Module 4 – Troubleshooting and Helpdesk

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

1. Do a practical to change the administrator account forge password.

* Done in lab.

1. How do you troubleshoot a computer with no display on screen?
   * + - Check the power supply
       - Check the power cable of power supply is correctly connected to ATX power connectors
       - Check the cable if it damage change it

* Check the CPU
* Troubleshoot the smps with u pin to check it is working or not
* Check memory
* Check the graphic card
* Check the monitor
* Check vga cable or connector

1. You get the blue screen of death?

* The blue screen of death is usually caused by improperly installed, damaged, or aging hardware, or by buggy or incompatible software. Driver updates for your graphics card or other hardware components can also cause a blue screen of death if they fail to integrate properly with the rest of your system.

1. Do a practical to repair OS.

* Done in lab.

1. Do a practical to repair boot file

* Done in lab

1. DO a practical to recover deleted file

* Done in lab

1. Do a practical to recover the formatted file

* Done in lab

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

* Done in lab

1. What is the basic troubleshooting for printer?

* Printer does not have power indicator
* Cables not connected properly
* Printer error (orange or blinking light)
* No paper or paper jam
* Inkjet printer ink related issues

1. What are the basic troubleshooting for laptop? check the laptop

which is not starting up practical to disassemble the laptop and

change the corrupted ram practical to change the cartridge of the

printer.

* Done in lab.