
Troubleshooting Computers

The “Logical” Process

1. Have the Right Attitude
2. Find out the correct problem
3. Make a plan
4. Reproduce the problem
5. Do the maintenance
6. Narrow it down
7. Repair or replace the defective component
8. Take pride in your answer
9. Make sure it doesn't happen again

Sign-up for newsletters

- **TechNet Security**
- **Dell File Watch**
Receive notices about new downloads available for your system model from Downloads for Your Dell.
- **Microsoft Office**
This newsletter is sent each month to Office business users, home users, IT professionals, and developers. It provides access to the latest downloads, how-to articles, tips, product news, support articles, templates, special offers, and other new offerings on the Office Web site, the Office Tools on the Web site, and other Microsoft.com sites.
- PC Magazine
 - Tip of the Day

The quickest route between two points is a straight line.

- Google™ Groups

Google Groups contains the entire archive of Usenet discussion groups dating back to 1981. These discussions cover the full range of human discourse and provide a fascinating look at evolving viewpoints, debate and advice on every subject from politics to technology. Google's search feature enables users to access this wealth of information with the speed and efficiency of a Google web search, providing relevant results from a database containing more than 700 million posts.

- DellSupport™ Portal

Receive notices about new downloads available for your system model from Downloads for Your Dell.

- Microsoft® Knowledge Base

- Bookmark Favorites

Troubleshooting Computers Pertinent Links

ALL-WINDOWS.COM

<http://www.all-windows.com/>

CALL FOR HELP

<http://www.techtv.com/callforhelp/index.html/>

Google USENET Newsgroup Search Engine

<http://groups.google.com/>

Dell Support Portal

<http://support.dell.com/>

HP Support & Drivers

<http://thenew.hp.com/country/us/eng/support.html>

Microsoft Knowledge Base

<http://support.microsoft.com/default.aspx?scid=fh;EN-US;kbhowto&sd=TECH&ln=EN-US&FR=0>

PC Guide - TS - General Diagnostic Techniques

<http://www.pcguides.com/ts/gen/diag.htm>

Techruler.com — Troubleshooting tips and techniques

<http://www.techruler.com/troubleshooting.html>

Windows Galore

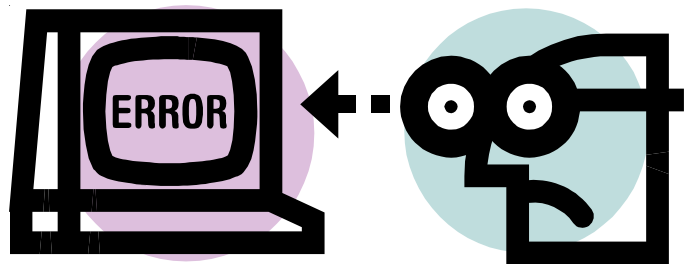
<http://www.windowsgalore.com/>

Windows-Help.NET

<http://www.windows-help.net/index.shtml>

Windows NT/2000 FAQ

www.windows2000faq.com



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