Module-4

A+ - Troubleshooting and help desk

* What is troubleshooting?

Troubleshooting is a systematic process to identify, analyze, and resolve problems or issues.

It involves:

1. Identifying the problem

2. Gathering information

3. Analyzing data

4. Implementing a solution

5. Verifying the solution

Troubleshooting aims to find the root cause of a problem and fix it efficiently.

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

Done into Lab

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

To troubleshoot a computer with no display:

1. Check power cords and connections.

2. Verify monitor is turned on and set to correct input.

3. Try different video cables or ports.

4. Check GPU or graphics card.

5. Boot in safe mode or try a different operating system.

6. Listen for beeps or error messages during boot.

7. Try a minimal configuration (e.g., remove peripherals).

* You get the blue screen of death?
* Do a practical to repair OS.

Done into Lab

* Do a practical to repair boot file

Done into Lab

* DO a practical to recover deleted file

Done into Lab

* Do a practical to recover the formatted file

Done into Lab

* Do practical to recover data from the os Corrupted file

Done into Lab

* What is the basic troubleshooting for printer?

Basic troubleshooting for a printer:

1. Check power cord and turn it on.

2. Ensure paper is loaded and aligned.

3. Check ink/toner levels.

4. Verify printer is connected to computer/network.

5. Restart printer and computer.

6. Check for paper jams.

7. Update printer drivers and software.

* What are the basic troubleshooting for laptop?

Basic troubleshooting for a laptop:

1. Check power cord and battery.

2. Ensure laptop is turned on.

3. Check display settings and brightness.

4. Verify Wi-Fi or internet connection.

5. Restart laptop.

6. Check for overheating.

7. Update operating system and drivers.

* 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 into Lab