**PORTFOLIO Item#02: ASSIGNMENT UNIT O2.**

**TROUBLESHOOTNG ICT PROBLEMS IN OUR SCHOOLS.**

THE TROUBLESHOOTING ICT PROBLEMS IN OURSCHOOL ARE MOSTLY

RELATED TO THE COMPUTER HARDWARE AND COMPUTER SOFTWARE.

***WHITHIN THE COMPUTER COMPONENTS INCLUDE MONITOR, KEYBOARD, MOUSE PRINTER ETC. HERE I TALK ABOUT MONITOR, KEYBORDAND MONITOR AND MOUSE TROUBLE SHOOTING PROBLEMS RESPECTIVERLY WITH THEIR POSSIBLE SOLUTIONS***

**IN OUR SCHOOL THETROUBLESHOOTING PROBLEMS THAT WE HAVE ARE THE FOLLOWING:**

**SCREEN DOES NOT WORK. *(HERE WE CHECK CABLES CONNECTON, REMAOVAL OF BATTRIES, CHARGING COMPUTER, AND CHECKING INSTABILITY OFCOMPUTER INWORKING PLACE.)***

**WHENWEHAVE USED A COMPUTER IN LONG TIME SOME TIME THE COMPUTER WORK SLOLWLY (HERE *WE ARE ALL ADVICED TO SAVE YOUR DOCUMENT, REFRESHING YOUR COMPUTER, AND REMOVE THE RECENTLEFILES WHICH ARE STIL NOLONGER NEEDED.)***

**IN WORKINK WE ANY TIME LOOSE OUR CURRENT DOCUMENTS *(WE USE THE UNDO BUTTON FOR RESTORING, SAVING AT LEAST EVERY AFTER TYPING ONE SENTENCE, OR CHECK THE CABLE CONNECTION, POWER BATTRY IF NECESSARY REPLACEMENT OF BATTRY.)***

**THESE PROBLEMS ARE WHICH FACED TO OUR SCHOOL.BUT THERE IS COMMON TROUBLESHOOTING ICT PROBLEMS OCCUR WITHIN THE SCHOOLS .LET SEE THEM RSPECTIVELY WITH THEIR POSSILBE SOLUTIONS:**

***Simple solutions to common problems***

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ost of the time, problems can be fixed using simple troubleshooting techniques, like **closing** and **reopening** the program. It's important to try these simple solutions before resorting to more extreme measures. If the problem still isn't fixed, you can try other troubleshooting techniques.

**Problem: Power button will not start computer**

* **Solution 1**: If your computer **does not start**, begin by checking the power cord to confirm that it is plugged securely into the back of the computer case and the power outlet.
* **Solution 2**: If it is plugged into an outlet, make sure it is a **working outlet**. To check your outlet, you can plug in another **electrical device**, such as a lamp**.**
* **Solution 3**: If the computer is plugged in to a **surge protector**, verify that it is turned on. You may have to **reset** the surge protector by turning it off and then back on. You can also plug a lamp or other device into the surge protector to verify that it's working correctly.
* **Solution 4**: If you are using a **laptop**, the **battery** may not be charged. Plug the **AC adapter** into the wall, then try to turn on the laptop. If it still doesn't start up, you may need to wait a few minutes and try again.

**Problem: An application is running slowly**

* **Solution 1**: Close and reopen the application.
* **Solution 2**: Update the application. To do this, click the **Help** menu and look for an option to check for **Updates**. If you don't find this option, another idea is to run an online search for application updates.

**Problem: An application is frozen**

Sometimes an application may become stuck, or **frozen**. When this happens, you won't be able to close the window or click any buttons within the application.

* **Solution 1**: Force quit the application. On a PC, you can press (and hold) **Ctrl+Alt+Delete** (the Control, Alt, and Delete keys) on your keyboard to open the **Task Manager**. On a Mac, press and hold **Command+Option+Esc**. You can then select the unresponsive application and click **End task** (or **Force Quit** on a Mac) to close it
* **Solution 2**: Restart the computer. If you are unable to force quit an application, **restarting** your computer will close all open apps.

**Problem: All programs on the computer run slowly**

* **Solution 1**: Run a **virus scanner**. You may have **malware** running in the background that is slowing things down.
* **Solution 2**: Your computer may be running out of hard drive space. Try **deleting** any files or programs you don't need.
* **Solution 3**: If you're using a **PC**, you can run **Disk Defragmenter**. To learn more about **Disk Defragmenter**, check out our lesson on [Protecting Your Computer](http://www.gcflearnfree.org/computerbasics/protecting-your-computer/1/).

**Problem: The computer is frozen**

Sometimes your computer may become completely unresponsive, or **frozen**. When this happens, you won't be able to click anywhere on the screen, open or close applications, or access shut-down options.

* **Solution 1 (Windows only)**: Restart Windows Explorer. To do this, press and hold **Ctrl+Alt+Delete** on your keyboard to open the **Task Manager**. Next, locate and select **Windows Explorer** from the **Processes** tab and click **Restart**. You may need to click **More Details** at the bottom of the window to see the Processes tab.

**Solution 2 (Mac only):** Restart Finder. To do this, press and hold **Command+Option+Esc** on your keyboard to open the **Force Quit Applications** dialog box. Next, locate and select **Finder**, then click **Relaunch**.

**Solution 3**: Press and hold the Power button. The Power button is usually located on the front or side of the computer, typically indicated by the **power** **symbol**. Press and hold the Power button for **5 to 10 seconds** to force the computer to shut down.

* **Solution 4**: If the computer still won't shut down, you can **unplug the power cable** from the electrical outlet. If you're using a laptop, you may be able to remove the battery to force the computer to turn off. **Note**: This solution should be your **last resort** after trying the other suggestions above.

**Problem: The mouse or keyboard has stopped working**

* **Solution 1**: If you're using a **wired** mouse or keyboard, make sure it's correctly plugged into the computer.
* **Solution 2**: If you're using a **wireless** mouse or keyboard, make sure it's turned on and that its batteries are charged.

**Problem: The sound isn't working**

* **Solution 1**: Check the volume level. Click the audio button in the top-right or bottom-right corner of the screen to make sure the sound is turned on and that the volume is up.
* **Solution 2**: Check the audio player controls. Many audio and video players will have their own separate audio controls. Make sure the sound is turned on and that the volume is turned up in the player.

**Solution 3**: Check the cables. Make sure external speakers are plugged in, turned on, and connected to the correct audio port or a USB port. If your computer has **color-coded** ports, the audio output port will usually be **green**.

* **Solution 4**: Connect headphones to the computer to find out if you can hear sound through the headphones.

**Problem: The screen is blank**

* **Solution 1**: The computer may be in **Sleep** mode. Click the mouse or press any key on the keyboard to wake it.
* **Solution 2**: Make sure the monitor is **plugged in** and **turned on**.
* **Solution 3**: Make sure the computer is **plugged in** and **turned on**.
* **Solution 4**: If you're using a desktop, make sure the monitor cable is properly connected to the computer tower and the monitor.

[Previous: Creating a Safe Workspace](https://www.gcflearnfree.org/computerbasics/creating-a-safe-workspace/1/)

**Solving more difficult problems**

If you still haven't found a solution to your problem, you may need to ask someone else for help. As an easy starting point, we'd recommend **searching the Web**. It's possible that other users have had similar problems, and solutions to these problems are often posted online. Also, if you have a friend or family member who knows a lot about computers, they may be able to help you.

Keep in mind that most computer problems have simple solutions, although it may take some time to find them. For difficult problems, a **more drastic solution** may be required, like reformatting your hard drive or reinstalling your operating system. If you think you might need a solution like this, we recommend **consulting a professional** first. If you're not a computer expert, it's possible that attempting these solutions could make the situation worse.

[Troubleshooting](https://www.gcflearnfree.org/computerbasics/basic-troubleshooting-techniques/1/#sidenav-lesson-0)

* [General tips to keep in mind](https://www.gcflearnfree.org/computerbasics/basic-troubleshooting-techniques/1/#sidenav-lesson-1)
* [Using the process of elimination](https://www.gcflearnfree.org/computerbasics/basic-troubleshooting-techniques/1/#sidenav-lesson-2)
* [Scenario](https://www.gcflearnfree.org/computerbasics/basic-troubleshooting-techniques/1/#sidenav-lesson-3)
* [Simple solutions to common problems](https://www.gcflearnfree.org/computerbasics/basic-troubleshooting-techniques/1/#sidenav-lesson-4)
* [Problem: Power button will not start computer](https://www.gcflearnfree.org/computerbasics/basic-troubleshooting-techniques/1/#sidenav-lesson-5)
* [Problem: An application is running slowly](https://www.gcflearnfree.org/computerbasics/basic-troubleshooting-techniques/1/#sidenav-lesson-6)
* [Problem: An application is frozen](https://www.gcflearnfree.org/computerbasics/basic-troubleshooting-techniques/1/#sidenav-lesson-7)
* [Problem: All programs on the computer run slowly](https://www.gcflearnfree.org/computerbasics/basic-troubleshooting-techniques/1/#sidenav-lesson-8)
* [Problem: The computer is frozen](https://www.gcflearnfree.org/computerbasics/basic-troubleshooting-techniques/1/#sidenav-lesson-9)
* [Problem: The mouse or keyboard has stopped working](https://www.gcflearnfree.org/computerbasics/basic-troubleshooting-techniques/1/#sidenav-lesson-10)
* [Problem: The sound isn't working](https://www.gcflearnfree.org/computerbasics/basic-troubleshooting-techniques/1/#sidenav-lesson-11)
* [Problem: The screen is blank](https://www.gcflearnfree.org/computerbasics/basic-troubleshooting-techniques/1/#sidenav-lesson-12)
* [Solving more difficult problems](https://www.gcflearnfree.org/computerbasics/basic-troubleshooting-techniques/1/#sidenav-lesson-13)

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**KEEPING YOUR COMPUTER PHYSICALLY CLEAN**

Dust isn't just unattractive—it can potentially damage or even destroy parts of your computer. Cleaning your computer regularly will help you **keep it working properly**and **avoid expensive repairs**.

Watch the video below to learn how to keep a computer clean.

**Cleaning the keyboard**

Dust, food, liquid, and other particles can get stuck underneath the keys on your keyboard, which can prevent it from working properly. The **basic cleaning tips** below can help keep your keyboard clean.

1. **Unplug** the keyboard from the USB or PS/2 port. If the keyboard is plugged into the PS/2 port, you will need to shut down the computer before unplugging it.
2. Turn the keyboard **upside down** and gently shake it to remove dirt and dust.
3. Use a can of **compressed air** to clean between the keys.



1. Moisten a **cotton cloth** or **paper towel** with rubbing alcohol and use it to clean the tops of the keys. Do not pour alcohol or any other liquid directly onto the keys.
2. **Reconnect** the keyboard to the computer once it is dry. If you are connecting it to a PS/2 port, you will need to connect it **before** turning on the computer.

**Dealing with liquids**

If you **spill liquid** on the keyboard, quickly shut down the computer and disconnect the keyboard. Then **turn the keyboard upside down**andallow the liquid to drain.

If the liquid is sticky, you will need to hold the keyboard on its side under running water to **rinse** away the sticky liquid. Then turn the keyboard upside down to drain for two days before reconnecting it. Please note that keyboard may not be fixable at this point, but the method above is probably the best option.

To prevent this situation altogether, we recommend keeping drinks away from the computer area.

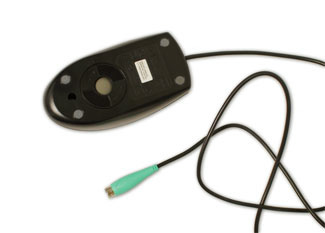
Cleaning the mouse

There are two main mouse types: **optical** and **mechanical**. Each is cleaned in basically the same way, although the mechanical mouse requires a bit more work.

* **Optical mice** require **no internal cleaning** because they do not contain any rotating parts; however, they can get **sticky** over time as dust collects near the light emitter. This can cause erratic cursor movement or prevent the mouse from working properly.



* **Mechanical mice** are especially susceptible to **dust** and **particles**that can accumulate inside the mouse, which can make it difficult to track—or move—properly. If the mouse pointer does not move smoothly, the mouse may need to be cleaned.



The **basic cleaning tips** below will help keep your mouse clean:

1. **Unplug** the mouse from the USB or PS/2 port. If the mouse is plugged into the PS/2 port, you will need to shut down the computer before unplugging it.
2. Moisten a **cotton cloth** with rubbing alcohol, and use it to clean the top and bottom of the mouse.
3. If you have a **mechanical mouse**, remove the **tracking ball** by turning the **ball-cover ring** counter-clockwise. Then clean the tracking ball and the inside of the mouse with a **cotton cloth** moistened with rubbing alcohol.



1. **Allow all of the parts to dry** before reassembling and reconnecting the mouse. If you are connecting it to a PS/2 port, you will need to connect it **before** turning on the computer.

If you just want to give the mouse a quick cleaning, place it on a **clean sheet of paper** and **move the mouse back and forth**. Some of the dust and particles should rub off onto the paper.

Cleaning the monitor

Dirt, fingerprints, and dust can make your computer screen difficult to read; however, it's easy to **clean your screen**when needed. There are monitor-cleaning kits you can buy, but they may damage your monitor if they're designed for a different type of monitor. For example, a monitor cleaner that is designed for **glass screens** may not work with some **non-glass LCD screens**. The safest method is simply to use a **soft clean cloth** moistened with **water**.

Do not use glass cleaner to clean a monitor. Many screens have anti-glare coatings that can be damaged by glass cleaner.

1. **Turn off** the computer.
2. **Unplug** the monitor from the power. If you are using a laptop, unplug the laptop.
3. Use a **soft clean cloth** moistened with **water** to wipe the screen clean.



Do not spray any liquids directly onto the screen. The liquid could leak into the monitor and damage the internal components.

Tips for cleaning other computer surfaces

From time to time, you should clean your computer case and the sides and back of the monitor to avoid a buildup of dust and dirt. Here are a few tips you can use when cleaning these surfaces.

* Dust is your computer's main enemy. Use an **anti-static** cloth to lightly dust your computer casing. **Do not**use furniture cleaners or strong solvents.



* Use a can of**compressed air** to blow out debris from the air intake slots.
* **Ammonia**diluted with water—or**glass cleaner** comprised mostly of ammonia and water—is a safe cleaning solution for **computer surfaces**. The milder the solution, the better.
* Clean the **monitor housing** and **case** (but**not**the monitor screen) by spraying a safe cleaning solution onto a paper towel or anti-static cloth and wiping in a downward motion.

Keep it cool

**Don't restrict airflow** around your computer. A computer can generate a lot of heat, so the casing has **fans** that keep it from overheating. Avoid stacking papers, books, and other items around your computer.

Many computer desks have an **enclosed compartment** for the computer case. If you have this type of desk, you may want to position the case so it is not against the back side of the desk. If the compartment has a door, you may want to leave it open to improve airflow.