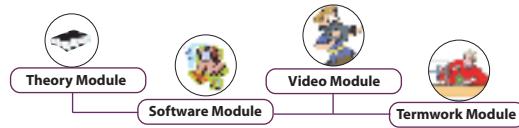


PC Troubleshooting & Maintenance

Introduces Global e-Learning System in Education & Training in the form of Learning Resources with Computer Aided Instructions



System Requirement:- IBM-PC Compatible with Window-OS, 128 MB RAM/Multimedia Kit

Theory module

Features : Theory, Figures, Photographs, Animations with controller, Highlighter tool, Note creation facility, Systematic page navigation, Printing facility, Access to Videos at appropriate locations.

List of Topics

Components of a PC



System Case or Tower, Power Supply, Motherboard (also known as the main board or system board), Other Motherboard Components-System BIOS, Expansion Card Slots, CPU (Central Processing Unit), Memory (RAM: Random Access Memory), Cache Memory, Bits.
Drives-Hard Drive, Floppy Disk Drive, Zip Drive, CD-ROM Drive, CD-R Drive, DVD Drive, PC Card Drive, Tape Drive.
Expansion Boards-Video Card, Sound Card, Network Card, Serial and Parallel Ports-Parallel Ports, Serial Ports.

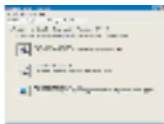
Troubleshooting Hardware

Universal Troubleshooting Process

Define your symptoms, Identify and isolate the source, Very Basic Things to Check
First-Virus Scan , Monitors, Keyboards, Hard Drives.
Sound Output does not work (cannot hear sounds or music)
Disk Space Troubleshooting-Floppy Drives.
Common Diskette Problems-The diskette drive is not recognized, You receive a "Access Denied" or "Write Protect" error message, You receive a "Disk is full" error message, You receive a "Non-system disk" or "Disk-error" error message, The light on the diskette drive is lit continuously.
Printers-General Printer Troubleshooting,



Backing up Files and Folders



Unlike hardware, data can never be properly replaced; it can only be protected against loss. However, unlike your hard drive, data can be easily duplicated. By creating backups of important data on a timely basis, you ensure that most of your data will not be lost. It is critical that you create backup copies of all important data, documents,

and programs on your hard drive so that you have some protection if catastrophe strikes. The Backup program copies groups of files or folders from your hard drive to a tape backup or floppy disk.

Windows 2000 Professional (Troubleshooting and Maintenance)



Interactive troubleshooters ,Error message support ,Disk Cleanup wizard ,Diagnostic utilities and features, Hardware, Modem, MS-DOS programs, System setup.
To update your system files using Windows Update, To diagnose device problems , Detecting and repairing disk errors , Start Windows 2000 in safe mode , Using Disk Cleanup, To compress an NTFS drive , Using Disk Defragmenter, Help for error messages .

Error Messages

Illegal Operations, "General Protection Fault" "Illegal Operation" "Invalid Page Fault", Operating System Lockup, Program Lockup, Blue Screen Errors, System Dump, You are using a program and suddenly it stops working,
Internet Error Messages-Proxy Error, " File Not Found (or 404 Not Found), 401 Unauthorized, 403 Forbidden, 500 Server Error, 501 Not Implemented, Connection Refused Unable to Locate Host, Unable to Contact Host



Common Software Questions



Pop-up Menus, Pop-up Ads, Pop-up Filters, Temporary Files, Cookies, Plug-ins, Print Screen, Clip Art

Preventive Maintenance

Developing a preventive maintenance plan for your PC will reduce incidents of repairing or replacing parts.
Cleaning-Mouse, Keyboard, Monitor, Floppy Drive, CD-ROM Drive.



Troubleshooting Tips

The picture does not appear, The Screen is not synchronized, The position of the screen is not in the center, The screen is too bright or too dark, The screen is shaking.