**Module 4: Troubleshooting and Helpdesk**

**Topic: Troubleshoot security**

**• Assignment level Basic:**

1. What is troubleshooting?

Ans. Troubleshooting is a systematic approach to solving a problem.

2. what is the need of troubleshooting security?

Ans. So that our system doesn’t get damaged faster.

**• Assignment level Intermediate:**

1. Do a practical to change the password.

Ans. Done In lab.

2. Do a practical to change the user account password.

Ans. Done In Lab.

**• Assignment level advance:**

1. How do you troubleshoot a computer?

## Ans. [1] Free up RAM by closing other open programs [2] Restart the software

## [3] Shut down and restart your computer [4] Use the Internet to find help

## [5] Undo any recent hardware or software changes [6] Uninstall the software,

## then reinstall it [7] Look for software patches [8] Scan for viruses and malware.

## [9] Scan for viruses and malware [10] Boot up in Safe Mode [11] Defragment

## your hard drive.

2. How to troubleshoot common computer problems?

Ans. [1] Run a thorough virus scan [2] Update your software [3] Cut down on

the bloat [4] Test your Wi-Fi connection [5] Reinstall the operating system.

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

Ans. Force restart your computer.

4. You get the blue screen of death?

Ans. The blue screen happens when Windows encounters a critical error that stops the operating system from running.

**Topic: OS Troubleshooting**

**• Assignment level Basic:**

1. What are the basic of troubleshooting?

Ans. Find the problem, Analyze which kind of problem it is, do the necessary steps to fix it.

2. Write down the steps of os troubleshooting.

Ans. [1] Try to recover boot files if it is lost [2] if the os is crashed then install

new OS which is compatible formotherboard [3] Try to shift on lower vresion if

higher is not supported by motherboard.

**• Assignments level Advance:**

1. Do a practical to repair OS.

Ans. Done In Lab.

2. Do a practical to repair boot file.

Ans. Done In Lab.

3. DO a practical to repair bootmgr.

Ans. Done In lab.

**Topic: Recovery**

**• Assignment level Basic:**

1. What is recovery?

Ans. Data recovery is the process of restoring data that has been lost,

accidentally deleted, corrupted or made inaccessible.

2. Why do we need recovery?

Ans. We need recovery if it is important.

**• Assignment level Intermediate:**

1. list out the tools for recovery.

Ans. [1] Box backup [2] Rsync [3] Bacula [4] AMANDA(Advanced Maryland

Automatic NEtwork Disk Archiver).

2. DO a practical to recover deleted file.

Ans. Done In Lab.

3. Do a practical to recover the formatted file.

Ans. Done In Lab.

4. Do practical to recover data from the os Corrupted file.

Ans. Done In Lab.

**Topic: Hard Drive troubleshooting**

**• Assignment level Basic:**

1. What is Hard troubleshooting?

Ans. Problems that occur when you have just installed a hard drive are almost

always a simple matter of a bad or incorrectly connected cable, incorrect

jumper settings, or some similar trivial problem.

2. Why do we need Hard drive troubleshooting?

Ans. To solve error occurred in hard drive and make it reusable.

**• Assignment level Intermediate:**

1. Do a practical to troubleshoot the digging sound.

Ans. Done In Lab.

2. Do a practical to change the sata cable in harddrive.

Ans. Done In Lab.

**Topic: Laptop, Printer, Video card Troubleshooting**

**• Assignments level Basic**

1. What is the basic troubleshooting for printer?

Ans. [1] Check to make sure the printer is turned on and connected to the

same Wi-Fi network as your device [2] Unplug and restart your printer

[3] Set your printer as the default printer [4] Clear the print queue

[5] Reset the service that manages the printing queue [6] Remove and reinstall

your printer to your device [7] Restart your PC.

2. What are the basic troubleshooting for laptop?

Ans. [1] Harddrive/SSD troubleshooting [2] RAM troubleshooting [3] Display troubleshooting [4] Motherboard error [5] Power supply error.

**• Assignments level Intermediate:**

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

Ans. Done In Lab.

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

Ans. Done In Lab.

3. Do a practical to change the processor fan.

Ans. Done In Lab.

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

Ans. Done In Lab.