Module 4: Troubleshooting an Helpdesk

Topic: Troubleshoot security

• Assignment level Basic:

1.What is troubleshooting?

Ans. Troubleshooting is the process of identifying, isolating, and resolving problems in a system or process to restore its proper functionality.

2. what is the need of troubleshooting security?

Ans. The need for troubleshooting security lies in swiftly identifying and resolving vulnerabilities, addressing incidents, and maintaining the integrity of systems to safeguard against potential threats and ensure a resilient and secure IT environment.

• 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. To troubleshoot a computer, systematically identify and address hardware or software issues by diagnosing and resolving problems, utilizing diagnostic tools, and seeking relevant technical support if needed.

2.How to troubleshoot common computer problems?

Ans. 1. Consult Google. Search engines can be your best friend when it comes to error codes or detailed problems, 2.Reboot, 3.Check Connections, 4.Look for Program Updates, 5.Close Background Tasks, 6.Clean Up Your Hard Drive, 7.Run an Antivirus Program.

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

Ans. disconnecting all devices and peripherals like the mouse, external hard drive, speakers, printers, scanners, etc. from the computer. Then, try turning on your computer again. If that doesn't work, you might need to check the actual port connectors on the computer and the monitor for damage

4. You get the blue screen of death?

Ans. Perform a hard reset, Boot into safe mode with networking, Update the BIOS, Restore the computer using Windows System Restore.

Topic: OS Troubleshooting

• Assignment level Basic:

1.What are the basic of troubleshooting?

Ans. Troubleshooting is a systematic process used to locate the cause of a fault in a computer system and correct the relevant hardware and software issues.

2. Write down the steps of OS troubleshooting.

Ans. 1.Identify the problem, 2.Research, 3.Test the theory, 4.Implement or escalate, 5.Verify functionality, 6.Document the solution.

• Assignments level Advance:

1.Do a practical to repair OS.

Ans. done

2. Do a practical to repair boot file.

Ans. done.

3.DO a practical to repair BOOTMGR.

Ans. done

• Topic: Recovery Assignment level Basic:

1.What is recovery?

Ans. A process of change through which individuals improve their health and wellness, live a self- directed life, and strive to reach their full potential.

2. Why do we need recovery?

Ans. it allows the body time to repair and strengthen itself in between workouts. It also allows the athlete to recover, both physically and psychologically.

• Assignment level Intermediate:

1. list out the tools for recovery.

Ans. Coping Skills, Healthful Hobbies, Exercise, A Balanced Diet, Downtime

2.DO a practical to recover deleted file.

Ans. done

3.Do a practical to recover the formatted file

Ans. done.

4.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.

1. Why do we need Hard drive TROUBLESHOOTIN

Ans. Bad or corrupted sectors on a hard drive can cause performance issues and operating system boot issues.  to install operating systems, programs and additional storage devices, and to save documents.

• Assignment level Intermediate:

1.Do a practical to troubleshoot the digging sound.

Ans. done

2.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. Check for default printer selected by users on network. Check printer's configuration and ping its IP address. Change network cable for the printer.

2.What are the basic troubleshooting for laptop?

Ans. in the computer world basic troubleshooting is CHAKING the cables and CHAKING physical parts of laptops.

• Assignments level Intermediate:

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

Ans. done.

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

Ans. done.

3.Do a practical to change the processor fan.

Ans. done.

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

Ans. done.