



3.0 Software Troubleshooting

3.1 Given a scenario, troubleshoot common Windows OS issues.

- Blue screen of death (BSOD)
- Degraded performance
- Boot issues
- Frequent shutdowns
- Services not starting
- Applications crashing
- Low memory warnings
- USB controller resource warnings
- System instability
- No OS found
- Slow profile load
- Time drift

3.2 Given a scenario, troubleshoot common mobile OS and application issues.

- Application fails to launch
- Application fails to close/crashes
- Application fails to update
- Application fails to install
- Slow to respond
- OS fails to update
- Battery life issues
- Random reboots
- Connectivity issues
 - Bluetooth
 - Wi-Fi
 - Near-field communication (NFC)
- Screen does not autorotate

3.3 Given a scenario, troubleshoot common mobile OS and application security issues.

- Security concerns
 - Application source/unofficial application stores
 - Developer mode
 - Root access/jailbreak
 - Unauthorized/malicious application
 - Application spoofing
- Common symptoms
 - High network traffic
 - Degraded response time
 - Data-usage limit notification
 - Limited internet connectivity
 - No internet connectivity
 - High number of ads
- Fake security warnings
- Unexpected application behavior
- Leaked personal files/data

3.4 Given a scenario, troubleshoot common personal computer (PC) security issues.

- Common symptoms
 - Unable to access the network
 - Desktop alerts
 - False alerts regarding antivirus protection
 - Altered system or personal files
 - Missing/renamed files
 - Inability to access files
 - Unwanted notifications within the OS
 - OS updates failures
- Browser-related symptoms
 - Random/frequent pop-ups
 - Certificate warnings
 - Redirection
 - Degraded browser performance