Module 4: Troubleshooting and Helpdesk

Topic: Troubleshoot security

• Assignment level Basic:

1. **What is troubleshooting?**

* Troubleshooting is a systematic approach to solving a problem.

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

* Network security issues can be frustrating and costly for any organization. To prevent or resolve these issues, you need to apply effective troubleshooting methods that can identify and fix the root causes.

• Assignment level Intermediate:

1. **Do a practical to change the password.**

* Done

1. **Do a practical to change the user account password.**

* Done

• Assignment level advance:

1. **How do you troubleshoot a computer?**

* **Troubleshooting methodologies vary, but the following seven steps are often used.**

1. Gather information.
2. Describe the problem.
3. Determine the most probable cause.
4. Create a plan of action and test a solution.
5. Implement the solution.
6. Analyze the results.
7. Document the process.

1. **How to troubleshoot common computer problems?**

* **The six steps of troubleshooting.**

1. Identify the problem.
2. Establish a theory of probable cause.
3. Test probable cause theory to determine actual cause.
4. Establish an action plan and execute the plan.
5. Verify full system functionality.
6. Document the process.
7. **Your computer turns on, but still doesn’t work?**

* The next troubleshooting step is to make sure all of your cables are connected and working, like your VGA and HDMI cables. 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.

1. **You get the blue screen of death?**

* The blue screen of death can be caused by any problem that causes Windows to stop running safely. The BSOD can be triggered by software problems, such as incompatible driver updates, or hardware problems.

Topic: OS Troubleshooting

• Assignment level Basic:

1. **What are the basic of troubleshooting?**

* **Basic of trouble shooting**
* Identify the Problem.
* Establish a Theory of Probable Cause.
* Test the Theory to Determine the Cause.
* Establish a Plan of Action and Implement the Solution.
* Verify Full System Functionality and Implement Preventive Measures.

1. **Write down the steps of OS troubleshooting.**

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

• Assignments level Advance:

1. **Do a practical to repair OS.**

* Done

1. **Do a practical to repair boot file.**

* Done

1. **DO a practical to repair bootmgr.**

* Done

• Topic: Recovery

• Assignment level Basic:

1. **What is recovery?**

* The System Recovery Options menu contains several tools, such as Star tup Repair, that can help you recover Windows from a serious error.

1. **Why do we need recovery?**

* it gives the body time to repair, rebuild, and strengthen itself between workouts.

• Assignment level Intermediate:

1. **List out the tools for recovery.**

* Data recovery software is used to recover/restore the data files.

1. **DO a practical to recover deleted file.**

* Done

1. **Do a practical to recover the formatted file**

* Done

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

* Done

Topic: Hard Drive troubleshooting

• Assignment level Basic:

1. **What is Hard troubleshooting?**

* 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 trouble shooting**

* the hard drive is failing on the computer. Bad or corrupted sectors on a hard drive can cause performance issues and operating system boot issues.

• Assignment level Intermediate:

1. **Do a practical to troubleshoot the digging sound.**

* Done

1. **Do a practical to change the sata cable in hard drive.**

* Done

Topic: Laptop, Printer, Video card Troubleshooting

• Assignments level Basic

1. **What is the basic troubleshooting for printer?**

* If you're using a wired printer, make sure that the printer cable is properly connected from the printer to your PC. For wireless printers, check the wireless connection. Make sure the printer's wireless option is turned on and available.

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

* Many basic problems can be resolved easily and quickly this way. Press the Ctrl & Alt & Del keys on your keyboard together at the same time. This should bring up a menu that will allow you to run Task Manager.

• Assignments level Intermediate:

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

* Done

1. **Do a practical to change the cartridge of the printer.**

* Done

1. **Do a practical to change the processor fan.**

* Done

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

* Done