

STANDARD OPERATING PROCEDURES

Company Name : Netanalytiks

Standard Operating Procedures for : IT department issues

A	<p data-bbox="527 415 1161 447">1.Troubleshooting Wi-Fi Connectivity Issues</p> <ul data-bbox="272 485 1425 867" style="list-style-type: none"><li data-bbox="272 485 787 516">• Ensure Wi-Fi is enabled on the device.<li data-bbox="272 573 1073 604">• Verify that the device is within range of the Wi-Fi network.<li data-bbox="272 661 873 693">• Restart the device and attempt to reconnect.<li data-bbox="272 709 1349 783">• If the issue persists, try forgetting the network and reconnecting using the correct credentials.<li data-bbox="272 793 1425 867">• Check if other devices can connect to the Wi-Fi network to determine the source of the issue.
B	<p data-bbox="609 1045 1079 1077">2.Resetting Forgotten Passwords</p> <ul data-bbox="272 1125 1425 1329" style="list-style-type: none"><li data-bbox="272 1125 1105 1157">• Use the "Forgot Password" feature on the respective platform.<li data-bbox="272 1167 1154 1199">• Follow the reset instructions sent to the registered email or phone.<li data-bbox="272 1209 1349 1241">• Ensure the new password meets the security requirements set by the organization.<li data-bbox="272 1251 1425 1329">• If access to the recovery email or phone number is not available, consider providing an alternative method to reset the password.
C	<p data-bbox="544 1444 1144 1476">3. Resolving Slow Computer Performance</p> <ul data-bbox="272 1524 1349 1728" style="list-style-type: none"><li data-bbox="272 1524 1117 1556">• Close any unnecessary applications running in the background.<li data-bbox="272 1566 902 1598">• Run a disk cleanup to remove temporary files.<li data-bbox="272 1608 805 1640">• Restart the computer to clear memory.<li data-bbox="272 1650 1349 1682">• Ensure antivirus software is up to date and run a scan to identify potential threats.<li data-bbox="272 1692 992 1728">• Check for pending software updates and install them.

D	<p style="text-align: center;">4. Fixing Printer Issues</p> <ul style="list-style-type: none"> • Ensure the printer is powered on and connected to the network or device. • Check the ink or toner levels of the printer. • Restart both the printer and the computer. • If necessary, reinstall the printer drivers. • In case the issue persists, check for error messages or blinking lights on the printer to identify the root cause.
E	<p style="text-align: center;">5. Troubleshooting Email Issues</p> <ul style="list-style-type: none"> • Confirm that the device is connected to the internet. • Verify that the email server settings, such as IMAP/SMTP, are correct. • Clear any stuck emails from the outbox. • Check mailbox storage space and delete old emails if it is full. • If the issue persists, verify whether there are any service outages for the email provider
F	<p style="text-align: center;">6. Fixing Issues with Shared Folders or Drives</p> <ul style="list-style-type: none"> • Ensure the correct permissions are set to access the shared folder. • Check the network connection. • Re-map the shared drive using the correct network path, if needed. • If other users can access the folder, check whether access for this specific device has been revoked. • In case the shared folder has been moved or deleted, find and provide the updated path.

G	<p style="text-align: center;">7. Troubleshooting Application Crashes or Not Responding</p> <ul style="list-style-type: none"> • Close and restart the application. • Check for any available updates for the application and install them. • Clear the application cache and temporary files. • Verify that the system meets the minimum requirements for the application. • Ensure sufficient memory and CPU availability for the application to function properly.
	<p style="text-align: center;">. Resolving Multi-Factor Authentication (MFA) Issues</p> <ul style="list-style-type: none"> • Ensure the registered device is connected to the internet. • If the MFA app is not working, try resynchronizing it by re-adding the account. • If unable to access the MFA app, request a backup code from the IT administrator. • Verify that the time and date settings on the device are accurate. • Ensure the MFA app is updated to the latest version
F	<p style="text-align: center;">9. Handling Software Installation Requests</p> <ul style="list-style-type: none"> • Verify that the requested software is approved by the organization. • Check whether the software is compatible with the device. • Proceed with installing the software after obtaining the necessary approvals. • If any issues arise during installation, troubleshoot and resolve them as needed.
I	<p style="text-align: center;">10. Resolving VPN Connectivity Issues</p>

- Verify that the VPN client is installed and configured correctly.
- Check if the internet connection is stable.
- Restart the VPN client and attempt to reconnect.
- Ensure the correct VPN credentials are being used.
- Check if the user account has the necessary permissions to access the VPN.
- If the issue persists, verify if the VPN server is operational or contact the network administrator.

11. Fixing Audio/Video Issues During Calls

- Check if the microphone and speakers are correctly connected or configured.
- Ensure the correct audio and video devices are selected in the application settings.
- Update audio and video drivers if outdated.
- Restart the application or device.
- Test the devices using a different application to confirm if the issue is specific to one app.

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12. Handling Browser-Related Problems

- Clear the browser's cache, cookies, and browsing history.
- Check for browser updates and install them if available.
- Disable any unnecessary browser extensions or plugins.
- Restart the browser or try accessing the site in incognito/private mode.
- Test the website in a different browser to determine if the issue is browser-specific.

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14. Troubleshooting Network Drive Mapping Issues

- Verify the network path and credentials.
- Ensure the device is connected to the corporate network.
- Check if the mapped drive is already listed under "This PC" or "My Computer."
- Restart the device and reattempt the mapping process.
- If the drive path has changed, update it and re-map the drive.

15. Fixing Issues with Video Conferencing Tools

- Ensure the device is connected to the internet.
- Check if the application has the required permissions to access the microphone and camera.
- Restart the application or reinstall it if necessary.
- Clear the application cache or reset its settings.
- Test using a different video conferencing tool to confirm the root cause

B	<p style="text-align: center;">16. Resolving Disk Space Issues</p> <ul style="list-style-type: none">• Check for large files or folders that are no longer needed and delete them.• Empty the recycle bin to reclaim space.• Use disk cleanup tools to remove temporary and system files.• Move non-critical files to an external drive or cloud storage.• If space is still insufficient, consider upgrading the storage capacity.
C	<p style="text-align: center;">17. Troubleshooting Keyboard or Mouse Not Working</p> <ul style="list-style-type: none">• Verify the devices are properly connected or paired (for wireless devices).• Replace the batteries in wireless devices, if needed.• Test the devices on a different port or computer to confirm functionality.• Update or reinstall the device drivers.• Clean the devices to ensure no debris is affecting their performance.
D	<p style="text-align: center;">18. Resolving Display Issues</p> <ul style="list-style-type: none">• Check if the monitor is powered on and connected securely to the system.• Verify that the correct input source is selected on the monitor.• Adjust the display resolution settings to match the monitor's native resolution.• Update the graphics card drivers.• Test the monitor with another device to confirm functionality.

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19 . Fixing Issues with Software Licensing

- Verify that the license key is valid and correctly entered.
- Check the software licensing portal for any activation issues.
- Ensure the system date and time are accurate, as discrepancies may cause activation failures.
- Restart the software after entering the license key.
- Contact the software vendor for further assistance if activation still fails.

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20.Fixing System Boot Issues

- Verify that the power cable and connections are secure.
- Check if the boot device priority is set correctly in the BIOS/UEFI settings.
- Use recovery tools to repair the boot sector.

- Run hardware diagnostics to check for issues with the hard drive or RAM.
- If the issue persists, reinstall the operating system.

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21.Troubleshooting Software Crashes During Installation

- Verify that the system meets the software's minimum requirements.
- Temporarily disable antivirus or security software during installation.
- Run the installer as an administrator.
- Clear the temporary files and retry the installation.
- Use a clean installation package if the existing one is corrupted.

22. Resolving Bluetooth Connectivity Issues

- Ensure Bluetooth is enabled on both devices.
- Restart the devices and retry pairing.
- Remove any previously paired devices to prevent conflicts.
- Update the Bluetooth drivers on the system.
- Ensure the devices are within the required range for Bluetooth connectivity.

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23.Fixing Touchscreen Not Responding Issues

- Clean the touchscreen to remove dirt or smudges.
- Restart the device to reset the touchscreen functionality.
- Check for and install software or driver updates.
- Calibrate the touchscreen settings if needed.
- If the issue persists, test with an external touch input device to identify hardware problems.

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24.Fixing USB Device Not Recognized Issues

- Disconnect and reconnect the USB device.
- Try using a different USB port on the system.
- Update the USB drivers.
- Check the device on another computer to confirm functionality.
- Run hardware diagnostics to check for USB port issues.

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25 .Troubleshooting Software Crashes During Installation

- Verify that the system meets the software's minimum requirements.
- Temporarily disable antivirus or security software during installation.
- Run the installer as an administrator.
- Clear the temporary files and retry the installation.
- Use a clean installation package if the existing one is corrupted.

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26.Fixing Camera Not Working Issues

- Ensure the camera is not disabled in the system settings or BIOS.
- Close other applications that might be using the camera.
- Check if privacy settings allow access to the camera.
- Update the camera drivers or reinstall them.
- Test the camera using a different application to confirm functionality.

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27.Troubleshooting VPN Connectivity Issues

- Verify the VPN credentials and server address.
- Restart the VPN client and system.
- Check for any firewall or antivirus software blocking the VPN connection.
- Update the VPN client to the latest version.
- Test the connection with a different network to rule out ISP issues.
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28.Fixing Issues with Browser Performance

- Clear the browser cache and cookies.
- Disable unnecessary extensions or plugins.
- Update the browser to the latest version.
- Restart the browser or system.
- Check for malware or adware affecting the browser.

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29 .Resolving Keyboard or Mouse Malfunctions

- Test the device on another computer to confirm if it is working.
- Check if the correct drivers are installed and update them.
- Clean the keyboard or mouse to remove debris.
- Verify the wireless device batteries are charged.
- Reconnect or re-pair the device if it uses Bluetooth.

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30. Troubleshooting Website Access Issues

- Clear the browser cache and cookies.
- Check the website URL for correctness.
- Test the website in a different browser or device.
- Verify if the website is down by checking online services like "Is It Down?".
- Temporarily disable ad blockers or VPNs that may interfere.