

Troubleshooting Notes

Case 1: Network access failure

- Symptom: user could sign in locally but could not reach shared resources.
- Checks: confirmed adapter status, reviewed IP configuration, verified default route, tested name resolution.
- Outcome: adapter had reconnected with an invalid profile; reconnecting and renewing the configuration restored access.

Case 2: Low disk space affecting updates

- Symptom: updates were repeatedly failing and the machine was noticeably slow.
- Checks: reviewed free space on the system drive, checked recent Windows Update errors, confirmed background services were running.
- Outcome: low free space was blocking normal update behaviour; clearing temporary files and re-running the update process restored stability.

Case 3: Printing issue

- Symptom: user could not send jobs to the expected printer.
- Checks: reviewed Print Spooler status, confirmed the printer path, checked for stalled jobs.
- Outcome: restarting the spooler and clearing the stuck queue restored printing.

Support note style

Each issue is written as:

1. What the user saw.
2. What checks were run.
3. What the likely cause was.

4. What fixed it.