

Computer Troubleshooting Tips

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The tips below should help you troubleshoot Computer problems. This article is just a starting point to troubleshooting computer problems. Before you start take a breath, and say to yourself that you can do it.

Throughout the troubleshooting process it is a good idea to take notes.

Define the Problem

Ask the user what the problem is and gather some history about the problem. Questions to ask include:

1. Do you know what happened before the problem occurred?
2. How often does the problem occur?

Defining the problem will help you determine if it is software or hardware problem.

Rebooting Equipment

Sometimes rebooting the computer and any other hardware can resolve the problem whether it is hardware or a software problem. The reason why this works sometime is because a process gets hung, and the only way to get rid of the problem is to reboot. If a reboot does fix the problem then watch to see if the problem how often the problem occurs. This could mean that there is either hardware or a software problem.

In my opinion it is a good idea to reboot the equipment once in a while to clear out any data in memory that can cause problems.

Software Problems

1. Duplicating the problem - Try to duplicate the account under the user's account and under a different account. Trying to duplicate the problem under more account will tell you if the problem is with the entire computer, or just the user's account. The accounts should have the same user rights. If the problem occurs under these accounts, then try to duplicate under an administrator account. The reason why you try to duplicate the problem as an administrator if you can duplicate the problem under more than one user account is to see if it is a rights issue. Recreate the user account, if the problem only occurs under the user's account that is having the problem.

Remember to backup any information stored under the user's profile. This will include:

- a. User favorites / bookmarks
 - b. Pictures
 - c. Documents
 - d. Videos
 - e. Music
2. If the problem occurs under more than one account including the administrator's account then make sure your software has the latest patches installed. A patch can also include an updated version of the software.
 3. If the problem still occurs then try to uninstalling the program, and reinstalling it again. Do the following when uninstalling the software.
 - a. Try to backup any user information that is stored in the folder. Use the programs uninstaller. In Windows this is usually accessible from the Add / Remove feature. Running the setup program again usually gives the option to uninstall the software.
 - b. Delete the program folder. If you are not sure if there is user info in the folder then make a copy of folder and delete the original. Most of the time user information will be stored in the user's profile.
 - c. It would be a good idea to reboot the computer after uninstalling the program.
 4. If reinstalling the software still does not work then go online and do some research. The sites below are some good places to start
 - a. [Google](#)
 - b. [Bing](#)
 - c. [Yahoo](#)
 - d. The manufacturer's website. Any search engine should be able to help you find their website if you cannot find it in the documentation.
 - e. Sites like the ones in the Useful Websites section of this article can help
 5. Get advice from others. This could include
 - a. Co-workers
 - b. Family members
 - c. Friends
 - d. Sites like the ones in the Useful Website section of this article.
 - e. Tech Support

Hardware Problems

Hardware problems can be a lot harder to troubleshoot. This is because a hardware problem can be caused by something physically wrong with the hardware or a software update is needed. The steps below may help diagnose hardware problems.

1. Make sure that the equipment is on.
2. Make sure all of cables and connections are properly connected.
3. Try to see if there is something in the equipment that might be causing it not to work properly. Consult the Hardware's Manual or the internet for these instructions. Most manuals are found on the disk that came with the hardware. Use common sense when doing this. Do not hurt your self
4. Uninstall and reinstall any software that is related to the hardware. The way you do this varies on the type of hardware. For example to uninstall a printer in Windows you go to where the printers are located in the GUI and delete or remove the printer. When you reinstall the Hardware's software make sure that you follow the proper installation method. Consult the Hardware's Manual or the internet for these instructions. Most manuals are found on the disk that came with the hardware. The internet is also a great place to find out how to remove the hardware's software. When reinstalling the software check to see if there is an updated version of the software.
5. If reinstalling the software still does not work then go online and do some research. The sites below are some good places to start
 - a. [Google](#)
 - b. [Bing](#)
 - c. [Yahoo](#)
 - d. The manufacture's website. Any search engine should be able to help you find their website if you cannot find it in the documentation.
 - e. Sites like the ones in the Useful Website section of this article.
6. Get advice from others. This could include
 - a. Co-workers
 - b. Family members
 - c. Friends
 - d. Tech Support

There are many free programs that can help you troubleshoot and fix computer problems. The Useful Programs sections list several useful free programs.

Useful Websites

Name	Description
<u>Black Viper - Windows Services Information</u>	<i>Viper</i> is the most recognized name in vehicle security and remote start systems, as well as window film and window tint.
<u>CNET's Help Forums</u>	<i>CNET's Help Forums</i>
<u>Cyberwalker - Tech Help That's Really Helpful</u>	A great site to get help with your computer problems
<u>Lockergnome</u>	A site where you can get help with your computer problems
<u>Macmedic</u>	A great site to get help with your Mac.
<u>MyItForums</u>	SMS articles, references, scripts, utilities, and bugs list, by Rod Trent.
<u>PC Advisor - Expert Advice in Plain English News</u>	A site to get advice from experts
<u>PC HELL</u>	PC Hell: Computer Hints and Tips to bring you back from the edge
<u>Podnutz Forum</u>	A great place to get help with your computer issues, and share tips..
<u>Praticall Network</u>	A site to get useful networking information
<u>ProcessLibrary</u>	A site to get information about Windows processes.
<u>SuperSite For Windows</u>	A site of useful Windows tips and other information
<u>Technet</u>	Find technical resources and tools for IT Professionals.
<u>TWIT Forums</u>	TWIT Forums
<u>Youtube</u>	A great site to watch videos on different computer topics. A lot of venders have their own channels.

Useful Programs

Name	Description
Fresh Diagnose	"Fresh Diagnose is a utility designed to analyze and benchmark your computer system. It can analyze and benchmark many kinds of hardware, such as CPU performance, hard disk performance, video system information, mainboard / motherboard information, and much more..."
Malwarebytes	"Malwarebytes' Anti-Malware is an anti-malware application that can thoroughly remove even the most advanced malware. It includes a number of features, including a built in protection monitor that blocks malicious processes before they even start."
Ubuntu	A free distro of Linux
Ultimate Boot CD	A collection of free diagnostic utilities.
WinUtilities (Free Edition)	"WinUtilities (Free Edition) is a multi-functional system performance and optimization suite for Microsoft Windows. This collection of tools lets you supercharge your PC's performance, enhance its security, tweak and optimize its settings, and customize and personalize your screens. Registry Cleaner makes your system more stable by cleaning out the bad Registry entries that build up each time you install and uninstall software. The program's Registry Optimizer defragments and rebuilds your Registry, making your entire system run more smoothly and quickly."