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.