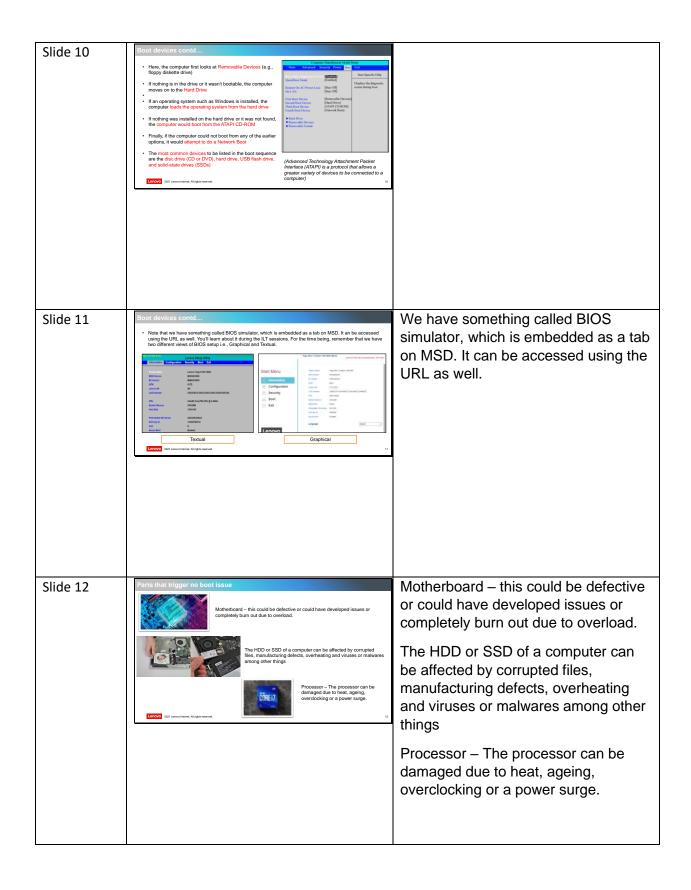
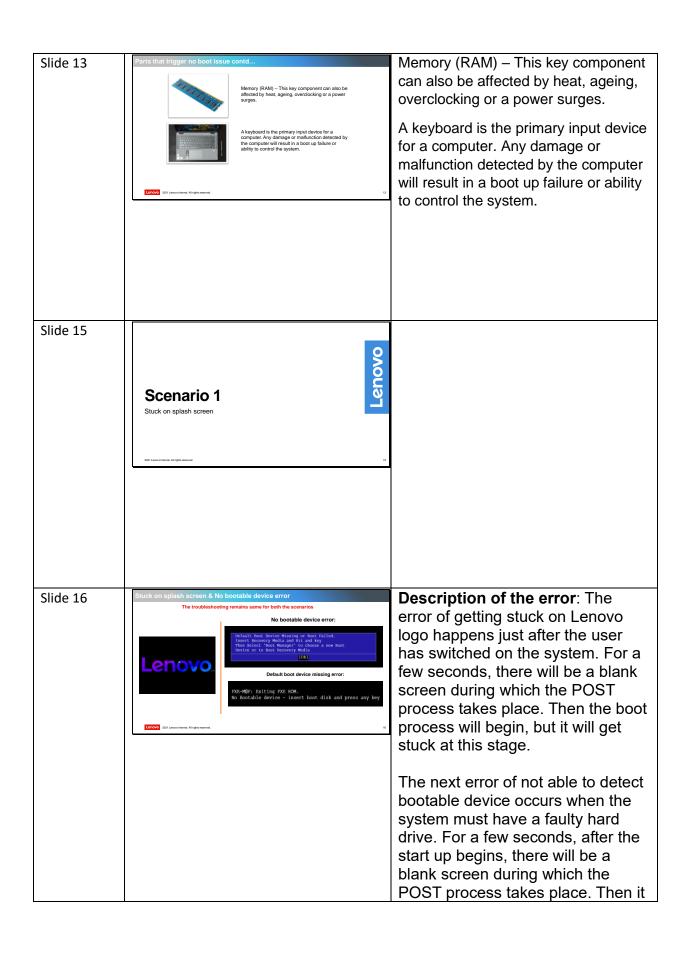
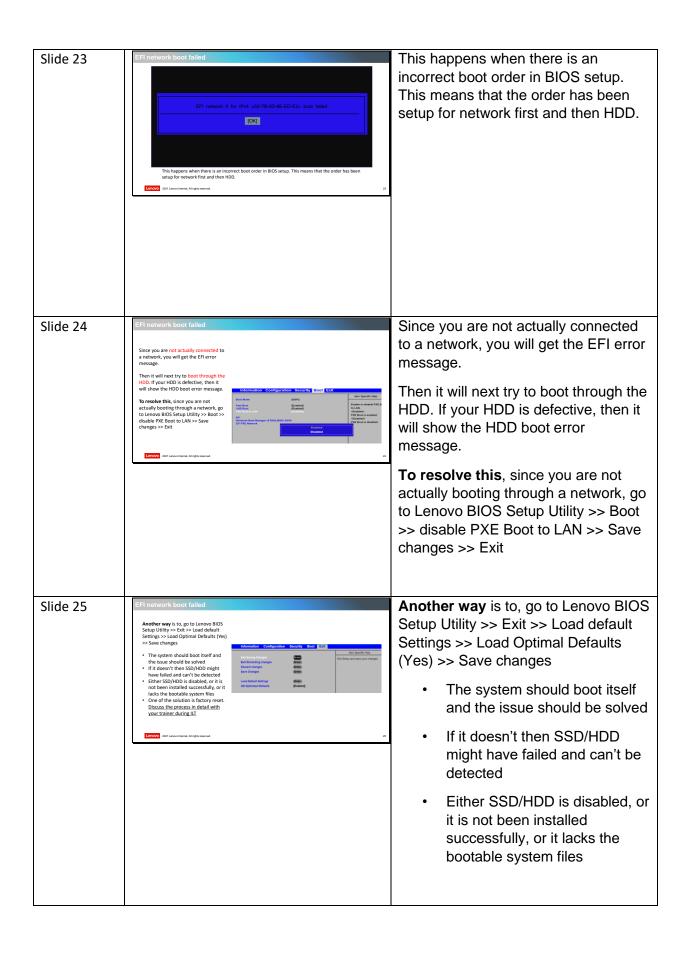


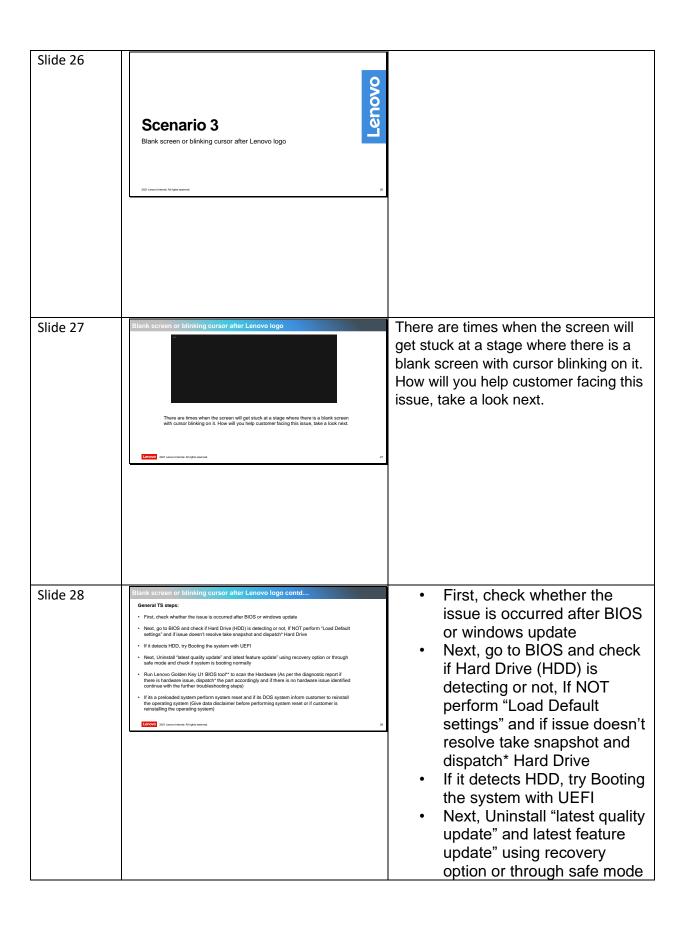
A self diagnostic is performed, also known as a POST, to check if all hardware in the computer is working properly. The BIOS checks the hard drive for the boot loader, located in the first sector of the hard drive. The boot loader looks for the operating system on the hard drive and begins loading the found operating system (e.g., Linux, macOS, or Windows). · When the OS gets configured, a login screen is displayed, allowing the user to enter a username and password to log Slide 9 The boot device is the device from which the operating system is loaded es that mean??? Take a look at the image A modern PC BIOS (Basic How to get to this page??? Don't worry! Your tra will show it during the ILT. Input/Output System) supports booting from various devices such as the local hard disk drive, optical drive, floppy drive, a network interface card, and a USB device.



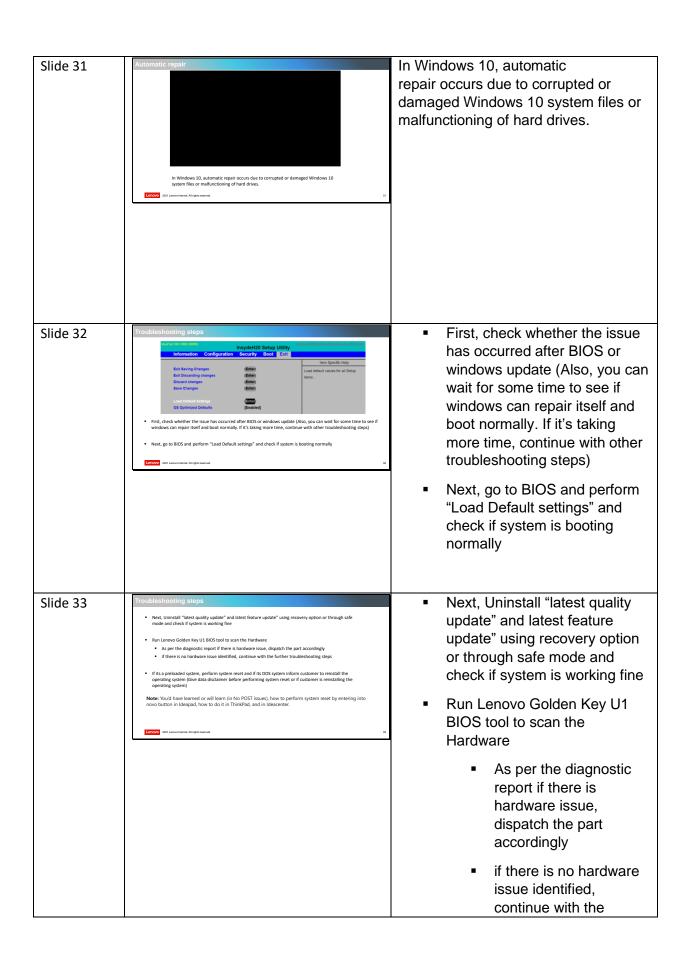


will get stuck at a stage where the hard drive detection fails. The third error - PXE or preboot execution environment says that it is not attempting to boot from your USB and the internal hard drive doesn't have an OS, so it is attempting to boot over the network but fails. Slide 17 First, check whether the issue is occurred after BIOS or First, check whether the issue is occurred after BIOS or windows update windows update Next, go to BIOS and check if Hard Drive (HDD) is detecting or How to access BIOS – check this link of Support page. You'll get a detailed information on how to do it Next, go to BIOS and check if Read the content and when you come to the bottom of the page, click on 'Yes'. See the image Hard Drive (HDD) is detecting or not Read the content on the next page and then when you reach the end of the page, click on 'No'. See what happens next How to access BIOS - check this link of Support page. You'll get a detailed information on how to do it Read the content and when you come to the bottom of the page, click on 'Yes'. See the image Slide 22 Lenovo Scenario 2 EFI network boot failed





		and check if system is booting normally  Run Lenovo Golden Key U1 BIOS tool to scan the Hardware (As per the diagnostic report if there is hardware issue, dispatch* the part accordingly and if there is no hardware issue identified continue with the further troubleshooting steps)  If its a preloaded system perform system reset and if its DOS system inform customer to reinstall the operating system (Give data disclaimer before performing system reset or if customer is reinstalling the operating system)
Slide 30	Scenario 4 Automatic repair	



further troubleshooting steps If its a preloaded system, perform system reset and if its DOS system inform customer to reinstall the operating system (Give data disclaimer before performing system reset or if customer is reinstalling the operating system) Slide 46 Slide 47 thanks.