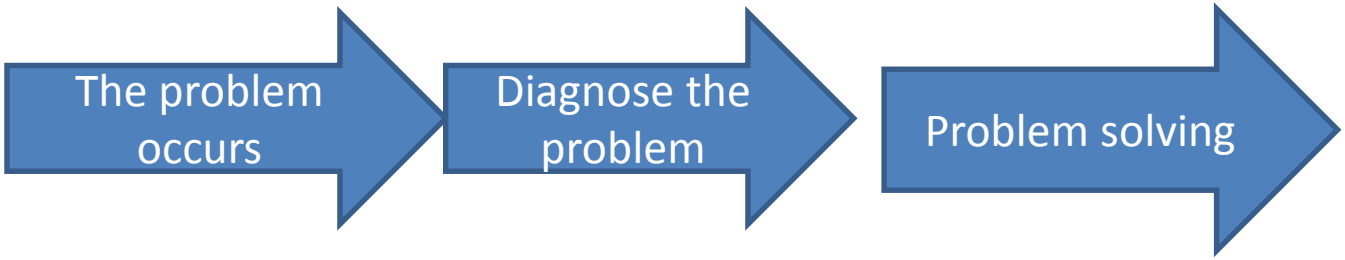
تطبيقات الحاسوب
المحاضره السادسه
كلية الحله الجامعه

م.م راوية السعدي

Troubleshooting : it is called On a set of processes that lead to diagnosing the problem, and if properly laid, the problem is solving

The process consists of three basic phases, and they are shown in the following figure



To properly diagnose the problem, must go through several stages, namely:

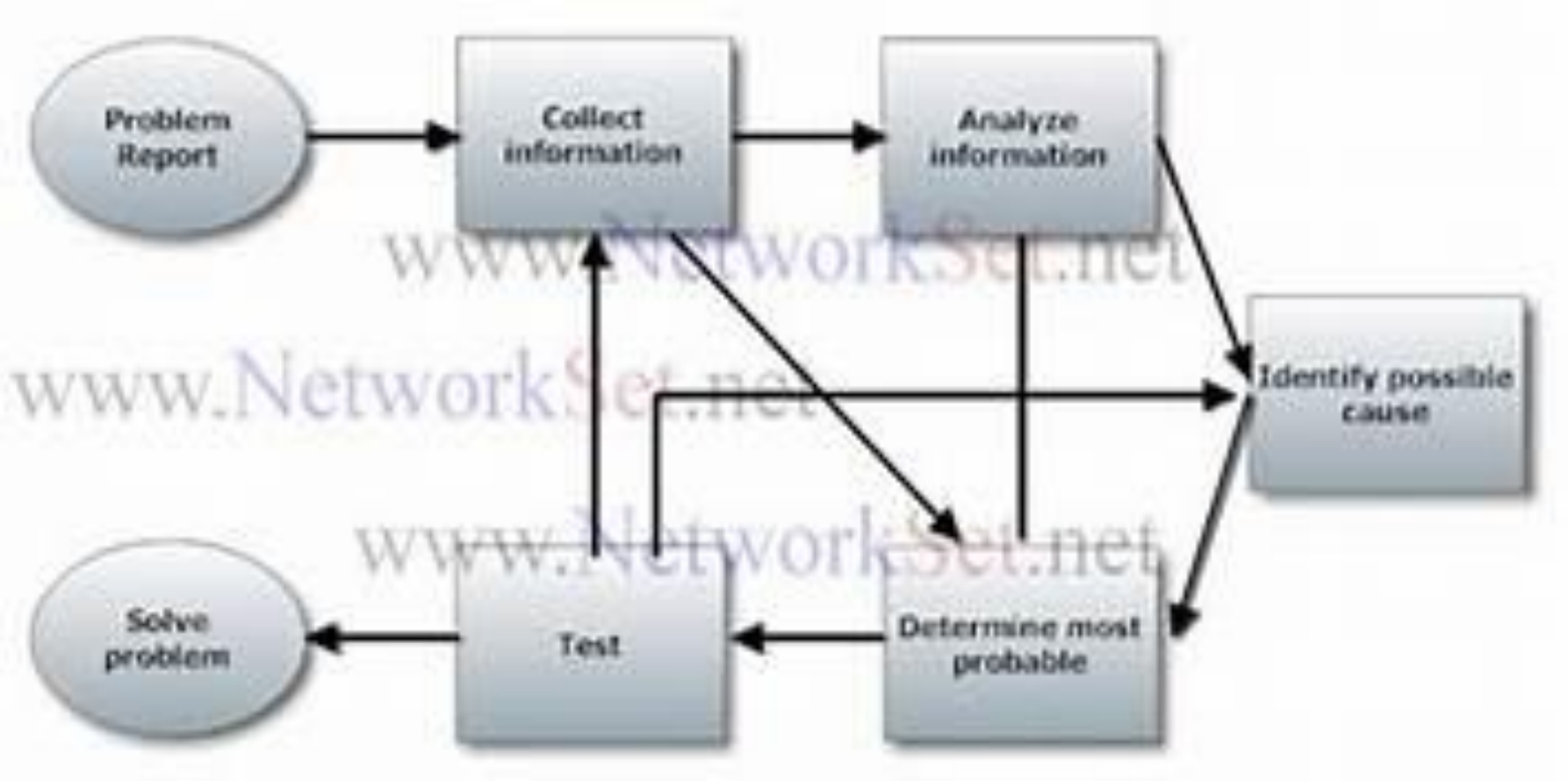
- (Collect information)
- (Analyze information)
- (Determine most probable)
- (Test)

- **Information gathering stage**: The process of diagnosing the problem begins by trying to collect the largest amount of information about the problem because the reports usually contact and do not contain any information that is useful for us in solving the problems, so we must start collecting as much information as possible by knowing what happened before the problem started and what was It happened after the problem, what are the affected places, or what is the error message that appears to us, or what place I cannot reach, and of course the nature of the questions varies according to the problem, and we can also use some programs and tools that help us more in collecting information

- **Analysing information: it** is the stage that separates the two methods that we talked about in solving the problem. It determines whether this person will follow the rest of the stages or will go directly to solving the problem because at this stage we will analyze the problem and try to understand it more through the information.

- **Determining the closest possibilities**: In the this step, we start by taking each point separately and begin to analyze it through our insight and our deep understanding of the mechanism of work of networks, its devices, protocols and everything related to it until we reach in the other to some possibilities that we see are most appropriate for this problem.

- **Experimenting probabilities**: It is the last step in the method of solving professional problems, in which we take the hypotheses that were filtered in the third step and began experimenting with possible solutions and examining each hypothesis separately until we reach the reality of the problem.



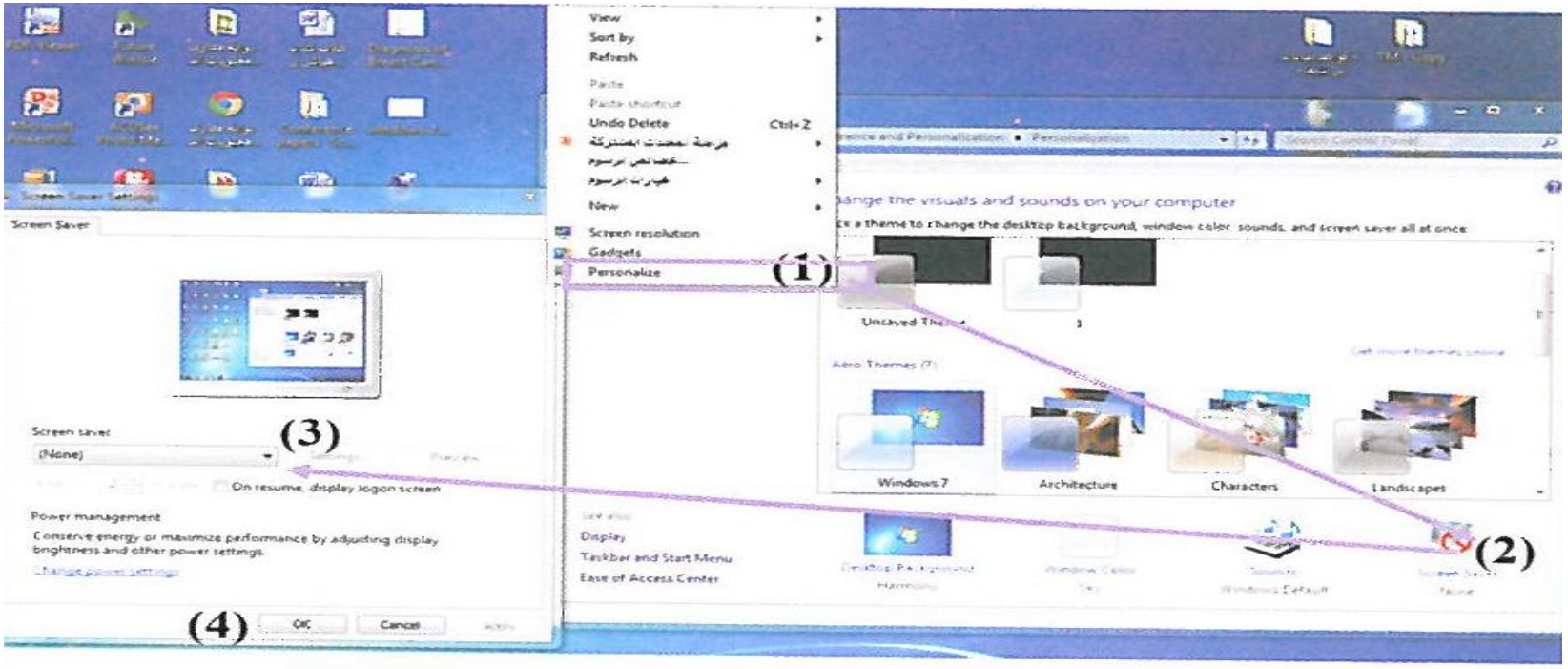
www.NetworkSet.net
www.NetworkSet.net
www.NetworkSet.net

Changing the screensaver

Screensavers help for protecting the computer screen when it works for long hours, and Windows 7provides various screen savers, and to activate them follow the following:

1-Right-click/ personalization/ Screensavers

2- A window appears through which the screen saver style is chosen and the period in which the screen saver appears if the computer is not used(Move the mouse or keyboard)



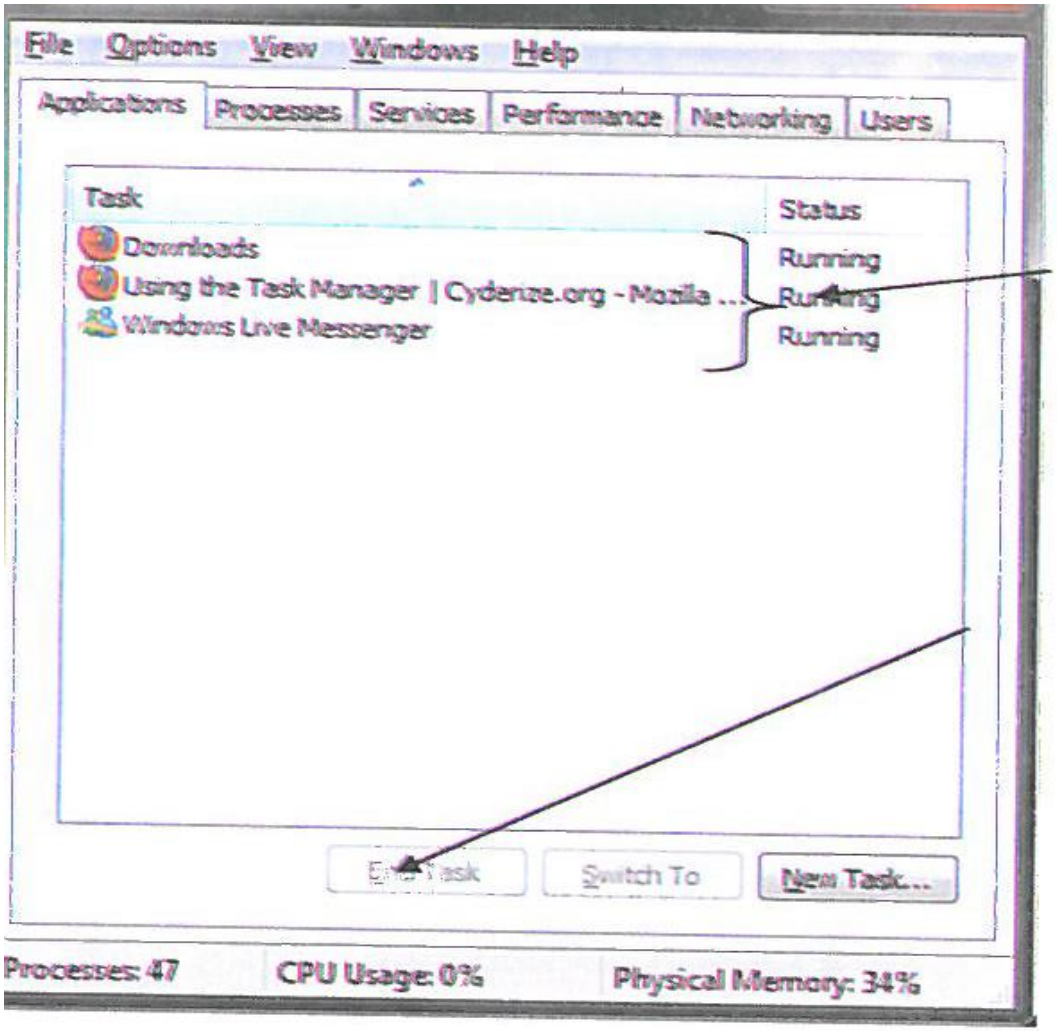
Unresponsive computer

Sometimes the computer becomes frozen (not responding to commands or prompts), meaning it does not respond to clicking with the mouse or keyboard. In such a case we wait for a period of time, if sometimes it takes the computer time to complete a specific function and then return to work

Or doing

1-clicking on **Esc**

2-clicking **ctrl+Alt+delete** The Task Manager window opens. The program to be stopped is indicated, then the task end is pressed



1. التأشير على البرنامج/ الملف المراد اغلاقه عن العمل.

1. ضغط End Task. واحيانا تظهر بعدها رسالة نختار منها الخيار End Task.

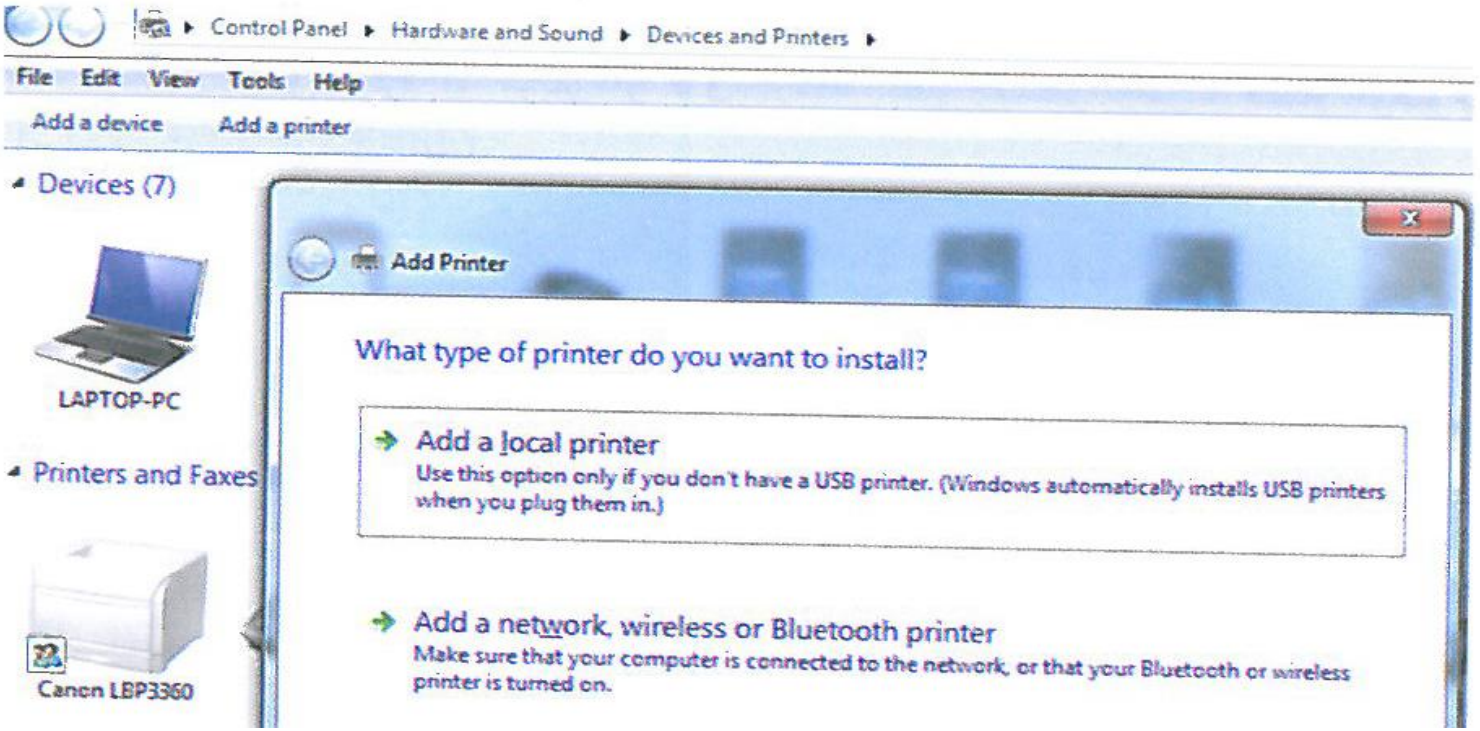
الشكل (4-23) نافذة مدير المهام Task Manager

Manage the printer

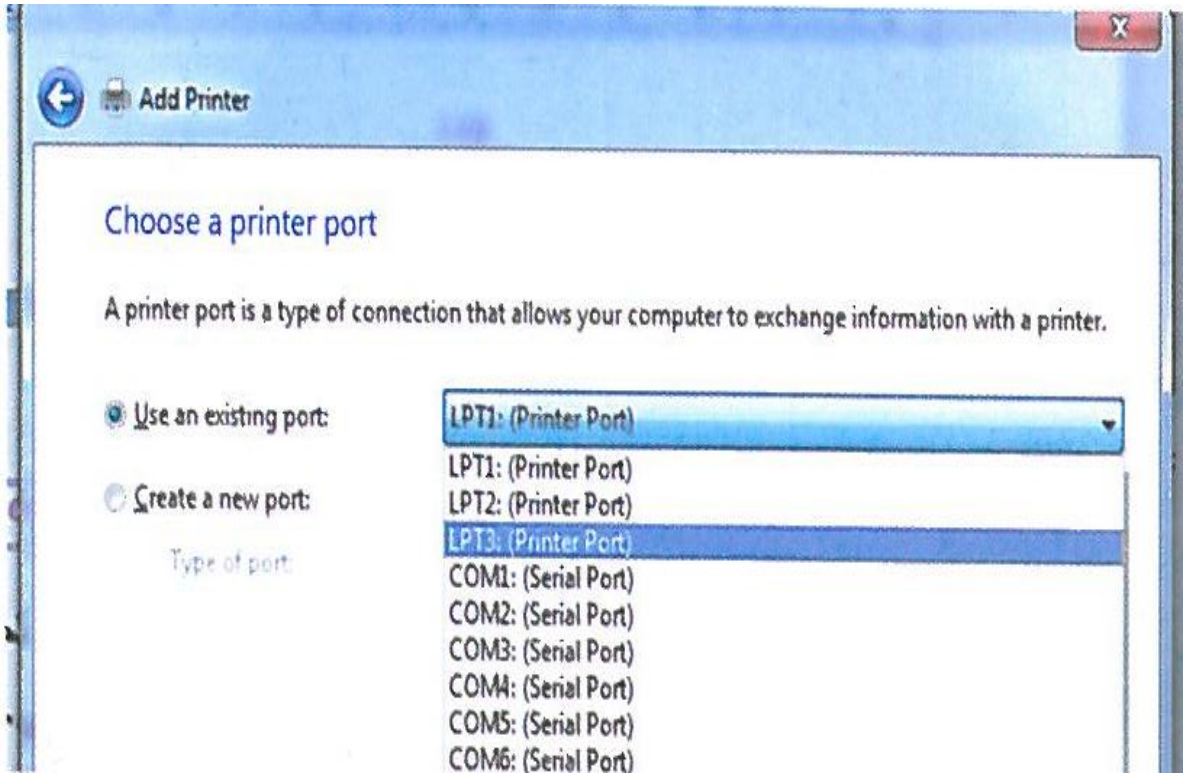
Printers are considered peripheral devices, and they differ according to the manufacturers, so the printer must be known when connected to the computer

-control panel/hardware and sound/devices and printers

-add printer/ add local printer/ next

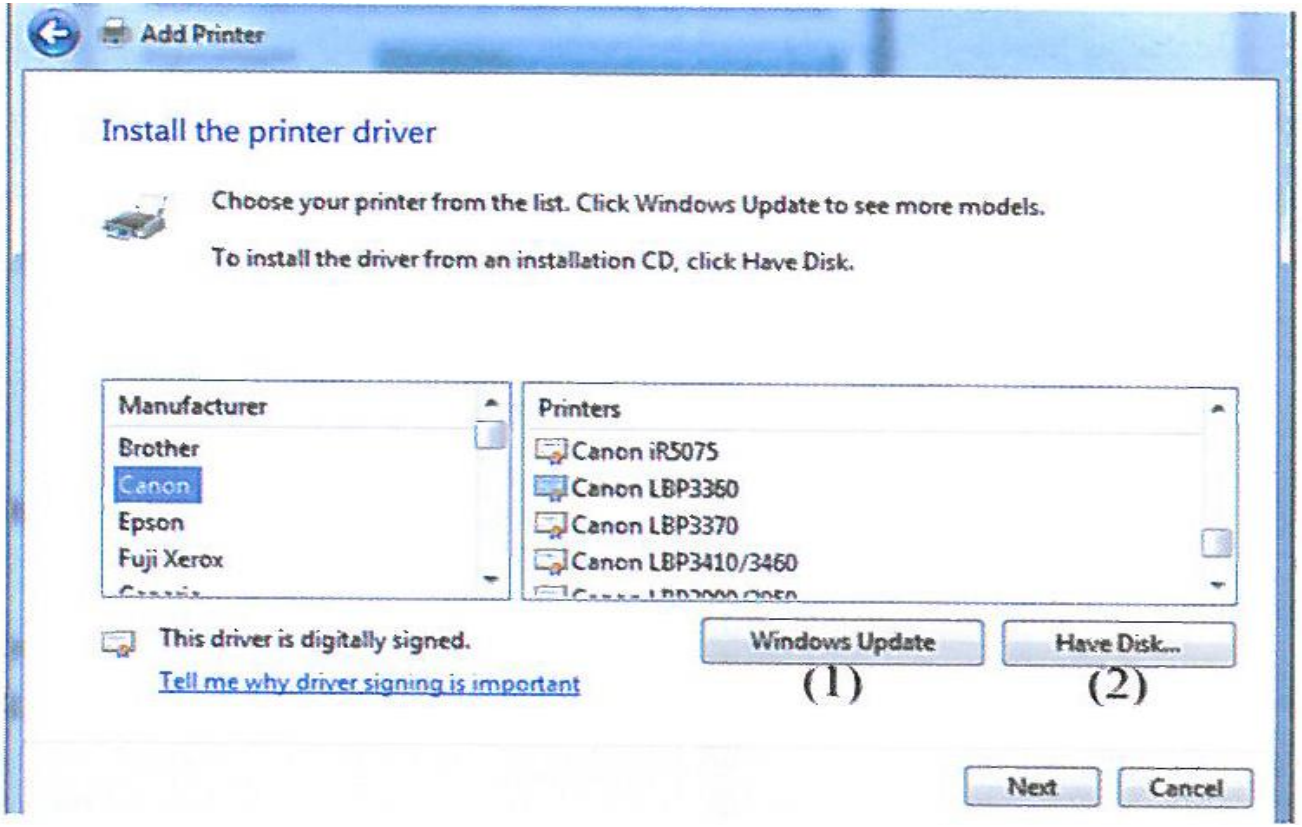


-choose a printer port/ next



- If the printer is not listed, click on **windows update** We wait until Windows checks for additional drivers

If none of the programs are available with the availability of the CD For the definition of the printer , clicking on **Have Disk,** Then review the file that contains the printer driver and finish



Set the default printer

If there are several printers installed but you are using one of them most of the time, it can be set as the default printer, that is, the printer can be ordered without having to choose one each time.

-from start menu/ devices and printers /Right-click on the printer that want for using/clicking on **set as default** printer

