

TROUBLESHOOTING YOUR COMPUTING ENVIORNMENT

Trilogy at Vistancia Computer Club

December 9, 2013

TROUBLESHOOTING

- To find the solution to a problem.
- Resources available:
- World Wide Web (Search), YouTube
- TAVCC officers and members <http://www.tavcc-az.com/>
- Belarc Advisor <http://www.belarc.com/>
- Data Doctors (Arrowhead) 623-566-9000
- COI Computers (Glendale) 602-863-3377
- MacMedia, Inc. (Peoria) 623-850-8000

INFORMATION NEEDED TO TROUBLESHOOT

- Your computer skill level (Basic, Intermediate, Advanced)
- System Information {Control Panel>System}
- Local Disk (C:) Properties {RC Computer>RC Local Disk C:>Properties} [RC=Right Click]
- Brief description of the problem (My printer will not connect to my wireless network)
- What changes have you made to your system before the problem started

Control Panel > All Control Panel Items > System

Control Panel Home

View basic information about your computer

Windows edition

Windows 8.1 Pro

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[Get more features with a new edition of Windows](#)

System

Processor: Intel(R) Core(TM) i7 CPU 870 @ 2.93GHz 2.93 GHz

Installed memory (RAM): 16.0 GB

System type: 64-bit Operating System, x64-based processor

Pen and Touch: No Pen or Touch Input is available for this Display

Computer name, domain, and workgroup settings

Computer name: Thunderbolt

Full computer name: Thunderbolt

Computer description: DF30

Workgroup: TRINITY

Windows activation

Windows is activated [Read the Microsoft Software License Terms](#)

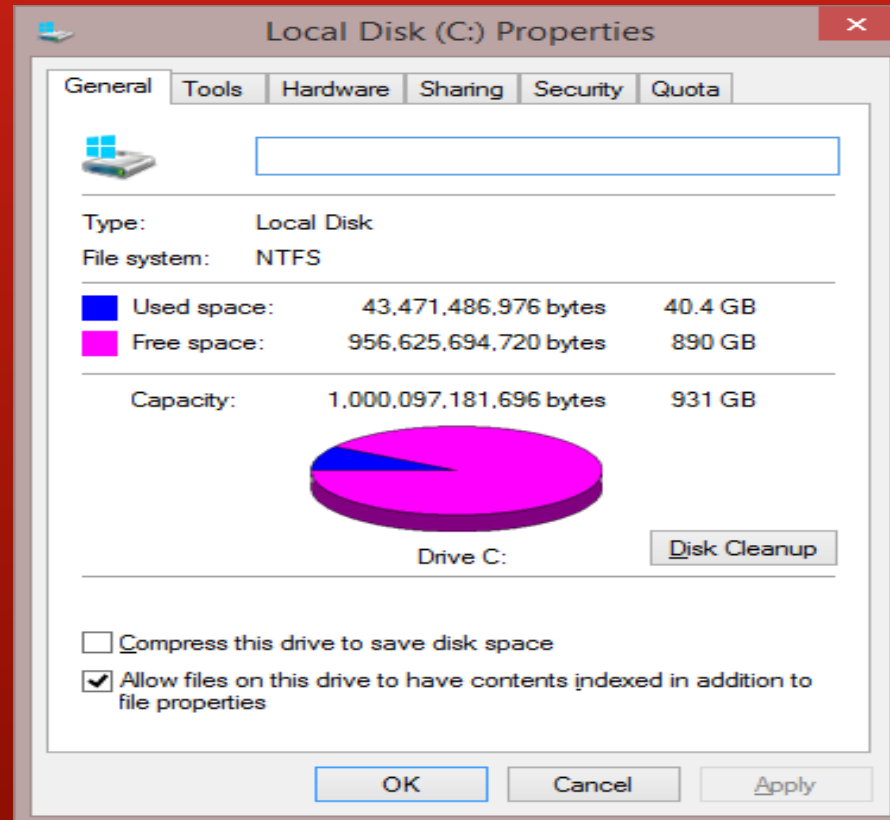
Product ID: 00178-10509-71724-AB450

See also

Action Center

Windows Update

LOCAL DISK PROPERTIES



I can't find my financial report!!!

- File Management allows you to organize, store and retrieve files and folders
- Files, folders and directories (volumes)
- File path: application makes a file (Word, Numbers, Photo Shop Elements) Saves file to a storage device.
- Storage device places the file into a directory (C:\)
- For human purposes directories and subdirectories are called FOLDERS. They are created and named by YOU.
- Files and folders are managed by MS File Explorer, OSX Finder

How to Protect Data and Restore Files and Folders

- Resources Needed:
- MS Backup and Restore or File History, OSX Time Machine
- Paid versions Acronis True Image or Norton Ghost
- Recovery disk, system image (external drive), restore point (internal system files only)

How do I troubleshoot my printer

- Turn the printer and computer both off and back on again. Try to print again.
- Disconnect and reconnect all cables (usb, parallel, network and power).
- Check paper tray for paper supply. Make sure there is nothing obstructing the paper feed and paper supply is positioned correctly in the tray.
- **MAKE SURE THAT YOUR COMPUTER IS SET TO USE THE CORRECT PRINTER!!!**
- Check the print queue to see the status of your print job.
- Most visual faults in printer output are related to the ink cartridges and print heads.

Troubleshoot your Wi-Fi Network

- Power cycle all connected devices in SEQUENCE.
- Change locations of routers, access points and computers.
- Use Wi-Fi repeaters or power line adapters in order to extend effective network range.
- Overheating is a common problem for network devices with internal radio transceivers.
- Install the most recent firmware update.
- Use a network monitoring program. New devices come with included Web App.

TROUBLESHOOTING NOTES BROUGHT TO YOU BY:

- Bob Moore, bobmoore1954@mac.com
- John Kovalick, kovalickjc@aol.com