

Computer Skills 2_{nd} year

Most common troubleshoot



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Problem 1: Computer Does Not Turn On

Steps to Perform:

1. Check if the computer is plugged into a power source.
2. Make sure the power button is working and the indicator light turns on.
3. Test another power cable or socket.
4. Open the case (if allowed) and check if fans are spinning.
5. If still no power, test another power supply unit (PSU).

Problem 2: Computer Is Slow

Steps to Perform:

1. Open **Task Manager (Ctrl + Shift + Esc)** → check CPU and Memory usage.
2. Close programs using too many resources.
3. Delete temporary files (temp folder).
4. Run antivirus scan.
5. Restart the computer and check performance.

Problem 3: No Internet Connection

Steps to Perform:

1. Check Wi-Fi or Ethernet cable connection.
2. Restart router and computer.
3. Run Windows Network Troubleshooter.
4. In Command Prompt, type:
5. `ipconfig /release`
6. `ipconfig /renew`
7. Test connection again.

Problem 4: Blue Screen Error (BSOD)

Steps to Perform:

1. Note the error code shown on the screen.
2. Restart computer in **Safe Mode**.
3. Update all drivers and Windows.
4. Run a full system scan for malware.
5. Use "System Restore" if the error repeats.

Problem 5: Application Crashes or Freezes

Steps to Perform:

1. Open **Task Manager** → end the unresponsive application.
2. Check if the program has updates available.
3. Reinstall the application.
4. Check for system updates or low memory.
5. Restart computer and re-test the application.

Problem 6: Printer Not Working

Steps to Perform:

1. Make sure the printer is powered on and connected.
2. Check for paper jam or low ink.
3. Open **Control Panel** → **Devices and Printers** → see if the printer is online.
4. Update or reinstall the printer driver.
5. Try printing a test page.

Problem 7: No Sound

Steps to Perform:

1. Check sound icon on taskbar — make sure it's not muted.
2. Verify speakers or headphones are plugged in.

3. Try other audio devices.
4. Open **Device Manager** → **Sound, video, and game controllers** → update drivers.
5. Restart and test sound again.

Problem 8: Overheating

Steps to Perform:

1. Check if the fan is running.
2. Clean vents and fans using compressed air.
3. Ensure computer is in a cool, open area.
4. Avoid placing laptop on soft surfaces (beds, pillows).
5. Monitor temperature using software (e.g., HWMonitor).

Problem 9: USB, Mouse, or Keyboard Not Working

Steps to Perform:

1. Unplug and replug the device into another port.
2. Test it on another computer.
3. Open **Device Manager** → check for yellow warning icons.
4. Update the driver.
5. Restart computer and test again.

Problem 10: Virus or Malware Infection

Steps to Perform:

1. Disconnect from the internet.
2. Open **Windows Security** → run a full scan.
3. Delete or quarantine any detected threats.
4. Restart the computer.
5. Update antivirus and Windows to latest version.

Problem 11: Keyboard Typing Wrong Characters

Possible Causes: Wrong language setting, sticky keys, or hardware issue.

Steps:

1. Go to **Settings** → **Time & Language** → **Keyboard**.
2. Set correct language (e.g., English US).
3. Turn off Sticky Keys (Settings → Accessibility).
4. Try another keyboard.
5. Restart and test typing again.

Problem 12: Laptop Battery Drains Too Fast

Possible Causes: Background apps, brightness too high, or old battery.

Steps:

1. Lower screen brightness.
2. Close unused background programs.
3. Turn off Bluetooth and Wi-Fi if not needed.
4. Run **Battery Report** (powercfg /batteryreport in CMD).
5. Replace the battery if it no longer holds charge.

Problem 13: Screen Flickering or Black Screen

Possible Causes: Loose cable, display driver error, or hardware fault.

Steps:

1. Check the monitor cable and power.
2. Update or roll back the display driver.
3. Boot in **Safe Mode** to see if screen works normally.
4. Try connecting to an external monitor.
5. If still flickering, the GPU or monitor may need repair.