

Troubleshooting 101

Length: 1 Day

Summary: This course focuses on the general setup and repair of a desktop PC. It will help you navigate the basic concepts of computer troubleshooting and repair so that you will be better prepared to understand and resolve issues as they arise.

COURSE CONTENT

1 – COMPUTER COMPONENTS AND ACCESSORIES

Before you can understand how to repair and troubleshoot a computer you must first understand the different parts and what each part does

2 – COMPUTER POWER REPAIR

Basic Power Issues
Power turns off without warning
Windows restarts without warning
Keywords

3 – FROZEN COMPUTER SCREEN REPAIR

What to do when the computer freezes
Program stops responding and more

4 – REPAIRING A SLOW COMPUTER

Computer Boots up slowly or running slowly: Where to look and how to fix it

5- REPAIRING ERRORS

Blue screen error
Runtime error

6 – PRINTER AND SCANNER TROUBLESHOOTING

Covers basic printer and scanner issues
How to troubleshoot printer and scanner issues

7 – BASIC COMPUTER SOFTWARE TROUBLESHOOTING

Covers basic computer software troubleshooting

8 – BASIC NETWORK TROUBLESHOOTING

Network Troubleshooting, where to start and how to fix

9 – INTERNET EXPLORER TROUBLESHOOTING

Troubleshooting issues with Internet explorer
General internet explorer questions

10 – PROTECTING AGAINST VIRUSES

Protecting against viruses
How to repair a virus damage