Al Mustaqbal University
College of Health and Medical Techniques

Computer Science
lecture 1
Troubleshooting

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Troubleshooting

Troubleshooting is the process of discovering how to solve a computer problem. Even with the most updated software and hardware sometimes computers can malfunction.

planning to solve a problem:

1. must figure out which part of the system is malfunctioning.

2. need to check each component of the computer, unless it is

obvious

where the problem is coming from.

3. Isolating the problem will help you solve the problem quickly.

4. Knowing how to solve these problems with a shortcut perhaps

using only

a few keys on the keyboard can save time and effort.

5. Backing up your important computer files to another source will

ensure that if your problem cannot be corrected, you will still have a

safe copy of your information.

Basic Troubleshooting Steps

1. Close open programs and windows you are not currently using.

2. Make sure all of your cords are connected properly.

3. Try to repeat the sequence of commands you performed before the problem occurred. See if this causes the same response by your computer.

4. Press the F1 key to access the Help window. You can search for a solution to your problem once the Help window appears.

5. If there is an error message, record the full message for future reference.

6. Restart your computer to see if it clears the problem.

7. If restarting the computer does not clear the problem, shut down the computer and then start it back up again.

Basic troubleshooting steps

Common Technology Issues

1. The printer is not working.
2. The computer is frozen.
3. A program is not responding.
4. The keyboard is not working.
5. New hardware or software is working incorrectly.
6. The mouse is not working.
7. The computer is slow.
8. The browser's homepage suddenly changed.

1. Check if the printer is turned on.
2. Check if the printer has paper.
3. Check if the printer has a paper jam.
4. Ensure that all printer cables are properly connected.
5. Turn off the printer and turn on again.
6. Check to see if a new printer driver is needed.
7. Seek assistance from your system administrator before installing any drivers

Issue: The printer is not working

Issue: The computer is frozen. A program is not responding.

1. Push the Ctrl, Alt, and Delete keys at the same time. Then, start the Task Manager, highlight the program's name, and hit the End Task button.

2. Perform a hard reboot by simply pressing the on/off button to turn off the computer manually. This action should only be done as a last resort if you have an unresponsive program or critical error.

3. Once the computer is responding again, run a virus check.

Issue: The keyboard is not working.

1. Make sure the keyboard is connected to the computer.
2. If you are using a wireless keyboard, try changing the batteries.
3. If one of the keys on your keyboard gets stuck, turn the computer off and clean with a damp cloth.
4. Use the mouse to restart the computer.

Issue: The computer is slow.

- 1. Restart your computer
- 2. Verify that there is at least 200-500 MB of free hard drive space.
  – Empty your recycle bin
  – Check your mail files.
  – Remove temporary files from the Internet.
  – Perform a disk cleanup
- 3. Run a virus scan to remove potential viruses that can slow down your computer.

4. Old or unused programs that aren't being used may still have components running behind the scenes when you start your computer
  – Remove unused shortcuts from Windows startup
  – Disable unused program services

Thank You

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