




## Basic Computer Hardware Troubleshooting

The following basic computer hardware troubleshooting procedures should only be performed with **extreme caution** and utmost care.

Before working on computer or its peripherals, always disconnect all power cables from power source.

Please make sure that you are aware of the potential dangers of **Electro Static Discharge (ESD)**.

INDICATION / PROBLEM	CHECK / ACTION
<p>When you switch on your computer, nothing happens.</p> <p style="text-align: center;"><b>Power cord connections</b></p>  <p style="text-align: center;">Computer or other device      Wall Socket</p>	<p>Please check whether</p> <p>(i) UPS and/or external power supply mains is/are ON, and MAINS has power supply in that connection point.</p> <p>(ii) CPU and/or monitor is/are physically connected to power supply, if yes, please remove and reconnect the power cords very carefully.</p>
<p>“Keyboard Error” or “Keyboard Missing” error message is shown on monitor when you switch on your computer.</p>	<p>Please check whether the keyboard is physically connected to the computer. If no, please do it carefully. If yes, please remove and reconnect carefully and reset your computer.</p>
<p>Computer halts at a message “CPU Fan Error.”</p>	<p>Processor fan may be faulty. Replace it with the help of a service engineer.</p>
<p>Computer halts with a message “Insert a bootable Disc/Device.”</p>	<p>Please check whether any CD/DVD is in the CD/DVD Drive and whether any external storage device is connected to the computer like Pen-drive, USB HDD, Mobile phone, if found please remove carefully and reset your system.</p>
<p>When booting up, computer halts at BIOS logo or message.</p>	<p>Check whether you have connected any new hardware to your computer like Web-cam, TV Tuner Card, External HDD or even a new printer. If yes, please remove it carefully and reset your computer.</p>
<p>Computer powers on and then immediately turns off.</p>	<p>Several problems may cause this indication like (i) Loose connection, (ii) Overheating, (iii) erratic power supply, (iv) faulty/loose RAM, (v) faulty Motherboard. Please check the possible ones or contact the service engineer.</p>
<p>Monitor is powered on with a message like “No input/signal” or “Check your VGA Cable”</p>	<p>Check the VGA cord at both the monitor end and at the CPU end for loose connection. If found, please reconnect it perfectly.</p>

	<p>VGA connector and port</p> 
<p>Monitor is ON, but nothing can be seen on it.</p>	<p>Check the brightness, contrast control settings of the monitor using the physical buttons on the monitor or just press AUTO/RESET button on the monitor.</p>
<p>Your computer restarts itself frequently.</p>	<p>Check the power supply for steadiness. There may be a fluctuating power supply.</p>
<p>Computer beeps irregularly when the computer is turned on.</p>	<p>Power supply may not be steady or RAM may be faulty or other reasons. Please check whether all the connections are proper and power is steady. Please identify the frequency of beep sound before calling for help as there are different beep settings for different problems across various platforms.</p>
<p>No or missing or lost sound on computer</p>	<p>Check the volume of the speaker to see if it is in the audible range. Check the physical connections – both the data and the power – of the speakers.</p>
<p>Mouse movement is erratic.</p>	<p>Clean the mouse with a soft cloth and reconnect/reset if necessary. Use a clean and smooth-surfaced mouse pad.</p>
<p>Keyboard keys are not working properly.</p>	<p>Clean the keyboard to make it free of dust, paper bits, pins, clips etc. Remove and reconnect the cord/reset your computer if necessary.</p>
<p>Mouse / Keyboard not working.</p>  <p>Computer PS/2 ports</p>	<p>Check whether computer is frozen, if yes, please reset your computer. Check for loose connection, if found, reconnect and reset your computer as necessary. PS/2 mouse/keyboard should not be disconnected and reconnected while the computer is still turned on. If you are using a USB mouse, disconnect and reconnect the mouse cable to another USB port. If the above steps do not solve the problem, try another mouse/keyboard. If the other one works, try the one that is not working with another computer. If multiple devices do not work, the computer port may be faulty. Contact a more knowledgeable person. If your device is not working with more than one computer, it is faulty and should be replaced.</p>

The power indicator in printer is OFF.	Please make sure that the printer is connected to a working power outlet by verifying each end of the power cable. Then press the printer POWER ON button. If your printer still cannot get a power status indicator, it is likely you are encountering a serious printer issue and we suggest contacting a service engineer.
Printer is ON. Even after print command is given, no print out.	Check the status of 'online' button or 'pause' button. Check whether the printer data cable is connected to your computer or a network device.
Faded print outs.	Ink in Ribbon / Ink / Toner Cartridge may be low. Replace the same.
A blank line is printed every time in your DMP.	Print head pin may be defective. Contact Admin.
Print head gets struck on one side while printing.	Clean the printer, print head and the moving rod. Use a blower to clear the dust and paper bits. Use a soft and clean cloth to clean the rod.

If the problems persist even after trying the above procedures, please, contact your System Administrator, AMC personnel or the designated service engineer immediately.

The list is not exhaustive.

Please feel free to write to us with your suggestions and queries: [webmaster@keralapost.gov.in](mailto:webmaster@keralapost.gov.in)