

## ***Week 4 – Triage Notes Worksheet***

***Course:*** NET-1120 – Computer Hardware & Operating Systems

***Lab A:*** No POST / No Boot Troubleshooting

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### ***Scenario 1: No POST Beep / Black Screen***

- ***Observed symptoms:*** Computer powers on, but there is no display and no POST beep codes.
  - ***Troubleshooting steps taken (in order):***
    1. *Verified power connections to motherboard and components.*
    2. *Reseated RAM and checked for faulty modules.*
    3. *Tested with a known-good power supply.*
  - ***Outcome:*** Faulty RAM module identified and replaced; system posted successfully.
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### ***Scenario 2: Boot Device Not Found***

- ***Observed symptoms:*** System passes POST but displays "No Boot Device Found" error.
  - ***Troubleshooting steps taken (in order):***
    1. *Checked BIOS/UEFI settings to confirm boot order.*
    2. *Verified SATA and power connections to storage device.*
    3. *Swapped with a known-good drive for testing.*
  - ***Outcome:*** Original drive was disconnected; reconnecting SATA cable resolved issue.
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### ***Scenario 3: Thermal Shutdowns***

- ***Observed symptoms:*** *System boots but shuts down after several minutes of use.*
  - ***Troubleshooting steps taken (in order):***
    1. *Checked CPU and system fans for proper operation.*
    2. *Cleaned dust from heatsink and case vents.*
    3. *Reapplied thermal paste and reseated CPU cooler.*
  - ***Outcome:*** *Overheating issue resolved; system remained stable under load.*
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### ***Final Reflection***

- ***Which single test provided the most useful evidence, and why?***

*The BIOS/UEFI check was the most useful test because it confirmed whether the system detected hardware correctly and allowed me to quickly rule out connection and configuration issues.*