

MZUMBE UNIVERSITY



FACULTY OF SCIENCE AND TECHNOLOGY

(FST)

COMPUTING SCIENCE STUDIES DEPARTMENT

COURSE: DIPLOMA IN INFORMATION TECHNOLOGY

COURSE CODE: CSS062

TASK: GROUP ASSIGNMENT

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Qn. Write a Report on how to Troubleshoot computer with the following Problem

- (a) Loose HDD or HDD is deattached from Motherboard
- (b) Window is Corrupted.

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IDENTIFYING THE PROBLEM.

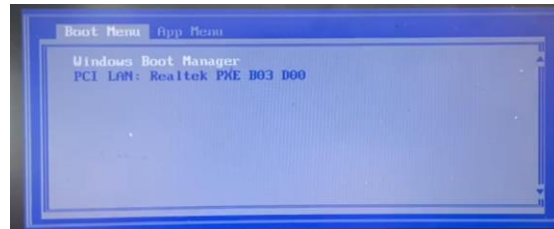
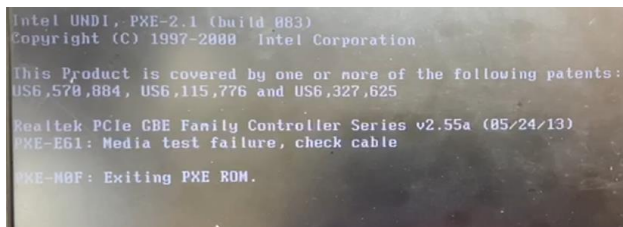
Identifying the problem,

In this step we Gathered information about the symptoms and behavior of the computer system, determine if the issue is related to hardware, software, or network connectivity.

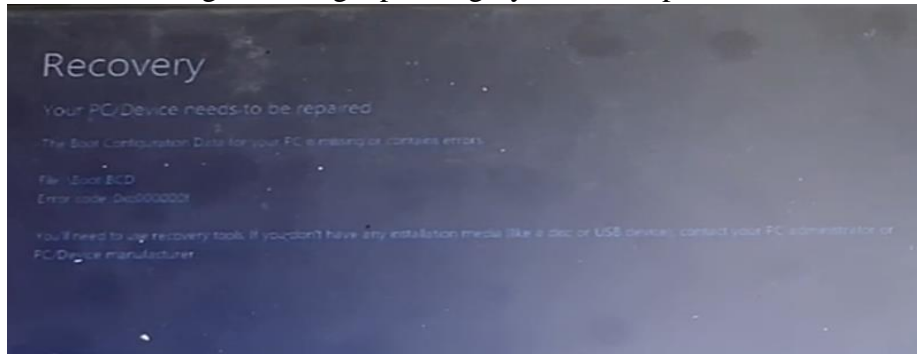
Identified the two problem that are:-

- (a) **Hard Disk Drive deattached**
- (b) **Operating system was corrupted**

- Here are message showing that hard disk is missing



- Here are message showing Operating System corrupted



Steps to solve Disk Issues.

Attaching a hard disk drive (HDD) to a motherboard typically involves connecting the data and power cables correctly. Here's a step-by-step guide on how to attach an HDD to a motherboard:

1. Gather Necessary Components like:

Screwdriver

2. Prepare the Computer:

Power off the computer and unplug it from the electrical outlet.

Open the computer case to access the motherboard and HDD bays.

Attach and connect HDD securely

3. Close the Computer Case:

Once the HDD is securely attached and connected, we closed the computer case and secure it with screws.

4. Power On the Computer:

Plug in the computer and power it on.

Enter the BIOS/UEFI setup to verify that the HDD is recognized by the system.

SOLVING CORRUPTED OPERATING SYSTEM

Here are steps we followed during Operating Installation.

1. Create Bootable USB drive,

Insert USB drive to a computer that have OS file then we run the cmd and write the following command

Diskpart

List disk

Select disk 1 (USB that we want to boot)

Clean

Create partition primary

Select partition 1

Active

Format FS=NTFS quick

Assign

Exit

```
C:\Windows\system32\diskpart.exe
Microsoft DiskPart version 10.0.19041.964
Copyright (C) Microsoft Corporation.
On computer: DESKTOP-JE16K06

DISKPART> LIST DISK

Disk ###  Status      Size      Free      Dyn  Gpt
-----  -
Disk 0    Online     298 GB    976 MB
Disk 1    Online     7632 MB   7629 MB

DISKPART> SELECT DISK 1
Disk 1 is now the selected disk.

DISKPART> CLEAN
DiskPart succeeded in cleaning the disk.

DISKPART> CREATE PARTITION PRIMARY
DiskPart succeeded in creating the specified partition.

DISKPART> SELECT PARTITION 1
Partition 1 is now the selected partition.

DISKPART> ACTIVE
DiskPart marked the current partition as active.

DISKPART> FORMAT FS=NTFS QUICK
100 percent completed
DiskPart successfully formatted the volume.

DISKPART> ASSIGN
DiskPart successfully assigned the drive letter or mount point.

DISKPART> EXIT
```

Step 2: Insert Installation Media

Insert the USB drive or DVD into the corresponding port or drive on your computer.

Step 3: Turn ON your PC and Press 'F2' Continuously.

There will come up with option, Select the USB inserted. Windows will start loading its files.

Step 4: Choose Language and Other Preferences

Select your preferred language, time zone, keyboard input, and other regional settings but most of them use the English for either USA or Britain.



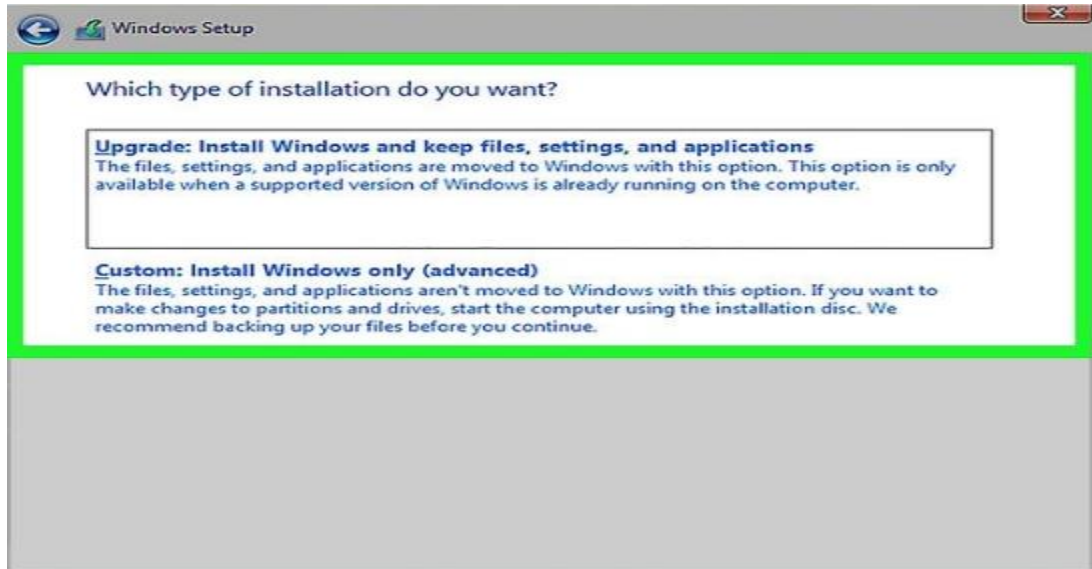
Step 5: Start Windows Installation

The system should now boot from the installation media, and the Windows installation process will begin.



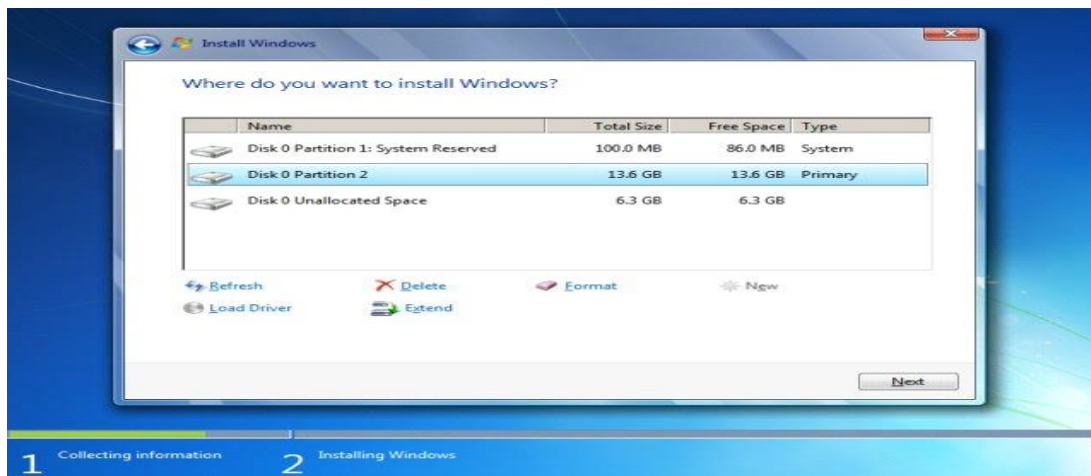
Step 6: Select Installation Type

Choose between a clean install (if you want to remove the existing operating system) or an upgrade (if you are installing a newer version of Windows over an older one).



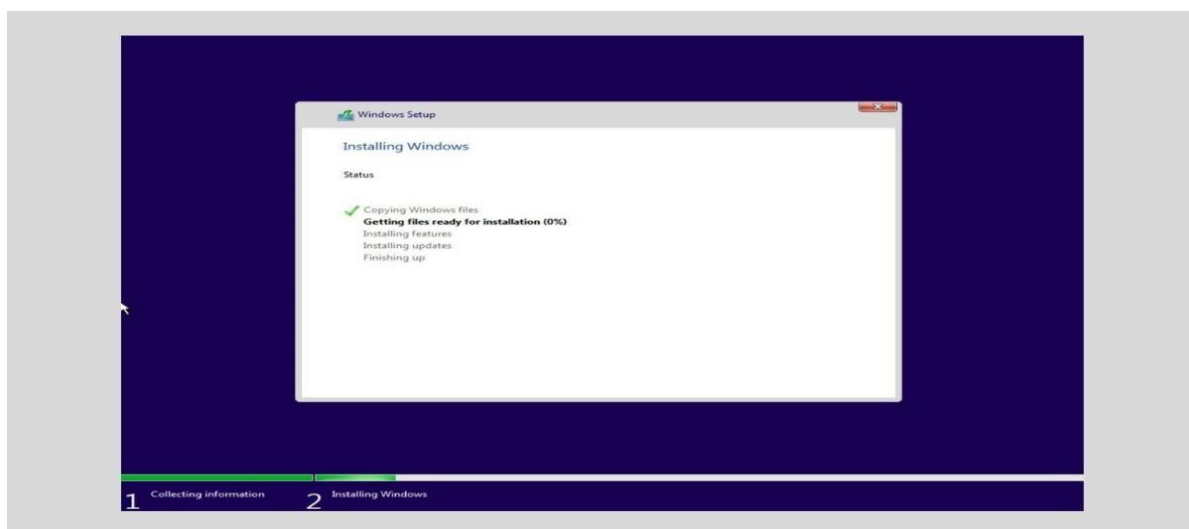
Step 7: Partition and Format Drives

If you are performing a clean install, you will need to partition your hard drive. You can usually choose the default options for a standard setup. Formatting will prepare the drive for the installation of Windows. When you have created the drives, Simply Select the drive in which you want to install windows. Click 'Format', this will erase all the previous data on you that drive. Click on 'NEXT' to proceed or you may just click NEXT to replace the installed OS and keep you're your personal data.



Step 8: Begin Installation

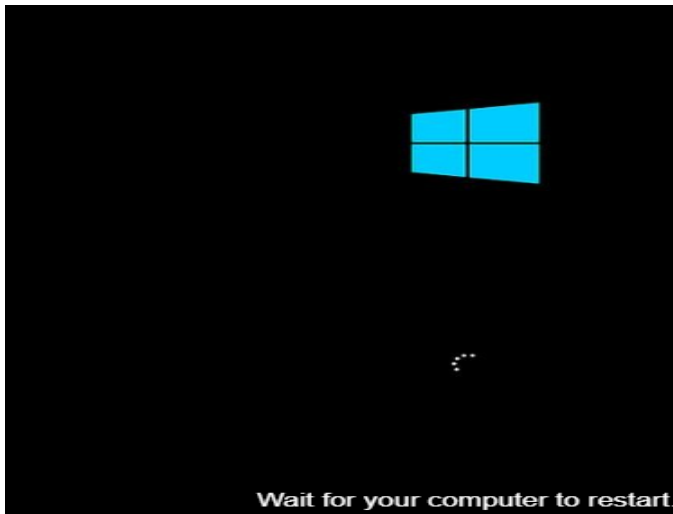
Now your windows will start installing its files. Grab a cup of coffee and wait for a few minutes while it installs. During this process don't plug in or off your device. It might cause interruption and you might lose your data and have to begin the process all over again.



Window Installation progress

Step 9: Wait for Installation to Complete

The installation process may take some time, and your computer may restart several times. Be patient and let the system complete the setup and make sure your computer have charge



Wait for computer to restart

Step 10: Set Up Windows

Follow on-screen instructions to customize settings such as creating a user account, setting a password, and naming your computer.

Step 11: Install Drivers and Updates

After Windows is installed, check the device manager for any missing drivers. Install drivers for your hardware components, such as graphics cards, network adapters, and peripherals.

Step 12: Install Software and Restore Data

Install additional software you need and restore your backed-up data to the computer. The software include VLC, Microsoft office, web browser like chrome ,Firefox and other software .

Step 13: Activate Windows

Ensure that Windows is activated using the product key. You can do this through the settings menu.

Step 14: Update Windows

After installation, check for and install any available Windows updates to ensure your system is up to date and secure.