

## Chapter 2 Computer and the Security of the User

### General Troubleshooting

#### **Problem 5: The device hangs while running the Windows**

##### **Solution:**

- i. Check whether there is any virus in the hard disk by running an upgraded anti-virus.
- ii. Taking the back up of important data from the disk, format 'C' drive, and install Windows fresh. It should be done with an expert.

#### **Problem 6: Display hangs when the power button is turned on.**

##### **Solution:**

- i. **1<sup>st</sup> Step:**Turning off the power button and opening the catching, remove carefully the data-cables and power-cables connected to hard disk, CD-ROM and DVD, and after reconnecting the cables, restart the computer.  
If the problem persists? Follow 2<sup>nd</sup> step.
- ii. **2<sup>nd</sup> Step:** Check RAM, processor, power supply connection separately whether they are faulty or loosely connected.  
If the problem persists? Follow 3<sup>rd</sup>step.
- iii. **3<sup>rd</sup> Step:**Check the motherboard using the processor, RAM, Hard disk and other related equipment from an active computer. If it is not active, change the motherboard. Get the job done by an expert hand or taking the computer to a service center.

Note: Sometimes this problem persists when the keyboard and the mouse port of the motherboard are loosely connected. Set the connection properly.

#### **Problem 7: The computer repeatedly acts frozen, and reboot automatically.**

##### **Solution:**

- i. If the cooling fan set over the CPU does not move or cool the system properly, this problem occurs. In that case, switch off the power, and opening the cooling fan, check it out. If the fan is faulty, replace it. Besides, check the fan behind the CPU while the computer s running.
- ii. The problem persists if the computer has any virus. Clean up every drive of the hard disk by running an upgraded anti-virus. Besides, it happens due to the installation of new hardware or programme. In that case, uninstall the programme and run the computer.

**Problem 8: Getting electric shock when you touch the metal part of the computer.**

**Solution:**

- i. If you get electric shock touching the metal part of the computer, it is certain that the computer has not earthed. Calling a skilled electrician, get the computer properly earthed.

