting is the process of reviewing, diagnosing and identifying operational or technical problems within a hardware device or equipment. It aims to resolve physical and/or logical problems and issues within a computing hardware. Hardware troubleshooting is done by hardware or technical support technician.

1. Why do we need Hard drive troubleshootin

Ans Problems that occur when you have just installed a hard drive are almost always a simple matter of a bad or incorrectly connected cable, incorrect jumper settings, or some similar trivial problem. If a newly installed drive isn't recognized by the system, turn off the system.

• Assignment level Intermediate:

1. Do a practical to troubleshoot the digging sound.

Ans DONE

1. Do a practical to change the sata cable in harddrive.

Ans DONE

Topic: Laptop, Printer, Video card Troubleshooting

• Assignments level Baic

1. What is the basic troubleshooting for printer?

Ans Printers can also come with an Ethernet connection, but this is more common with enterprise level equipment. Whatever connection type your printer uses, checking that all of the connections work properly is one of the most basic printer troubleshooting steps. With wired connections, make sure the plugs on either end are connected properly.

1. What are the basic troubleshooting for laptop?

Ans If your laptop shows signs that it is on, such as lights or sounds, but the screen remains blank, you are left unable to use your computer.

Laptop turns on and off repeatedly. You may power on your laptop only for it to turn off and on again on its own. The laptop may shut down completely, or you could be left with a flickering display that makes it impossible to see the screen.

The laptop makes weird noise while running.

• Assignments level Intermediate:

1. Do a practical to disassemble the laptop and change the corrupted ram.

Ans DONE

1. Do a practical to change the cartridge of the printer.

Ans DONE

1. Do a practical to change the processor fan.

Ans DONE

1. Do a practical to check the laptop which is not starting up

Ans DONE