### Request Logging Form

**START Date: 08/01/2016 Time 9:05am**

**NAME:** Jack Spratt

**DEPARTMENT:** Sales Department **TELEPHONE NUMBER:** 07783456176

**DEVICE NUMBER:** DTR623 **LOCATION:** Shire Borough Council

**PROBLEM**

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| User is reporting that when they press the power button, the computer beeps and nothing is displayed on the screen. |

**Request reporting Form**

**TYPE OF PROBLEM CIRCLE: Hardware/ Software PRIORITY: HIGH**

**REMEDIAL ACTION TAKEN (*Initial action taken or advice to user to remedy the problem quickly)***

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| Cables checked to ensure they're plugged in correctly.  Restarted P.C to ensure the problem was still occurring. |

# HANDED ON TO Internal………………………………External…………………………..

**Name:** Joel Parkinson **Date: 08/01/2016 TIME:** 09:20

**DIAGNOSIS/SOLUTION and FURTHER NOTES**

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| *Good working Practises:*  *Pre-Requisites (Note): If replacement parts are needed, evidence of purchase and description of the disposal procedure must be provided.*  *Wrist Band Used while working with computer.* |
| *Diagnostic Process: (Beeps)*  *Information gathered from (*<http://www.computerhope.com/beep.htm>) shows that any beep code from the motherboard that is irregular is always a hardware fault.  P.C was Plugged in, four beeps followed by two more beeps were heard.  Found Information on (<http://en.community.dell.com/support-forums/desktop/f/3514/t/19456615>)  Information from the manufacturer forum showed that the problem was more than likely RAM related.  Possible Remedies:  Research showed that remedies could include, removing all RAM and checking it is inserted correctly.  Remove and Re-Install motherboard battery.  Side Panel Opened.  RAM Instantly fell out of the machine tower.  *Diagnostic Process: (NTLDR is Missing)*  Microsoft Website: (<https://support.microsoft.com/en-us/kb/320397>)  Shows that "NTLDR Is Missing" could indicate the following faults:   * BIOS Is outdated (Not compatible with the hardware installed) * Hard Drive Corruption. * Hard Drive Not installed correctly. * Operating System not installed. |
| *Solution Applied: (Beep)*  RAM was checked for breakages however none were present.  RAM was Re-Installed ensuring it was inserted correctly.  Side Panel was placed back onto the machine.  Cables All connected again.  *Solution Applied: (NTLDR is Missing)*  Side Panel Opened.  Hard Drive Checked for damage.  Hard drive connections checked and connected correctly.  Side Panel added back on again.  P.C turned on, no unusual noises coming from HDD (No ticking noises)  DVD Bay Works correctly.  Inserted Operating System Boot CD  System can boot from CD but not HDD.  Loaded the Windows XP SP2 Recovery Tool  Logged into windows system C:\  Replaced NTLDR folder and ntdetect.com file with originals.  Restarted Computer |
| *Functional Testing: (Beep)*  Computer was powered on.  P.C powered on correctly and no beep errors received.  Further errors where received, next error (NTLDR Is Missing)  *Functional Testing: (NTLDR is Missing)*  Power Computer on.  Windows Operating Boots up as normal without error.  Open Command prompt and type "type c:\Boot.ini" |
| *Parts required:*  Windows XP Operating System Disk. |

**Customer Satisfaction**

The problem/repair above has been carried out, please sign below to indicate that you are satisfied with the work undertaken and the job has now been resolved.

**Problem Solved By:** Joel Parkinson

**Signature Date & Time**

**Name of Client:** Jack Spratt **Signature of Client**

**Date & Time**