Module 4: Troubleshooting an Helpdesk

Topic: Troubleshoot security

• Assignment level Basic:

1.What is 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. what is the need of troubleshooting security?

Ans. The goal of troubleshooting is to determine why something does not work as expected and explain how to resolve the problem.

• 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. consult google .search engines can be your dest friend when it come to error codes or detailed prolems

Reboot..

Check connections .

Clean up your haed drive….

2.How to troubleshoot common computer problems?

Ans. Identify the problem. ...

Establish a theory of probable cause. ...

Test probable cause theory to determine actual cause. ...

Establish an action plan and execute the plan. ...

Verify full system functionality. ...

Document the process.

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

Ans.  Check that your cables are connected to the graphics card, not the motherboard. Also, be sure to check the monitor's power cord and power supply unit.

4. You get the blue screen of death?

Ans. Perform a hard reset. ...

Boot into safe mode with networking. ...

Update the BIOS and drivers. ..

Restore the computer using Windows System Restore.

Topic: OS Troubleshooting

• Assignment level Basic:

1.What are the basic of troubleshooting?

Ans. dentify the problem; establish theory of probable cause; test the theory; establish a plan of action and implement it; verify system functionality; and document everything.

2. Write down the steps of os troubleshooting.

Ans. Basic Troubleshooting Process for Operating Systems.

Applying the Troubleshooting Process to Operating Systems. ...

Verify Full System. ...

Document Findings,

• 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. allows us to adapt to the stress associated with exercise, replenish muscle glycogen (energy stores) and provide time for the body tissue to repair.

• Assignment level Intermediate:

1. list out the tools for recovery.

Ans. Backup/recovery software products are designed to provide backup of storage to tape, disk or optical devices and to recover that data when needed.

2.DO a practical to recover deleted file.

Ans.done

1. 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 if printer or PC is powered off or offline. Check for default printer selected by users on network. Check printer's configuration and ping its IP address. Change network cable for the printer. Observe indicator lights on the printer network port.

2.What are the basic troubleshooting for laptop?

Ans. Allow the troubleshooter to run and then answer any questions on theSelect Start > Settings > Update & Security > Troubleshoot, or select the Find troubleshooters shortcut at the end of this topic.Select the type of troubleshooting you want to do, then select Run the troubleshooter.

• 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.