**Real Time Scenario**

**Request for Computer Diagnosis and Advance Startup/Boot Options**

Patrick wanted to run a diagnostic check on his computer due to overheating issues. He mentioned that his previous computer was taken by the IT department for a RAM slot replacement. He doesn’t remember if his current computer has an extended warranty (SN: PG01GTB2). Additionally, he attempted to install last windows updates but was unsuccessful. Patrick is also concerned about losing his personal files and wants to back them up (Record the initial user request, including details about the issues experienced and checks or assessments performed)

**User’s information:**

Name: Patrick Davis  
Client ID: 569678  
Phone Number: +12857892345  
Email: Patickdavis12@comcast.com

**Tools:**   
Remote Software: [AnyDesk](https://anydesk.com/en/downloads/windows)

Remote Software: Windows Remote Desktop  
Ticketing system: [Go to Jira](https://www.atlassian.com/software/jira?campaign=18440774082&adgroup=136973853250&targetid=kwd-361936242944&matchtype=e&network=s&device=c&device_model=&creative=656629737260&keyword=jira%20software%20atlassian&placement=&target=&ds_eid=700000001558501&ds_e1=GOOGLE&gad_source=5&gclid=EAIaIQobChMIpPKx2ZjTiAMVaiitBh3TIxcoEAAYASAAEgJ2V_D_BwE)

Core Temp: [Core Temp 1.18.1](https://www.alcpu.com/CoreTemp/)

Back up: USB Pen Drive – SSD – HDD – Cloud Providers (OneDrive – Google Drive)

Warranty Website: [Warranty & Services](https://pcsupport.lenovo.com/us/en/products/laptops-and-netbooks/thinkpad-l-series-laptops/thinkpad-l480-type-20ls-20lt/20lt/20lts5h300/pg01gtb2/warranty)

**How to Obtain a Serial Number:**

1. **Open Command Prompt**:
   * Press Win + R to open the Run dialog box.
   * Type cmd and press Enter.
2. **Enter the Command**:
   * In the Command Prompt window, type the following command and press Enter:
   * wmic bios get serialnumber

**Troubleshooting steps**

1. **Windows Memory Diagnostic:**
   * Press Windows + R to open the Run dialog.
   * Type mdsched.exe and press Enter.
   * Choose to restart now and check for problems.
2. **Advanced Startup Options:**
   * Go to Settings > Update & Security > Recovery.
   * Under Advanced startup, click Restart now.
   * After your PC restarts, select Troubleshoot > Advanced options.
3. **Device Manager:**
   * Press Windows + X and select Device Manager.
   * Right-click on any device and select Properties to check its status and run diagnostics.
4. **System File Checker:**
   * Open Command Prompt as an administrator.
   * Type sfc /scannow and press Enter to scan and repair system files.

**How to Access Windows Advanced Options:**

1. **Restart your computer** and press the appropriate key (usually F8, F11, or Esc) to enter the boot menu. This key can vary depending on your computer’s manufacturer.
2. **Select “Advanced Options”** from the boot menu.
3. In the Advanced Options menu, you will see several options. Choose **“Troubleshoot”**.
4. From the Troubleshoot menu, select **“Advanced Options”** again.
5. Now, you should see various diagnostic tools, such as **Startup Repair**, **System Restore**, **Command Prompt**, and **System Image Recovery**. Choose the tool that best fits your needs.

**How to create and use a restore point in Windows:**

**Creating a Restore Point**

1. **Open System Properties**:
   * Type Create a restore point in the search bar and select it from the list.
2. **Create a Restore Point**:
   * In the System Properties window, go to the System Protection tab.
   * Click Create.
   * Enter a description for the restore point and click Create.
   * Wait for the process to complete, then click Close.

**Using a Restore Point**

1. **Open System Restore**:
   * Type Control Panel in the search bar and open it.
   * Go to Recovery > Open System Restore.
2. **Select a Restore Point**:
   * Click Next in the System Restore window.
   * Choose a restore point from the list (select one created before the issue occurred) and click Next.
3. **Confirm and Restore**:
   * Review the details and click Finish.
   * Confirm that you want to proceed by clicking Yes.
   * Your computer will restart and restore to the selected point.

**Additional Tips**

* **Automatic Restore Points**: Windows automatically creates restore points before significant system changes, like installing updates or new drivers.
* [**Impact on Files**: Restoring won’t affect your personal files, but it will remove apps, drivers, and updates installed after the restore point was created](https://support.microsoft.com/en-us/windows/use-system-restore-a5ae3ed9-07c4-fd56-45ee-096777ecd14e).

**Important Note:**

As an IT Technician, you might not always have free access to the internet. You are not going to be able to utilize specific resources like GitHub, Stack Overflow, Web Browsers, or AI tools such as Gemini and Chat GPT. The availability of these resources can vary depending on the company you work for.