**CIT20 - PC TROUBLESHOOTING AND MAINTAINENCE**
**INTRODUCTION TO COMPUTER TROUBLESHOOTING AND MAINTAINANCE**

## What is computer Troubleshooting?

Computer troubleshooting is the systematic approach to diagnosing and issue the arise in hardware and software. it involves identifying symptoms, analyzing potential cause, and implementing solution to restore functionality.

## PROCESS

### 1: Identify the problem;
* Gather information about the issue. what are the symptoms? when did it start?
*Ask user about recent changes (new software, updates etc)

### 2: Analyze The Symptoms;
* Use logical reasoning to determine possible causes.
*Consider common issue based on the symptom observe.

### 3: Develop Hypothesis:
*Based on the sympathize what is the problem might be (E.g hardware failure, software).

### 4: Text the Hypothesis:
* implement potential solution one anytime .
* monitor the result after each change to see if the problem is resolved.

### 5: Document the Solution:
* Once resolved, document what the issue was how its was fixed for future reference.

# IMPORTANCE OF COMPUTER MAINTNANCE

Definition: computer maintenance refer to the routine active the help ensure a computer system operates efficiently remain secures, and has an extended lifespan

# BENEFIT

### 1: Performance Optimization:
* Regular maintenance prevent slowdowns and improves overall performance by freeing up resources.

Increased Lifespan:

4: **COST EFFICIENCY:**

- Preventive maintenance reduces the likelihood of major failures , which can be costly to repair

## COMMON ISSUES AND SOLUTIONS

- **Symptoms:** Programs lag, boot-up takes longer, Multitasking is sluggish
  - **Solution:**
    - Clear unnecessary file and application
    - Upgrade RAM or replace HDD with SSD
    - Run disk clean up

### 2. Software Crashes:

- **Symptoms:** Application close unexpectedly or freeze.
  - **Solution:**
    - Update the software to latest version
    - Check for compatibility