**Real Time Scenario**

**Request for Computer Cleanup and Virus Diagnostic**

Steven Ramirez is upset because the keyboard replacement provided by the IT department is not working properly. He wants to return it and have a new one delivered to his house since he is working from home. Additionally, Steven wants to transition from Windows 10 to Windows 11 and needs the proper tools and guidance for the process. He has also been experiencing the Blue Screen of Death (BSOD) with the error code 0x00000002, which occurs at least once a week. (Record the initial user request, including details about the issues experienced and checks or assessments performed)

**User’s information:**

Name: Steven Ramirez  
Client ID: 899678  
Phone Number: +12257896451  
Email: stevr@aol.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)

Installer: [Download Windows 11](https://www.microsoft.com/software-download/windows11)

**Steps to Address Steven’s Technical Issues:**

**1. Keyboard Replacement:**

1. **Contact IT Department**:
   * Inform the IT department about the faulty keyboard and request a replacement.
   * Provide details about the issue and request home delivery for the new keyboard.
2. **Return the Faulty Keyboard**:
   * Follow the IT department’s instructions for returning the faulty keyboard.

**2. Transition from Windows 10 to Windows 11:**

1. **Check System Requirements**:
   * Ensure Steven’s computer meets the minimum system requirements for Windows 11. These can be found on the Microsoft website.
2. **Backup Important Data**:
   * Advise Steven to back up all important data to an external drive or cloud storage.
3. **Download the Installation Assistant**:
   * Go to the Windows 11 download page and download the Installation Assistant.
4. **Run the Installation Assistant**:
   * Follow the on-screen instructions to upgrade from Windows 10 to Windows 11.
5. **Post-Installation Setup**:
   * Guide Steven through the initial setup process after the installation is complete.

**3. Addressing the Blue Screen of Death (BSOD):**

1. **Document the Error Code**:
   * Steven has already noted the error code (0x00000002). This will be useful for troubleshooting.
2. **Update Drivers**:
   * Ensure all drivers are up to date. Go to Device Manager, right-click each device, and select Update driver.
3. **Run a System File Check**:
   * Open Command Prompt as an administrator and type sfc /scannow to check for and repair corrupted system files.
4. **Check for Hardware Issues**:
   * Run hardware diagnostics to check for any failing components.
5. **Consult Microsoft Support**:

* [Bug Check Code Reference](https://learn.microsoft.com/en-us/windows-hardware/drivers/debugger/bug-check-code-reference2)

**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.