What Are the Most Common Computer Problems?

While technological advances have availed modern businesses of some of the fastest, most versatile, reliable and accurate computers, even the most expensive computing systems do not run perpetually without any issues. Below are some of the most common computer problems the experts at EIRE Systems have noticed when providing IT services to companies throughout the Asia Pacific region. Familiarize yourself with the most common PC problems and how to solve them to keep your systems running and meet your business obligations.

Powering Issues

There are many reasons a computer that was previously working may fail to turn on. Before you call your IT technician, check to see if there's power and if the computer's power cable is connected to the power supply.

If pressing the power button on your laptop fails to turn it on, charge it first before attempting to boot it up.

Sometimes the devices connected to your computer malfunction and affect its ability to start, in which case you should disconnect all external devices before turning it on again.

Unprompted Restarts or Shutdowns

Unscheduled computer shutdowns or restarts can be annoying at best and highly disruptive at worst. If your PC suddenly goes off, first confirm that there isn't a power or battery issue.

A common factor that causes shutdowns or restarts is a system update. Installing an OS or security update normally requires a system reboot. Since you might miss or forget the notification as you work, wait for a few minutes to see if the system turns back on as the update takes effect.

If these solutions don't solve the restart issue, uninstall any recently downloaded applications. You should also notify your company's IT professionals so they can check if your computer has contracted malware.

Hardware Issues
Problematic Peripherals

Problems with computer peripherals, such as monitors, mice and keyboards, may cause unnecessary delays in daily work operations. The easiest solution to try is attaching different connecting cables and charging or exchanging the batteries in wireless devices.

You should also check your Device Manager to determine if driver issues are affecting the related peripherals. In such cases, updating or reinstalling the driver might solve the problem.

Slow Processing Speeds

There are few things more irritating than a laggy computer. You may notice that your computer screen freezes when you open a program, click on a request or type a command.

The Performance tab on your computer's Task Manager will show you the areas causing the lag. If the issue is memory-related, close any unused tabs and programs to see if the problem resolves. Expanding your RAM, upgrading to or exchanging the SSD, and partitioning your storage are also viable long-term solutions for processing speed issues.

If glitchy computer programs and applications are responsible for the lags, updating or reinstalling them usually resolves the issue.

Software Issues
Malfunctioning OS

Most computers will display an error message if the operating system is faulty. The Blue Screen of Death (BSOD) is one popular indicator of an operating system crash. Give the computer time to diagnose and solve the problem before trying other solutions.

However, if automatic solutions don't work, you should see if you can reset your operating system to a previous version. Finally, reinstalling the OS or changing operating systems may solve the problem.

If an OS malfunction is caused by viruses or hardware problems, you should enroll the help of an IT professional to prevent further damage.

Internet Connectivity Issues

Network connectivity issues are a common computer problem companies face daily. When it occurs, navigate to the Network tab on your computer's control panel and run the diagnostics or troubleshooting tool to pinpoint the source of the problem.

If restarting your router or reconnecting the Ethernet cable doesn't resolve the issue, call your internet service provider to confirm that the network is up. In such cases, changing the placement of your computer and removing obstructions can improve connectivity and internet speed. You can also try to connect to a network from a different internet service provider to see if connectivity improves.

If acting on further diagnostic tests doesn't solve the issue, talk to an IT expert before resorting to solutions that could be irreversible for your network or computer.

Data Loss Issues

Losing data stored on a computer is a problem that can occur due to human error, theft or other computer issues.

It's important to first determine the reason for the loss. If you have a few missing files, check the computer's recycle bin to find and restore files that were accidentally deleted.

Hard drive failure is another common reason companies lose their files. In such cases, professional help may be required to retrieve your lost data.

Preventing data loss is easier than resolving it. IT professionals can create a data backup and recovery strategy involving cloud storage to safeguard all your files against future loss.

Malware Attacks

Malware attacks are another cybersecurity risk companies have to contend with. You can protect your systems by installing robust antivirus software that frequently scans your computer and files to detect and eliminate threats.

Keeping your systems up to date also ensures they're safeguarded by the latest security programs. A regular update schedule will provide all your computer programs with protection from the latest security patches.

Educating your staff on safe cyber-practices, including how to detect unsafe websites and downloads, can reduce the risk of cyberattacks due to human error.

Unrestricted Network Access

Whether you're running a small business or a large enterprise, it's important to ensure only authorized people have access to your computer systems. Multifactor authentication, including physical keys for computers, can safeguard your systems from break-ins.

Zero trust architecture removes free rein from employees who are logged into your network, ensuring your most confidential data can be accessed only by those with authority.

EIRE Systems has years of experience working with local and multinational financial and insurance companies in Asia. We provide IT help to dozens of companies in Japan, Hong Kong, China and Singapore. Our experts can help you handle any of the most common computer problems. Contact us today to see how we can keep your systems in the best shape.