**Assessment 3 Diagnostics emails – ICTSAS432**

By Richard Pountney

1. The physical PC:

Dear Sir,

The problems that have been identified with the 3 PCs you provided for repair work by CITE MS.

PC#1 Serial number: SM.8G23.605420

PC#1 problem: There is no Operating System on the PC.

PC#1 solution: I downloaded a new OS to a portable drive and installed the OS on the PC.

PC#2 Serial number: SM.10F42.605691

PC#2 problem: The RAM was the incorrect amount.

PC#2 solution: I have replaced the RAM, so it is now the correct amount.

PC#3 Serial number: SM.8G26.69420

PC#3 problem: The GPU was not attached properly.

PC#3 solution: I have properly attached the GPU and made sure that the PC installed the drivers for it.

As per your instructions, the PC problems are to be fully documented before fixes or repairs are authorised.

Note that we require acknowledgment of this email and await further instructions via “lecturer feedback” before we can proceed any further.

Best regards,

Richard Pountney, 30007736

CITE MS Technician

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1. The Virtual machine:

Dear Sir,

Six problems have been identified with the Virtual Machine you provided for repair work by CITE MS.

Virtual Machine identifier: AD.AD.50420

The problems are as follows:

1. There is no Login screen/prompt when turning on the PC and it goes straight to the desktop

2. The computer's proxy has been tampered with, so it can’t access the internet.

3. The computer has night mode always on.

4. There is something that is causing a security pop-up and trying to access the account.

5. There is a background program/process that is running and is called CoolMathGames.exe.

6. Some other settings have been tampered with.

As per your instructions, the virtual machine problems are to be fully documented before fixes or repairs are authorised.

Note that we require acknowledgment of this email and await further instructions via “lecturer feedback” before we can proceed any further.

Best regards,

Richard Pountney, 30007736

CITE MS Technician