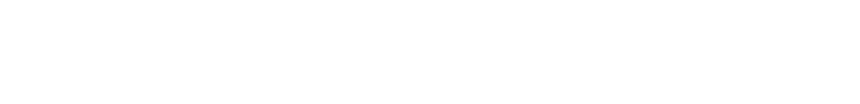
# Ticket Information



# Priority: Medium

**Name: Mark Adams Department: Research**

**Date and Time: 7/19/2025 Technician: Saúl Abraham Arana Calderón**

# Description of Issue

My computer was having issues. I took it to the Help Desk and they kept it to fix. I got an email from Help Desk saying my CPU was malfunctioning and needed to be replaced. I was notified today that my PC was ready and I picked it up. It appeared to boot normally but shut down after about 15 minutes. I restarted it and it shut down after 8 minutes. Can you please come pick it up and see what’s wrong?

# Technician Response

Probable Cause: After replacing the CPU, the heatsink was not seated correctly and/or insufficient thermal compound was applied, causing progressive overheating and automatic shutdowns.

Actions Taken:

Checked BIOS logs—saw “CPU Over Temperature Shutdown” events.

Powered down, opened the chassis, and inspected the heatsink mounting.

Cleaned old thermal paste with isopropyl alcohol and a lint‑free cloth.

Applied a thin, even layer of high‑quality thermal compound.

Re‑installed the heatsink, tightening screws in a cross pattern per manufacturer guidance.

Confirmed the CPU fan header was correctly plugged into the “CPU\_FAN” header on the motherboard.

Booted into BIOS and monitored temperatures: idle 35–40 °C, under stress 60–65 °C.

Resolution:

Heatsink is now properly seated, temperatures remain within safe limits, and the system no longer shuts down.

Verification:

Ran a 30‑minute Prime95 stress test—no shutdowns or errors, temperatures stable.

**Hours Worked:** 2.0

**Importance:**  Mission Critical  Slowing User Down  Schedule When Able

Resolved  Pending (Escalated)  Unresolved

# Additional Comments

Recommend user monitor CPU temperatures periodically with software (e.g., HWMonitor) and clean the heatsink every six months to prevent dust build‑up.

# Pictures (Insert Additional as Needed)

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Description automatically generated A white square with a blue border

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