| Challenge 16 - Computer Troubleshooting |
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| General Goal *Learn how to use tools and techniques in order to do basic computer troubleshooting.* |
| Learning Objectives *Learning the most common computer problems.*  *Learning how to utilise the available built-in tools to solve them.*  *Learning how to utilise external applications in order to find solutions.* |
| Description The trainees will first familiarise themselves with the most common computer problems.  They will learn how to use the built-in task manager to get information about the state of their computer and solve the most trivial problems.  The trainees will familiarise themselves with external applications that would potentially allow them to solve the most common issues. |
| Instructions What are the most common computer problems?  Search and find out what are the most common computer problems.  [*https://answers.mak.ac.ug/computer-hardware/top-10-most-common-computer-problems*](https://answers.mak.ac.ug/computer-hardware/top-10-most-common-computer-problems)  <https://www.cdw.com/content/cdw/en/articles/hardware/common-computer-problems-and-solutions.html>  How to solve common computer problems?  Open the task manager and familiarise yourself with the interface.  Find any unresponsive programs and terminate them.  Find the applications that consume the most resources and decide if they are useful. If not, uninstall them from the control panel.  Go to the startup tab of the task manager and disable the programs you don’t want to run when the computer starts.  Find and install a “cleaner” software to remove needless files and remnants of uninstalled programs.  For problems with external devices try unplugging them and plugging them again. If the issue still persists, open the device manager and try to update their drivers.  For issues concerning browsing the Internet, try deleting the browser cache and all the cookies. Alternatively, try browsing the desired web page in incognito mode.  Find and install an antivirus and/or a malware detector and do a full scan of your computer with it.  Which operating systems are the most infected with viruses and malwares and why?  <https://en.wikipedia.org/wiki/Task_Manager_(Windows)>  <https://www.howtogeek.com/405806/windows-task-manager-the-complete-guide/>  <https://support.microsoft.com/en-us/windows/open-device-manager-a7f2db46-faaf-24f0-8b7b-9e4a6032fc8c>  <https://www.bitdefender.com/>  <https://www.avast.com/index#pc>  <https://www.malwarebytes.com/>  <https://lemp.io/what-operating-system-are-vulnerable-to-viruses/>  <https://www.kaspersky.com/resource-center/threats/malware-popularity>  <https://www.wikihow.com/Clear-Cache-and-Cookies> |
| Resources How to solve common computer problems?  <https://www.ccleaner.com/> |