



AL MUSANNA COLLEGE OF TECHNOLOGY
Educational Technology Center
Short Term Course - (AY2018 - '19)

Course Name : Hardware and Software Troubleshooting	
Pre Requisite : - None	Eligibility: Diploma, Advanced Diploma or Bachelor(any specialization)
Introduction: Basic knowledge of Hardware and Software Troubleshooting.	
Objectives: End of this course, you should be able to troubleshoot basic Hardware/Software.	
Topics	Methodologies
<ol style="list-style-type: none"> 1. How to maintain the performance of the PC: The first session is a basic introduction about PC maintenance. <ul style="list-style-type: none"> - Techniques to maintain overall health of a PC. 2. How to fix PC yourself: The second session deals with basic preparation to fix the PC by the user himself 3. Back and Restore PC using ACRONIS TRUE IMAGE: The third session deals with the Acronis True Image software, where the user can take backup/recovery of the system. 4. Helpdesk System: The fourth session deals with the real time trouble shooting issues in Help desk system. 5. Questionnaire's 	<p>Theory & Practical</p> <p>Practical</p> <p>Practical</p> <p>Practical</p> <p>Discussion</p>
Software & Hardware Tools: Windows Sysinternals suite and windows 10 operating system .	