**What do I do when my computer crashes?**

There are many reasons why a computer may just stop working or "freeze". Most of the time there isn't much we can do about it, it is a fact of life that computer programs have become so complex that occasionally users will experience problems even when performing common tasks. When your computer no longer responds to keyboard commands your best bet is to restart the computer.

**There is no display on the monitor, what do I do now?**

Make sure the monitor is on. If no power light (green or orange light) is seen on the monitor display try pressing the power button until it comes on. If your computer monitor was on and you stepped away from the computer and upon returning it was black, it's likely that the computer is asleep. Try moving your mouse, clicking the mouse buttons, and/or pressing any key (space bar) on the keyboard to wake it up. Make sure that the monitor is connected properly to the back of the computer.

**What do I do if the image on screen is distorted or skewed?**

You may receive a distorted image when the cable is lose or defective. Disconnect the video cable going from the back of the computer and verify that no pins are bent, burnt or broken. Once verified re-connect the monitor cable. If the refresh rate is not properly set the monitor may have a wavy or an appearance that lines are going down or across the monitor slowly or fast, this may also cause a flickering affect. A distorted image can be caused by magnetic or other types of interference. Verify no speakers, fans or other magnetic devices are close to the monitor.

**I get a 'no signal input' message, what do I do?**

Verify that the monitor is properly connected in the back of the monitor as well as to the back of the computer. If the monitor appears to be connected properly, verify that a cable is not lose by disconnecting all cables that can be disconnected in the back of the monitor (generally the data cable cannot be disconnected). Next, disconnect the data cable connected to the back of the computer and then reconnect the cable. When connecting the cable in the back of the computer ensure the cable connection is tight. Most Computers will also have screw ends that can be screwed in to hold the connector in place.

**There are black borders on my screen, what do I do?**

If the resolution was recently changed it is possible for the monitor to not auto adjust or shift to the correct size. If this occurs, the resolution can be changed back to the original setting or you can manually adjust the monitor. If a black border exists on the monitor it can generally be resolved by manually adjusting the horizontal or vertical width. Because each monitor is different, the method of adjusting this setting will vary; consult your monitor documentation.

**Why is my mouse acting erratically?**

Users who have an optical mechanical mouse (most common mouse for desktop computers) are likely experiencing erratic behaviour because the mouse is not clean or is dirty. If you've cleaned the mouse and continue to encounter issues and this mouse has worked in the past fine unfortunately your mouse is likely defective. One additional test that can be done to help determine if this is the case or not is to connect the mouse to another computer. Otherwise we suggest replacing the mouse.

**The wheel on my mouse isn't working properly, what do I do?**

If you're running any version of Microsoft Windows and are encountering issues with the mouse wheel, first attempt to adjust the mouse settings through the Mouse Properties window. This window can be accessed by opening the Control Panel and double-clicking the Mouse icon.

**What is USB 3.1 and how does it differ from USB 3.0 and USB 2.0?**

USB 3.1 is the improved version of connection interface based on USB 3.0. The theoretical maximum data signalling rate of USB 3.1 is 10Gbps. The operation in 5Gbps data rate is also known as USB 3.1 Gen1. The operation in 10Gbps is also known as USB 3.1 Gen2.

The USB 3.1 standard is backward compatible with USB 3.0 and USB 2.0.

USB 2.0/3.0/3.1 Comparison Table

|  |  |  |  |
| --- | --- | --- | --- |
| USB Generation | **USB 2.0** | **USB 3.0** | **USB 3.1** |
| (HI-SPEED) | (SUPERSPEED) | (SUPERSPEED+) |
| Backward Compatibility | USB 1.1 | USB 1.1/2.0 | USB 1.1/2.0/3.0 |
| Max. Transfer Rate | 480Mbps | 4.8Gbps | 10Gbps |
| Max. Current | 500mA | 900mA | 5A |
| First Available | 2001 | 2009 | 2014 |

There are two types of USB 3.1 connectors available. One is the popular and backward-compatible Type-A connector. The other is the new and future-proof Type-C connector. The Type-C connector is introduced by USB Implementers Forum (USB-IF) in the USB Type-C Specification 1.0. The Type-C connector is a new small reversible-plug connector for USB 3.1 devices. The Type-C plug will be used at both host and device sides, replacing multiple Type-B and Type-A connectors and cables.

**Web Browser does not look right?**

Browser hijackers are a particularly nasty breed of malware. Such programs take over your Web browser and can stealthily redirect your Google searches and other queries to fake pages meant to steal your personal information or to further infect your system. Running a real-time antivirus utility is the best way to stay safe. If your browser has already been hijacked, uninstall the browser and use your antivirus program in conjunction with Malwarebytes to remove the intruder.

**I keep seeing ‘There is a problem with this website’s security certificate’**

Sometimes the biggest problems have the easiest fixes. According to support technicians, the lion’s share of issues are due to an incorrect system clock. Website security certificates sync up with your computer’s clock. Old computers in particular run the risk of having a dead CMOS battery—the watch battery in your computer that keeps its system clock ticking. Click the clock in the system tray and select Change date and time settings to correct any issues.

**My printer will not print**

Let’s assume that your printer’s drivers are up-to-date, and that it has enough paper and ink or toner to print. Try turning the printer off and on. Unplug the printer and plug it back in. Check your printer’s print queue by looking for the printer icon in the system tray and double-clicking it. The print queue shows you the status of each job as well as the general status of your printer. Ensure that ‘Use Printer Offline’ isn’t checked. Sometimes, printing while your printer is turned off can cause Windows to set your printer to work offline, and that can stall jobs sent later.

**My Wi-Fi keeps disconnecting**

Confirm that your computer is within range of your wireless router. Weak signals mean weak connections. Next, make sure your PC’s wireless card has the latest drivers. Try letting Windows troubleshoot for you by right-clicking the Wi-Fi icon in the taskbar and selecting Troubleshoot problems.

**I cannot open email attachments**

If you have ever encountered an attachment that you couldn’t open, it was probably because you didn’t have the software necessary to view the file. The usual suspect is the .pdf file, for which you can download a free PDF reader. If your problem involves a different file format, a quick search on the attachment’s file extension (the three letters after the period in the filename) should tell you what type of program you need. If the attachment lacks a file extension (which might happen if it was renamed), adding it back should set things right.

## What is the “Blue Screen of Death”

The “Blue Screen of Death” is a Microsoft Windows-related STOP error. Usually, it indicates a serious problem, most likely hardware- or driver-related.

## What is Malware?

Malware is a type of software that can damage or disable computers and related systems. It has to be installed on a computer before it can cause problems. However, this can happen much more quickly than you think. For example, just downloading a file from a website could result in malware on your computer. Once opened, it can damage files, and it can even slow down your computer by using up valuable resources.