Devin Allman

From: Devin Allman
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Weekly Cybersecurity Tips

"Have you turned it off and back on again?"

Although the phrase is rarely one that an upset customer wants to hear, there are numerous reasons as to why technical support agents always begin their troubleshooting process with the simplest of questions – *"Have you rebooted?"*

The primary reason for an agent beginning a support call with the request to reboot is that a full system restart often fixes most common PC problems. From a very high level, a reboot is essentially a system refresh – all of the unneeded data and *junk* information that has accumulated since the computer's last reboot is flushed from the system.

Additionally, the question of *rebooting* is often asked because most users never restart their computer(s); in fact, most users commonly mistake logging out, putting a computer to sleep, putting a computer into hibernate mode, and even turning off a computer's monitor(s) for rebooting. Unfortunately, there is no replacement for rebooting; neither logging out nor putting a computer to sleep will achieve the same effect as a full system restart.

So, when should you reboot?

- If your computer is running slowly
- If your computer is experiencing unexpected freeze-ups
- If your computer is having trouble connecting to the internet
- After any type of hardware or software installation
- After downloading and installing Windows updates
- In an effort to troubleshoot system error messages

Although a reboot is not a cure-all, a common recommendation is to reboot your computer anytime something important stops working or otherwise fails to function properly.

– The IT Department

LANCASTER COUNTY
South Carolina

Tickets: support.lancastercountysc.net
E-mail: support@lancastercountysc.net