



[ItsBroken Digital] Help Guides

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EDITION ONE

TROUBLESHOOT COMMON TECHNICAL PROBLEMS

Internet Connectivity to Power Supply Issues and more ...

Learn how to troubleshoot and fix common computer problems such as hardware failures, software bugs, and network connectivity issues. From cleaning internal components, updating drivers, to seeking professional help, our guide will provide step-by-step instructions to help you resolve the problem quickly and efficiently.



Troubleshoot Common Technical Problems

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Introduction

Welcome to "Troubleshoot Common Technical Problems," a comprehensive guide to identifying and resolving the most common technical issues that users may encounter. We understand that technology can be a double-edged sword - it makes our lives easier in so many ways, but it can also be a source of frustration when things go wrong. That's where this book comes in. It is designed to help you navigate the often-complex world of technical troubleshooting, so you can get back to using your devices and software without interruption.

In this book, you'll find detailed explanations and step-by-step solutions for a wide range of technical issues, including:

- Slow performance (Chapter 1): Are your devices or programs running at a snail's pace? We'll show you how to identify the cause of the problem and take steps to improve performance.
- Freezing issues (Chapter 2): Has your device or program suddenly stopped responding? We'll explain what could be causing the problem and give you solutions to try.
- Blue screen of death (Chapter 3): The dreaded blue screen of death can be a sign of serious problems. We'll help you understand what it means and what you can do to fix it.
- Virus or malware infections (Chapter 4): Malicious software can cause a wide range of problems, from slowing down your device to stealing personal information. We'll show you how to identify and remove viruses and malware.
- Operating system errors or crashes (Chapter 5): Are you experiencing errors or crashes with your operating system? We'll guide you through the process of troubleshooting and resolving these issues.
- Internet connectivity issues (Chapter 6): Are you having trouble connecting to the internet? We'll help you identify the cause of the problem and provide solutions to try.
- Hardware failures (Chapter 7): Sometimes, hardware problems can cause technical issues. We'll explain how to identify hardware failures and what you can do to fix them.
- Power supply issues (Chapter 8): Is your device suddenly shutting down or not turning on? We'll show you how to diagnose and fix power supply problems.
- Overheating (Chapter 9): If your device is getting too hot, it can cause all sorts of problems. We'll guide you through the process of identifying and resolving overheating issues.



- Driver conflicts or outdated drivers (Chapter 10): Are you experiencing issues with your device's drivers? We'll show you how to identify and fix driver conflicts and update outdated drivers.
- Disk errors or disk fragmentation (Chapter 11): Disk errors and fragmentation can cause a wide range of problems, from slow performance to data loss. We'll explain what these issues are and give you solutions to try.
- Application errors or crashes (Chapter 12): Are your programs crashing or behaving unexpectedly? We'll help you identify and fix application errors.
- File or data corruption (Chapter 13): Corrupted files or data can cause all sorts of problems. We'll show you how to identify and fix data corruption issues.
- Operating system or software updates failing to install (Chapter 14): Are you having trouble installing updates? We'll guide you through the process of troubleshooting and resolving update issues.
- Network connectivity issues (Chapter 15): Are you experiencing problems with your network? We'll help you identify the cause of the problem and provide solutions to try.
- Printer or scanner not working (Chapter 16): Are you having trouble getting your printer or scanner to work? We'll show you how to diagnose and fix these issues.

In this booklet, you'll find practical, easy-to-follow solutions for a wide range of technical issues, as well as explanations of what causes these problems. We hope you enjoy the read, and solve whichever technical issue you may have.



Slow Performance

The first step in fixing a computer with performance issues is to determine the cause of the problem. Common causes of poor performance include a lack of memory, a slow or overloaded hard drive, and outdated software or drivers.

One way to improve performance is to add more memory to the computer. This can be done by installing additional RAM modules or upgrading to a higher-capacity memory module.

Another way to improve performance is to optimize the hard drive by defragmenting it and removing unnecessary files and programs. This can help to free up space on the hard drive and improve the overall speed of the computer.

The hard drive architecture could also be the downfall of the computer. New solid state disk technology, with much faster read and write ability, would deliver a noticeable speed increase over the somewhat antiquated mechanical disk technology. Consider upgrading your disk(s) to solve performance issues.

Updating or reinstalling outdated software or drivers can also help to improve performance. This can be done by visiting the manufacturer's website and downloading the latest version of the software or driver.

If the computer is running slowly due to a lack of space on the hard drive, it may be necessary to upgrade to a larger hard drive or to purchase an external hard drive for additional storage.

Running a disk cleanup can also help to improve performance by removing unnecessary files and programs that are taking up space on the hard drive. This can be done by going to the "Start" menu and searching for "disk cleanup."

Sometimes, performance issues can be caused by malware or viruses. Running a full system scan with an anti-virus program can help to identify and remove any malicious software that may be causing the problem.



Uninstalling unnecessary programs or applications can also help to improve performance. This can be done by going to the "Control Panel" and selecting "Programs and Features."

If none of the above solutions work, it may be necessary to restore the computer to its factory settings or to consider upgrading the hardware. This will help to remove any software conflicts or problems that may be causing the performance issues. However, please note that restoring the computer to factory settings will erase all the files and software on the computer, so it is important to back up important files and data before proceeding with this step.

If you are finding that this chapter of the technical support guide is difficult to follow, or if you're unable to resolve the issue you're experiencing, don't hesitate to contact ItsBroken Digital for further assistance. ItsBroken Digital is a dedicated technical support company that specializes in resolving a wide range of technical issues for both individuals and businesses. Their team of experienced technicians is available to assist you with any technical problems you may be experiencing.



Freezing Issue

One of the first things to try when a computer is freezing is to restart it. This can often resolve the issue and get the computer running smoothly again.

If restarting the computer doesn't fix the problem, the next step is to check for any updates that need to be installed. This includes updates for the operating system, as well as for any software that is installed on the computer.

Another common cause of freezing is a lack of available memory. This can be caused by having too many programs running at the same time or by having too many background processes running. To fix this, try closing some of the programs and processes that are running, or adding more memory to the computer.

Another potential cause of freezing is a problem with the computer's hardware. This can include issues with the hard drive, the power supply, or the cooling system. In this case, it may be necessary to replace the damaged hardware in order to fix the problem.

Sometimes freezing can be caused by malware or viruses. Running a virus scan can help to identify and remove any malicious software that may be causing the problem.

In some cases, the problem may be caused by a conflict between different programs or drivers. To fix this, try uninstalling any recently installed software or drivers and see if the problem goes away.

Another potential cause of freezing is a problem with the computer's registry. The registry is a database that stores important information about the computer's configuration and settings. If the registry is corrupt or damaged, it can cause the computer to freeze. To fix this, try running a registry cleaner or reinstalling the operating system.

An overheating issue can also cause a computer to freeze. To fix this, make sure that the computer's cooling system is working properly and that the ventilation is not blocked.



Check the disk and memory usage, if it is close to 100% it might be causing freezing. Try to free up disk space by removing unnecessary files and programs, and close any programs that are using a lot of memory.

If the above steps don't fix the problem, it may be necessary to take the computer to a professional for repairs or replacement. Alternatively, if the computer is under warranty, contact the manufacturer for further assistance.

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Blue Screen of Death

The Blue Screen of Death (BSOD) is a serious error that occurs when a Windows operating system encounters a problem it cannot recover from. The first step in fixing a BSOD is to identify the specific error message or code that is displayed on the screen. This information can help to pinpoint the cause of the problem and guide the troubleshooting process.

One of the most common causes of BSOD is a problem with the computer's hardware. This can include issues with the memory, the hard drive, or the power supply. To fix this, try replacing or upgrading the hardware that is causing the problem.

Another common cause of BSOD is a problem with the computer's software. This can include issues with the operating system, drivers, or installed programs. To fix this, try updating the operating system, drivers and software to the latest version.

Malware and viruses can also cause BSOD by corrupting or damaging important system files. Running a virus scan can help to identify and remove any malicious software that may be causing the problem.

A corrupted or damaged registry can also cause BSOD. The registry is a database that stores important information about the computer's configuration and settings. Running a registry cleaner can help to fix any problems with the registry.

If the problem is caused by a specific software, try uninstalling it and see if the problem goes away.

Some users might have over clocked their system, this can cause the blue screen of death, if this is the case, try to return the settings back to default and see if the problem persists.

If the BSOD is caused by a driver, try to update or reinstall the driver to see if it fixes the problem.



Sometimes, a BSOD can be caused by a hardware failure. This can include issues with the memory, the hard drive, or the power supply. In this case, it may be necessary to replace the damaged hardware in order to fix the problem.

If none of the above steps resolves the issue, it may be necessary to perform a system restore or reinstall the operating system. It's also advisable to create a backup of your important files before proceeding with these steps. If the problem persists after trying all these steps, it is recommended to contact a professional for further assistance.

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Virus or Malware Infections

The first step in fixing a computer that is experiencing a virus or malware infection is to identify the specific type of infection. This can often be done by running a virus or malware scanner, or by looking for common symptoms such as pop-ups, slow performance, or unusual network activity.

Once the type of infection has been identified, the next step is to run a full scan of the computer using a reputable antivirus or anti-malware program. This should be able to detect and remove any malicious software that is present on the computer.

It's also important to keep the antivirus or anti-malware software updated to the latest version, as new viruses and malware are constantly being developed and released.

Another important step is to keep the operating system and any installed software updated to the latest version. This can help to close any vulnerabilities that the malware may be exploiting.

It's also a good practice to disable macros in office documents, as malware can often spread through infected documents.

Be careful when opening email attachments, especially if it's from an unknown sender, or if it looks suspicious.

Be wary of clicking on links or visiting websites that may be compromised, as these can often be used to spread malware.

Another way to protect your computer from malware is to use a firewall, which can help to block malicious traffic from entering or leaving the computer.

Removing any unnecessary or unused software from the computer can also help to reduce the risk of malware infections.

Regularly backing up important files can also help to protect against malware infections, as it allows you to restore your files in the event of an infection.



Additionally, it's also recommended to have a dedicated backup solution such as an external hard drive or cloud storage.

If the problem persists after trying all these steps, it is recommended to contact a professional for further assistance, or consider reinstalling the operating system.

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Operating System Errors or Crashes

Operating system errors or crashes can be caused by a variety of issues, including software conflicts, hardware failures, and malware infections. The first step in fixing these problems is to identify the specific error message or code that is being displayed.

One of the most common causes of operating system errors or crashes is a problem with the computer's hardware. This can include issues with the memory, the hard drive, or the power supply. To fix this, try replacing or upgrading the hardware that is causing the problem.

Another common cause of operating system errors or crashes is a problem with the computer's software. This can include issues with the operating system, drivers, or installed programs. To fix this, try updating the operating system, drivers and software to the latest version.

Malware and viruses can also cause operating system errors or crashes by corrupting or damaging important system files. Running a virus scan can help to identify and remove any malicious software that may be causing the problem.

A corrupted or damaged registry can also cause operating system errors or crashes. The registry is a database that stores important information about the computer's configuration and settings. Running a registry cleaner can help to fix any problems with the registry.

If the problem is caused by a specific software, try uninstalling it and see if the problem goes away.

Some users might have over clocked their system, this can cause the operating system errors or crashes, if this is the case, try to return the settings back to default and see if the problem persists.

If the operating system errors or crashes are caused by a driver, try to update or reinstall the driver to see if it fixes the problem.



Sometimes, operating system errors or crashes can be caused by a hardware failure. This can include issues with the memory, the hard drive, or the power supply. In this case, it may be necessary to replace the damaged hardware in order to fix the problem.

If none of the above steps resolves the issue, it may be necessary to perform a system restore, check disk or reinstall the operating system. It's also advisable to create a backup of your important files before proceeding with these steps. If the problem persists after trying all these steps, it is recommended to contact a professional for further assistance.

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Internet Connectivity Issues

Internet connectivity issues can be caused by a variety of factors, including hardware problems, software conflicts, and network configuration issues. The first step in fixing these problems is to identify the specific symptoms, such as slow connection speeds, frequent disconnections, or an inability to connect to the internet at all.

One of the most common causes of internet connectivity issues is a problem with the computer's network adapter or modem. To fix this, try restarting the device, checking the cables and connections, and making sure that the device is properly configured.

Another common cause of internet connectivity issues is a problem with the network's router or gateway. To fix this, try restarting the router, checking the cables and connections, and making sure that the router is properly configured.

Network configuration issues can also cause internet connectivity problems. To fix this, check that the computer is configured to use the correct IP address, DNS server, and gateway settings.

Firewall or antivirus settings can also cause internet connectivity issues by blocking or limiting network access. To fix this, check that the computer's firewall and antivirus settings are properly configured and that they are not blocking or limiting network access.

Sometimes, internet connectivity issues can be caused by a problem with the internet service provider's network. To fix this, contact the service provider and check if there is any known issue with the network.

Another cause of internet connectivity issues is outdated or incorrect network drivers. To fix this, update the network drivers to the latest version and make sure they are compatible with your operating system.



Internet connectivity issues can also be caused by malware or viruses that may have infected your computer. Running a virus scan can help to identify and remove any malicious software that may be causing the problem.

Check if the computer is connected to the correct network, if you're using a wireless connection make sure that you're connected to the correct network.

If none of the above steps resolves the issue, it may be necessary to perform a system restore, network troubleshoot, or contact a professional for further assistance. It's also advisable to create a backup of your important files before proceeding with these steps.

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Hardware Failures

The first step in fixing a computer experiencing hardware failures is to determine the specific problem. This can often be done by observing any error messages that appear on the screen, as well as any unusual noises or smells coming from the computer.

Once the specific problem has been identified, the next step is to gather the necessary tools and parts to fix the issue. This may include replacement parts, screwdrivers, and other specialized tools depending on the problem.

Before beginning any repairs, it is important to make sure that the computer is properly shut down and unplugged. This will help to prevent any accidental damage during the repair process.

If the problem is related to a specific component, such as a failing hard drive or malfunctioning video card, the first step is to remove the faulty component. This may involve unscrewing screws or sliding the component out of its slot.

Once the faulty component has been removed, it should be replaced with a new one. Make sure that the new component is the correct one for your computer and that it is properly seated and connected.

After the replacement component has been installed, the computer should be turned on to test if the problem has been fixed. If the problem persists, additional troubleshooting may be necessary.

If the problem is related to a software issue, it may be possible to fix the problem by reinstalling the operating system or updating the computer's drivers. Before attempting this, make sure to backup important files.

If the problem is related to a malfunctioning power supply, the power supply should be replaced with a new one that is compatible with the computer. Make sure to unplug the computer before replacing the power supply.

If the problem is related to overheating, it may be necessary to clean the computer's internal components and add new thermal paste to the CPU.



Overheating can cause damage to the internal components and cause system crashes.

In the worst-case scenario, if the problem cannot be fixed by replacing a component or reinstalling software, it may be necessary to take the computer to a professional repair shop. A professional technician will have the necessary tools and expertise to diagnose and fix the problem.

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Power Supply Issues

A common issue that can cause a computer to experience power supply issues is a malfunctioning power supply unit (PSU). The PSU is responsible for converting the alternating current (AC) power from an outlet into the direct current (DC) power that the computer needs to function.

Symptoms of a failing PSU can include the computer not turning on, shutting down unexpectedly, or experiencing random restarts. Other signs of a PSU problem include strange noises coming from the PSU, such as a buzzing or humming sound.

One of the first things to check if you suspect a power supply issue is to make sure that the power cord is properly plugged in and that the outlet is functioning correctly. If the problem persists, it is likely that the PSU is malfunctioning and needs to be replaced.

Before replacing the PSU, it is important to make sure that you have the correct replacement unit. The PSU should be compatible with the computer's specifications, including the correct wattage and number of connectors.

To replace the PSU, the computer needs to be unplugged and opened up. This may involve removing screws or opening a panel to access the PSU.

Once the PSU is visible, it can be unplugged from the motherboard and other components. Care should be taken not to damage any other parts while removing the PSU.

The replacement PSU can then be installed by plugging it into the appropriate connectors and securing it in place.

After the new PSU is installed, the computer should be reassembled and plugged back in. The computer should be turned on to ensure that the new PSU is functioning correctly.

It's important to also check the power outlet and power cord for any defects, such as frayed wires or loose connections, as these can also cause power supply issues.



If the problem persists even after replacing the PSU, it may be necessary to seek the help of a professional technician to diagnose and fix the issue. A professional will have the necessary tools and expertise to determine if there are other underlying problems causing the power supply issues.

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Overheating

Overheating is a common problem that can occur in computers and can cause serious damage to the internal components if not addressed promptly. It is caused by the accumulation of heat inside the computer, which can be caused by a variety of factors, such as dust buildup, faulty cooling systems, or high ambient temperatures.

Symptoms of overheating include the computer shutting down unexpectedly, crashing or freezing, or displaying error messages related to temperature.

The first step in fixing an overheating computer is to clean the internal components, particularly the fans and heatsinks. This can be done by using compressed air to blow out dust and debris, and using a soft brush to remove any stubborn build-up.

While cleaning the internal components, make sure to check the thermal paste on the CPU and the GPU. The thermal paste is responsible for conducting heat from the CPU and GPU to the heatsink. If the thermal paste is dry or has a hard crust on it, it should be replaced.

Make sure that all the fans are working properly and that they are not obstructed. If a fan is not working, it should be replaced.

Check the air vents and make sure they are not blocked by dust or debris. The airflow through the computer needs to be unrestricted to allow the heat to dissipate.

If the problem persists, it may be necessary to check the power supply unit (PSU) and make sure that it is providing the correct amount of power. A malfunctioning PSU can cause the computer to overheat.

Consider the ambient temperature of the room where the computer is located. Overheating can be caused by high temperatures in the surrounding environment. If the room temperature is high, consider moving the computer to a cooler location or installing an air conditioner.



If the problem persists, even after cleaning the internal components, checking the fans, thermal paste and ambient temperature, it may be necessary to replace the CPU or GPU. These components generate a lot of heat and can cause the computer to overheat if they are malfunctioning.

In the worst-case scenario, if the problem cannot be fixed by cleaning the internal components, replacing the thermal paste, or replacing a component, it may be necessary to take the computer to a professional repair shop. A professional technician will have the necessary tools and expertise to diagnose and fix the problem.

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Driver Conflicts or Outdated Drivers

Driver conflicts or outdated drivers can cause a variety of issues on a computer, such as crashes, error messages, or poor performance. These problems occur when the computer's operating system is unable to communicate with the hardware components properly.

One of the first things to check if you suspect driver issues is to check the Device Manager, which can be accessed by right-clicking on the Start menu and selecting Device Manager. This will show any devices that have a yellow exclamation mark next to them, indicating a problem with the driver.

If you find any devices with a yellow exclamation mark, it may be necessary to update the driver for that device. This can often be done by visiting the manufacturer's website and downloading the latest driver for the device.

Before updating a driver, it's important to make sure that the new driver is compatible with the computer's operating system and the version of the driver that is currently installed.

Another way to fix driver conflicts or outdated drivers is by using driver update software. These programs can automatically scan the computer and update any drivers that are outdated or in conflict.

It's also important to check for Windows updates, as they often include important driver updates. Go to Settings -> Update & Security -> Windows Update to check for updates.

If you are still experiencing driver conflicts or outdated drivers after updating, it may be necessary to uninstall the driver and then reinstall it. This can be done by right-clicking on the device in the Device Manager and selecting Uninstall Device.

It's also important to make sure that you have the latest version of the operating system installed. This can solve a lot of driver-related issues.

Sometimes, it may be necessary to remove or disable a device causing the conflict to resolve the issue.



In the worst-case scenario, if the problem cannot be fixed by updating or reinstalling drivers, it may be necessary to take the computer to a professional repair shop. A professional technician will have the necessary tools and expertise to diagnose and fix the problem.

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Disk Errors or Disk Fragmentation

Disk errors and disk fragmentation are common problems that can occur on a computer, and they can cause a variety of issues, such as slow performance, crashes, and data loss. Disk errors occur when the computer's operating system is unable to read or write data to the hard drive properly, while disk fragmentation occurs when the files on the hard drive are scattered in non-contiguous clusters.

One of the first things to check if you suspect disk errors is to run the disk check utility, which can be accessed by right-clicking on the hard drive in question and selecting Properties. Under the Tools tab, you'll find the Error checking option.

If disk errors are found, the disk check utility will attempt to fix them. After the process is finished, it's important to restart the computer to ensure that the errors are resolved.

Disk fragmentation can be caused by a variety of factors, such as installing and uninstalling programs, creating and deleting files, and using the computer over an extended period of time.

To fix disk fragmentation, you can use the disk defragmenter utility, which can be accessed by searching for it in the Start menu.

The disk defragmenter utility will analyse the hard drive and show the level of fragmentation. You can then choose to defragment the hard drive, which will rearrange the files on the hard drive to make them more contiguous.

Another way to fix disk fragmentation is by using third-party defragmentation software. These programs can provide more advanced options and schedule regular defragmentation.

It's also important to keep your hard drive clean by uninstalling unnecessary programs, deleting unnecessary files, and emptying the recycle bin. This will help to keep disk fragmentation to a minimum.

Regularly running disk check and disk defragmenter utilities will help to prevent disk errors and fragmentation from occurring.



In the worst-case scenario, if the problem cannot be fixed by running disk check and disk defragmenter utilities, it may be necessary to take the computer to a professional repair shop. A professional technician will have the necessary tools and expertise to diagnose and fix the problem.

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Application Errors or Crashes

Application errors or crashes are common problems that can occur on a computer, and they can be caused by a variety of factors, such as software bugs, conflicts with other programs, or outdated software. These problems can cause the affected application to stop working, display error messages, or even crash the entire computer.

One of the first things to check if you suspect an application error is to check for updates for the affected application. Many software developers release updates that fix bugs and improve performance.

If an update is available, it is important to install it to see if it resolves the problem. After the update is installed, restart the application and see if the problem persists.

Another way to fix application errors or crashes is by uninstalling and reinstalling the affected application. This can often resolve problems caused by corrupted files or incorrect installation.

Before uninstalling an application, it's important to make sure that you have a backup of any important data or settings associated with the application.

After the application is uninstalled, it can be reinstalled from the original source or a backup.

If the problem persists after uninstalling and reinstalling the affected application, it may be necessary to check for conflicts with other programs. This can often be done by checking for error messages or looking for patterns in the crashes.

Sometimes, it may be necessary to disable or remove other programs that are in conflict with the affected application.

Another important step is to check if the operating system is updated, as application errors can be caused by outdated operating systems



In the worst-case scenario, if the problem cannot be fixed by updating, reinstalling, or checking for conflicts, it may be necessary to seek the help of a professional technician or the software developer for further assistance. A professional will have the necessary tools and expertise to diagnose and fix the problem.

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File or Data Corruption

File or data corruption is a common problem that can occur on a computer, and it can cause a variety of issues, such as loss of data, program crashes, and system instability. Data corruption can be caused by a variety of factors, such as software bugs, hardware failures, power outages, and malware.

One of the first things to check if you suspect data corruption is to perform a scan of the computer using anti-virus software. This will help to detect and remove any malware that may be causing the corruption.

If the scan detects any malware, it is important to remove it and restart the computer to ensure that the problem is resolved.

Another way to fix data corruption is by using a data recovery tool. These tools can scan the affected drive and attempt to recover any corrupted or lost files.

Before using a data recovery tool, it's important to make sure that you have a backup of any important data.

If the data corruption is caused by a hardware failure, such as a failing hard drive, it may be necessary to replace the affected hardware.

If the data corruption is caused by a software bug, it may be necessary to update the affected software or to reinstall it.

It's also important to check the power supply, power outlets, and power cords for any defects, such as frayed wires or loose connections, as these can also cause data corruption.

It's also important to keep your computer's operating system and software up to date, as this can help to prevent data corruption.

In the worst-case scenario, if the data cannot be recovered, it may be necessary to seek the help of a professional data recovery service. A professional will have the necessary tools and expertise to diagnose and fix the problem.



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Operating System or Software Updates Failing to Install

Operating system or software updates failing to install is a common problem that can occur on a computer, and it can be caused by a variety of factors, such as lack of disk space, internet connection issues, or conflicts with other programs. These problems can prevent the computer from receiving important security and performance updates, and it may cause the computer to become unstable or vulnerable to security threats.

One of the first things to check if you suspect an update failure is to ensure that the computer has enough free space on the hard drive to install the update. Windows updates require a minimum of 2GB of free space on the C: drive.

If there is not enough free space, it may be necessary to delete unnecessary files or programs to free up space.

Another thing to check is the internet connection. Make sure that the computer is connected to the internet and that the connection is stable.

If the internet connection is stable, it may be necessary to check the Windows Update service. The service should be running, and it should be set to Automatic.

If the problem persists, it may be necessary to clear the Windows Update cache. This can often resolve issues caused by corrupted files or incorrect installation.

Another way to fix update failure is by using the Windows Update Trouble-shooter. This tool can automatically diagnose and fix common problems that can cause update failures.

It's also important to check for conflicts with other programs. Some programs may not be compatible with the update and may cause the installation to fail.

It's also important to make sure that the computer meets the system requirements for the update.

In the worst-case scenario, if the problem cannot be fixed by clearing the cache, running the trouble-shooter, or checking for conflicts, it may be necessary to seek



the help of a professional technician or Microsoft support. A professional will have the necessary tools and expertise to diagnose and fix the problem.

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Network Connectivity Issues

Network connectivity issues are common problems that can occur on a computer, and they can be caused by a variety of factors, such as hardware failures, software bugs, or incorrect network settings. These problems can prevent the computer from connecting to the internet or a network, or cause connectivity to be slow or unstable.

One of the first things to check if you suspect a network connectivity issue is to ensure that all the cables and connections are secure and properly plugged in. Check the cables connecting the computer to the router or modem, and make sure that the router or modem is powered on.

If the cables and connections are secure, it is important to check the status of the network adapter. The network adapter is the component that enables the computer to connect to a network. On Windows, you can check the status of the network adapter by going to the Device Manager, and look for Network Adapters.

If the network adapter is not working properly, it may be necessary to update the driver for the adapter. This can often be done by visiting the manufacturer's website and downloading the latest driver for the device.

Another way to fix network connectivity issues is by resetting the router or modem. This can often resolve problems caused by incorrect settings or software bugs.

If the problem persists, it may be necessary to check the network settings on the computer. Make sure that the computer is set to obtain an IP address automatically, and that the DNS settings are correct.

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Printer or Scanner Not Working

Printer or scanner not working is a common problem that can occur on a computer, and it can be caused by a variety of factors, such as software bugs, incorrect settings, or hardware failures. These problems can prevent the computer from communicating with the printer or scanner properly, and it can cause the print or scan jobs to fail or produce poor quality output.

One of the first things to check if you suspect a printer or scanner not working is to ensure that the printer or scanner is properly connected to the computer and that it is turned on. Check the cables connecting the computer to the printer or scanner, and make sure that the printer or scanner is powered on.

If the printer or scanner is properly connected and turned on, it is important to check the status of the printer or scanner in the Device Manager. On Windows, you can check the status of the printer or scanner by going to the Device Manager, and look for the device in the list of devices.

If the printer or scanner is not working properly, it may be necessary to update the driver for the device. This can often be done by visiting the manufacturer's website and downloading the latest driver for the device.

Another way to fix printer or scanner not working is by checking the software settings for the printer or scanner. Make sure that the software is properly installed and configured, and that it is compatible with the computer's operating system.

If the problem persists, it may be necessary to check the printer or scanner settings on the computer. Make sure that the printer or scanner is selected as the default device, and that the settings are configured correctly.

Sometimes, it may be necessary to restart the computer and printer or scanner to resolve the issue.

If the problem persists, it may be necessary to check for any error message or log files that may indicate the cause of the problem.



If the problem is with the printer, check for low ink or toner levels, paper jams, or other physical issues that can cause printing problems.

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Conclusion

In conclusion, we hope that this booklet has provided you with the tools and knowledge you need to effectively troubleshoot and fix common technical problems. From slow performance and freezing issues, to virus and malware infections, and hardware failures, we've covered a wide range of technical issues and provided practical solutions for resolving them. We understand that technology can be a source of frustration when things go wrong, but with the information provided in this book, we hope that you'll be able to quickly and easily resolve technical issues and get back to using your devices and software without interruption.

We would like to take this opportunity to thank you for choosing and using this booklet. We hope that you found it informative and helpful. We are constantly working to improve our guide and we would love to hear your feedback. If you have any suggestions or comments, please do not hesitate to contact us.

<https://itsbroken.net.au/contact-us/>

We wish you all the best in your technical troubleshooting endeavours, and we hope that you never have to face any technical problem again.



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