

Winfred's Home Setup

#8

Ticket Details

Status	Priority	Source	Type
Open	High	Phone	Problem
Agent	Product	Reference Number	
Winfred Kofi Amoah	Example	1	

by Winner on Thu, 6 Nov at 2:22 AM via Phone

(Rea) #001 Laptop Boot & Automatic Power-On Resolution

Lab Objective: Apply systematic troubleshooting to resolve a real-world PC issue involving boot configuration and hardware failure.

Issue Reported:

Colleague's Dell Latitude E7450 laptop exhibited two problems:

- 1. Failure to boot using the default Legacy setting, only working via UEFI.
- 2. The laptop would automatically power on immediately after being shut down.

Troubleshooting Steps:

Phase 1: Boot Configuration Analysis

- Verified boot behavior: UEFI = Success, Legacy = Failure.
- Identified disk partition scheme as GPT, which is incompatible with Legacy/CSM boot mode.
- Action: Reconfigured BIOS: Set boot mode to UEFI-only and disabled the Compatibility Support Module (CSM).

Phase 2: Automatic Power-On Diagnosis

- Checked BIOS wake settings (Wake-on-LAN, RTC) - all disabled.
- Ran Windows power diagnostics (`powercfg -lastwake`) - showed 0 wake events, ruling out a software trigger.
- Performed physical test: Put laptop to sleep; power button was unresponsive, indicating a mechanically stuck button.

Root Cause:

- 1. Boot Issue: Mismatch between GPT disk partition and Legacy BIOS setting.
- 2. Power Issue: Faulty physical power button stuck in the "on" position.

Resolution:

- Boot: Corrected BIOS boot mode to UEFI-only for stable operation.
- Power: Advised colleague on hardware fault and recommended professional front panel assembly replacement.

Evidence: Detailed lab documentation available on GitHub portfolio.

Status: Resolved

Priority: High

Time to Resolution: 1 hour

Comments

by **Winfred Kofi Amoah** on **Thu, 6 Nov at 2:26 AM** as **Outbound email**

Hi Winner,

It must be very frustrating for your friend to have these problems with his laptop. But I entered super hero mode and got the boot problem fixed for your friend. I have also advised him to visit a trusted laptop repair shop to get his stuck power button looked at. Let me know if there is any othe problem you want me to help you with.

I am always glad to help.

Have a great day.
