TROUBLE SHOOTING

FOR EACH OF THE FOLLOWING DESCRIBE WHAT YOU WOULD DO TO TROUBLE SHOOT IF THEY WERE NOT WORKING

An Unresponsive PC

What I would do:

1) Give it some time to load because it might respond
2) Try ending the programs by;
3) Press and hold ctrl + alt + delete
4) Click task manager and end all the tasks or chosen ones
5) Next option is to shut down and restart the machine
6) Would also plug out and plug in the plugs

Web tech support:

Solution 1: Force quit the application. If a program has become completely unresponsive, you can press (and hold) Ctrl+Alt+Delete (the Control, Alt, and Delete keys) on your keyboard to open the Task Manager. You can then select the unresponsive application and click End task to close it.
Solution 2: Restart the computer.

Monitor

What I would do:

1) Press on/off button
2) Check the video cable if it's plug in properly
3) Plug out and plug in the video cable and power plug

Web tech support:

● Replace the monitor power cable.
● Turn on the monitor. If the monitor displays an image, you are done. If the monitor remains blank, continue using these steps.
● Replace the video cable. Turn on the monitor.
● If the monitor does not work after replacing the cables, replace or service the monitor.

Printer

What I would do:

1) Press on/off button
2) Check the connector cable if it's plug in properly
3) Check the inside of the machine
4) Check the ink cartridges are still up for the job

Web tech support:

1. Open the Control Panel.
2. Click or double-click the Printers, Printers and Fax, or Devices and Printersicon.
3. Right-click on the printer you want to test and select the Properties or Printer Properties option. If you do not see your printer listed, your printer is not installed.
4. In the printer's Properties window, click the Print Test Page button.
5. If the printer can print a test page, your printer is installed and set up properly. However, if you are unable to print in other programs, the program you are attempting to print from likely has issues.

CD

What I would do:

1) Blow some air on the CD
2) Wipe the disc drive
3) Use a brush to clean the parts
4) Check CD setting

Web tech support:

1. Press the Windows logo key + R to open the **Run** dialog box.

2. Type control in the **Run** dialog box, then press Enter.

3. In the **Search** box in **Control Panel**, type troubleshooter, and then click **Troubleshooting**.

4. Under the **Hardware and Sound** item, click **Configure a device**. If you are prompted to enter an administrator password or provide confirmation, type the password or provide confirmation.

USB

What I would do:

1) Plug in and out into the machine
2) Check the USB connector if there's something blocking the connection
3) Review the whole USB if there isn't a bent or crack

Web tech support:

1) Click Start, and then click Run. ...
2) Type devmgmt.msc, and then click OK. ...
3) In Device Manager, click your computer so that it is highlighted.
4) Click Action, and then click Scan for hardware changes.
5) Check the USB device to see whether it is working.

Keyboard

What I would do:

1) Check if the keyboard is plug in properly
2) Try the keyboard in different machine and see if it will work

Web tech support:

1. Disconnect the device from the computer.

2. Turn off the power for the device, if the device has a separate power supply.

3. Open Device Manager. To do this, use one of the following methods:

- In Windows, click Start

- type device in the Start Search box, and then click Device Manager in the Programs list. If you are prompted for an administrator password or for a confirmation, type the password, or click Allow.

- In Windows XP, click Start, click Run, type devmgmt.msc, and then click OK.

    4. Double-click Keyboard, right-click the keyboard that you use, and then click Uninstall.

        Note If your device is not listed, this means that the device was removed automatically when you disconnected the device. Go to the next step.

    5. Restart the computer.

    6. First, turn on the device, if you have to, and then plug the device into the computer. Your computer detects the device and then reinstalls the drivers for the device.

Mouse

What I would do:

1) Check if there is a light on the laser sensor of the mouse
2) If wireless, simply check battery if need a replacement
3) Plug in and plug out USB connector

Web tech support:

Wireless mouse
1. Make sure the mouse is receiving power by checking for some indication of power (usually a light). If your mouse has a power switch, it is often located on the bottom side.
2. If the mouse does not appear to be on, replace the batteries.
3. Make sure the wireless receiver is within range and is not blocked by too many objects.
4. Disconnect the wireless USB adapter and try plugging it into a different port.

Wired mouse

- The USB connection may be loose. Try unplugging the mouse and plugging it back in.
- Plug the mouse into a different USB port.
- If your mouse is plugged into a USB hub or USB switch box, try removing it and plugging it directly into the computer.
- Unplug other USB devices that are not in use.
- Try the mouse on another computer to verify it is not defective.

Networking

What I would do:

1) See if using ethernet or wireless
2) Examine the internet cable if it's properly inserted

Web tech support:

Step 1: Check WAN and LAN connections

Step 2: Verify wireless adapter

Step 3: Verify AP and router settings

Step 4: Verify TCP/IP settings

Step 5. Verify network connection with Ping

Step 6: Check wireless-specific issues

Step 7: Look for a security mismatch

Step 8: Ensure RADIUS is working

Step 9: Check 802.1X EAP and user login

Step 10: Check intermittent network connectivity issues

Video/Screen

What I would do:

1) Check the screen settings
2) Check if there's a problem with the video card

Web tech support:

● Make sure the monitor has power and the power light comes on when the power button is pressed. If the light on the monitor remains off, the monitor is not receiving power from either the wall outlet or the power adapter.

● If you have a flat panel LCD monitor, unplug the monitor power cable, wait about 30 seconds, reconnect the cable and then turn on the monitor. This resets the electronics on the monitor.

● If the monitor has a detachable video cable, obtain a second monitor cable for testing purposes in case the cable is bad.

● Disconnect all connected devices except the mouse, keyboard, and monitor. This includes removing thumb drives and camera-type memory cards from card reader slots.

Sound

What I would do:

1) Check the sound system
2) Check the volume setting
3) Check if audio devices might not connected/plug in properly on the machine

Web tech support:

• Check your speaker and headphone connections for loose cables or the wrong jack.
• Check your power and volume levels, and try turning all the volume controls up.
• Some speakers and apps have their own volume controls, and you might have to check them all.

- Try connecting using a different USB port.
- And remember that your speakers probably won't work when headphones are plugged in.

Startup

What I would do:

1) Hard reset
2) Navigate to setting and press recovery

Web tech support:

To start Windows in safe mode or get to other startup settings:

1. Select the Start button, then choose Settings .

2. Select Update & security > Recovery.

3. Under Advanced startup select Restart now.

4. After your PC restarts to the Choose an option screen, select Troubleshoot > Advanced options > Startup Settings > Restart.

5. After your PC restarts, select a startup setting by pressing the corresponding number.

Hard drive

Web tech support:

1. Physical connectivity - Check if the drive is receiving power. If it's plugged into the PC by a correctly connected ribbon cable. For IDE drives, are its jumpers set correctly. Or with SCSI drives, are its SCSI termination and ID set correctly?
2. Viruses - Examine if the drive contains any boot viruses that need to be removed before continuing.
3. Partitioning - FDISK should be active and have a valid partition on the drive.

4. Formatting - Try to format the drive using a file system that the OS can recognize.
5. Drive errors - Check if a physical or logical drive error is causing read/write problems on the drive.
6. Operating system - Update on the status of the OS that have a feature that checks the status of each drive on your system.

Computer keeps restarting

Web tech support:

1. Go to the Search tool in your version of Windows, type sysdm.cpl, and select the program of the same name.
2. Click the *Advanced* tab.
3. Click the *Settings* button under Startup and Recovery (as opposed to the dialog box's other two Settings buttons).
4. Uncheck *Automatically restart*.
5. You might also want to check *Write an event to the system log* if it's not already checked.

My favorite program isn't working on my new pc

Web tech support:

- Free up RAM by closing other opened programs
- Restart the software
- Shutdown and restart your computer
- Undo any recent hardware or software changes
- Uninstall the software , then reinstall it
- Look for software patches
- Scan for viruses and malware
- Check for a firewall conflict
- Boot up in Safe Mode

I can't open email attachments

What I would do:

1) Reload the email and see what happens

2) Ask the sender to send the email again
3) Check the email on different device

Web tech support:

- Try opening the attachment as a different application. To do this, rename the attachment using the appropriate ending (doc, ppt, jpg, etc.)
- Choose Notepad or WordPad from the list on the drop down menu and see if one of those programs will open your attachment.
- Ask sender to note in the body of the email what application was used.
- Right click on the item, go to "open with" and choose the correct program.
- If all else fails, ask sender to include attached information in body of email message.

I keep seeing 'there is a problem with this website's security certificate'

Web tech support:

- First, check the time on your computer. If it's not correct, your browser sees the certificate as expired. Reset the time on your computer by right-clicking on the clock/time in your notification tray. Adjust your computer to the correct date and time.
- If you trust the site and are able to contact the website administrator, let them know about the security certificate error. If you can't send them a message on their website, try to message them on social media.
- Finally, if you don't feel safe visiting the website, try an alternate website. SimilarSiteSearch and AlternativeTo are good places to start.

- Some Good Troubleshooting Questions
  - When did your computer last work properly?

My computer last worked properly was the 1st 2 years since I got it.

- Did the trouble begin shortly after you installed something?

  The trouble began when I started to have more and more applications and it slowly eating the RAM every time.

- Do you receive a consistent error message?

  I don't receive a consistent error message but whenever it freezes, the application says "page not responding".

- Can you reproduce the trouble with specific steps?

  Yes, I only need to open several applications and it will automatically cause the problem.

- Does the problem only occur after you have been using your computer for a while?

  The problem only occur after I have opened multiple applications and also when I've been using the computer for a while.