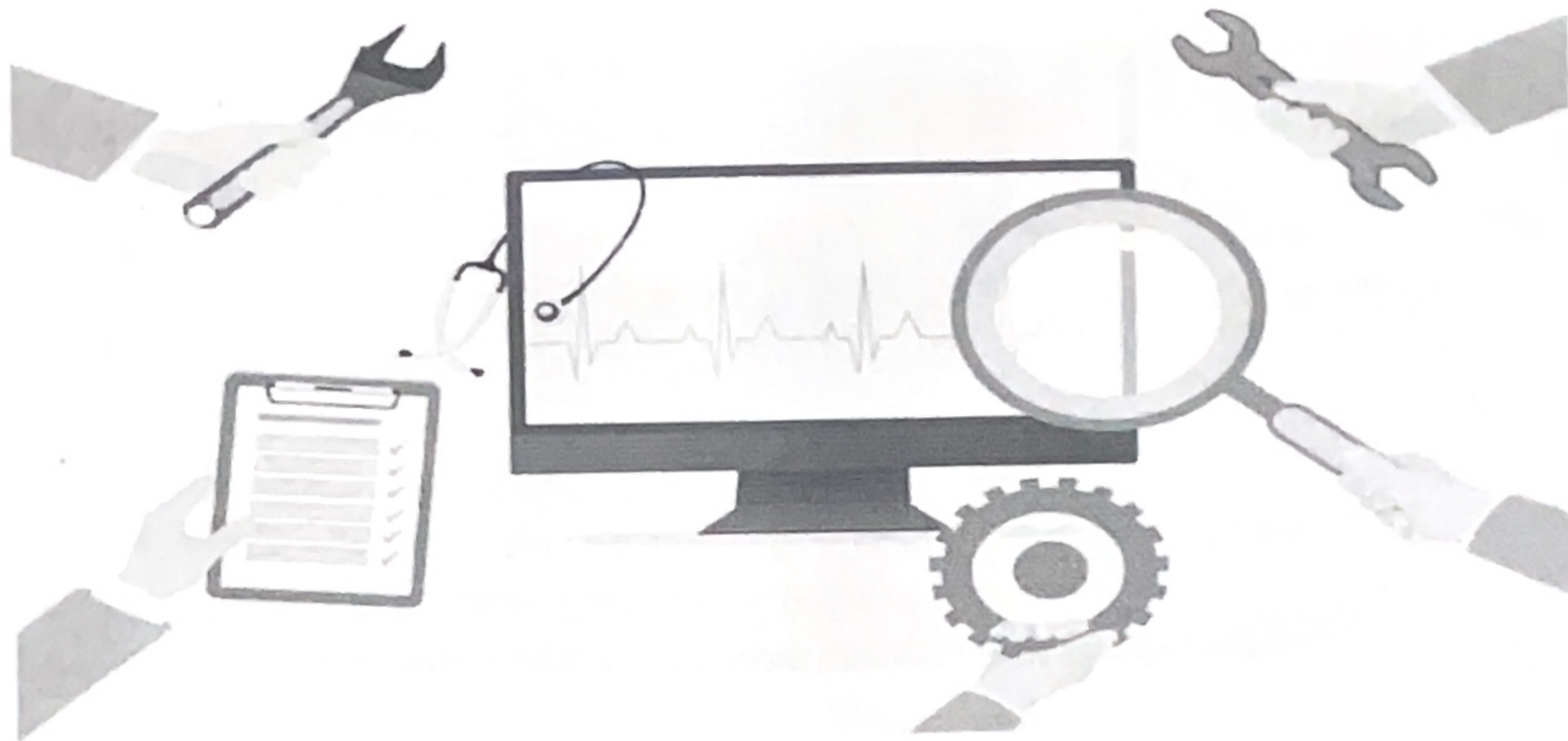


Chapter III: Computer Troubleshooting



3.1. Detecting Problems

You can detect whether problems have occurred in your system in several ways. Most of the time, you receive a message or a system reference code (SRC), which reports the problem that has been detected to you. You can also use the message queues and logs to gather more information.

System reference codes (SRC): A set of eight characters that identifies the name of the system component that detects the error codes and the reference code that describes the condition.

Error codes: An error code is a group of characters or digits displayed on the console. Error codes are displayed in an error message, recorded in a problem log entry, or shown on the system control panel.

Messages: Messages are communications that are sent from one person or program to another. Whether you are a system operator or user, you can communicate on your system by sending and receiving messages. System programs use messages to communicate system conditions.

Message queues: A message queue is like a mailbox for messages. Your system has several message queues, which hold messages that provide helpful information when detecting and reporting problems.

Troubleshooting: is the process of figuring out how to solve a computer problem. Even with the most updated software and hardware, occasionally computers can malfunction.

3.2. 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.

3.3. Basic Troubleshooting Steps

1. Close open programs and windows you are not currently using.
2. Make sure all 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.

3.4. Common Technology Issues with solutions

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.
9. The browser's homepage suddenly changed.



Issue 1: The printer is not working

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

Issue 2 &3: The computer is frozen & A program is not responding

- 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.
- You can perform a hard reboot by pressing the on/off button to turn off the computer manually. This action should only be used as a last resort if you have an unresponsive program or critical error.
- Once the computer is responding again, run a virus check.

Issue 4: The keyboard is not working.

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

Issue 5: New hardware or software is working incorrectly.

- Verify your computer meets the requirements of the program or utility.
- Uninstall and install the program.
- There could be a conflict with another installed program and you should contact your system administrator.

Issue 6: The mouse is not working correctly.

- Check if the mouse is securely plugged into the computer.
- Check to see if the cord has been damaged. If so, the mouse may need to be replaced.
- If you are using a cordless mouse, try pushing the connection button on the underside of the mouse to reestablish a connection.
- Clean the mouse, especially on the bottom.

Issue 7: The computer is slow.

- Restart your computer
- 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
 - Information in computer files changes often
- Run a virus scan to remove potential viruses that can slow down your computer.

Issue 8: The computer is slow(count.)

- Old or unused programs that are not 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
- Run a virus scan to remove potential viruses that can slow down your computer.

Issue 9: The browser's homepage suddenly changed.

- Try re-setting the home page to the default
- If the home page still reverts to the "new" page, do an Internet search using keywords that include the name of the "new" homepage and the word "virus." If there is a virus, this search may reveal more information on the virus and how it can be safely removed.
- Run a virus scan.

The logic flowchart of a simplified three-stage troubleshooting process as shown in below

