

Common IT Troubleshooting Scenarios (Windows 11)

My computer is Slow	
Common Causes	How to Troubleshoot
High CPU or memory usages	Open Task Manager and check resource usage
Too many startup applications	Disable unnecessary startup programs
Low disk space	Ensure 15-20% free disk space
Malware or pending updates	Run Windows updates & malware scans
	Restart and retest
No Internet or Network Connectivity	
Steps to diagnose:	
<ul style="list-style-type: none"> • Check physical connections (Ethernet / Wi-Fi) • Open Command Prompt as Administrator and use these lines below: 	
<pre>ipconfig /all ping 8.8.8.8 nslookup google.com</pre>	
<ul style="list-style-type: none"> • Restart the network adapter • Verify DNS and gateway settings 	
In case that this process does not resolve the connectivity issue, consider using the Winsock reset command that restarts the communication required between your Windows 11 devices and the network. (Run Command Prompt as Administrator)	
1. Type netsh winsock reset and select Enter	
2. Type netsh int ip reset and select Enter .	
3. Type ipconfig /release and select Enter .	
4. Type ipconfig /renew and select Enter .	
5. Type ipconfig /flushdns and select Enter .	
Forgot Password or Account Locked	
Best practice:	
<ul style="list-style-type: none"> • Verify the user's identity • Reset password via Active Directory • Unlock the account if needed • Confirm group memberships and access 	
Password issues are simple. However, security checks are critical.	
Application Crashing or Not Launching	
Troubleshooting steps:	
1. Restart the application	
2. Check for pending updates	
3. Run as administrator	
4. Repair or reinstall	
5. Test in Safe Mode to rule out conflicts	

Printer Not Working	
Printers are simple devices that cause complex problems. Here a common fixes :	
<ul style="list-style-type: none"> • Confirm printer is powered on and connected • Restart the Print Spooler service • Clear stuck print jobs • Reinstall or update drivers • Test printing from another device 	
E-mail or Microsoft 365 Issues	
Typical problems:	
<ul style="list-style-type: none"> • Outlook not syncing • Teams microphone or camera issues • OneDrive sync errors 	
Fixes:	
<ul style="list-style-type: none"> • Verify Internet connectivity • Check licensing • Run Office repair • Confirm MFA status • Confirm that Microsoft Outlook is not in Offline Mode & manually run Send/Receive • Check mailbox capacity • Reset Outlook profile if needed • Verify Windows or MacOS updates and restart devices 	
Blue Screen or System Errors	
Open Command Prompt as Administrator and run built-in tools	
<pre>sfc /scannow chkdsk /f powercfg /energy</pre>	
<ul style="list-style-type: none"> • Check Event Viewer • Test RAM and storage health • Update drivers and firmware 	
Power and Battery Issues (Laptops)	
Open Command Prompt as Administrator and run built-in tools	
powercfg /energy	Generate power efficiency report
powercfg /batteryreport	Battery health report
Security & Malware Response	
<ul style="list-style-type: none"> • Windows Security → Virus & Threat Protection • Offline Defender Scan • Confirm Windows Firewall status 	