Diagnosis and troubleshooting are two different processes that work towards the same objective, identify problems and or repair them. Often you perform diagnosis before attempting to trouble shoot; however Troubleshooting may exist without diagnosis and vice versa. Both processes aim to fix software or hardware and solve problems if that’s the case then what’s the difference? Diagnosing a computer involves observing how it functions by looking for symptoms to problems, while trouble shooting attempts a fix through a systematic check of parts.

Diagnosing a computer needs to happen before you proceed to troubleshooting. It usually involves replicating the same exact activities the user did prior to the problem occurring. The methodology behind diagnosis believes it is much easier to eliminate a problem if you figure out where the issue is stemming from, than to just start attempting things randomly with no designated direction. Skipping diagnosis and trying random hotfixes for an unknown problem may also lead to more problems than you initially had, while simultaneously wasting time leaving you frustrated. Diagnosing first is so important at times it may fix your issues all together, eliminating the need to troubleshoot at all.