

## LAB 6

### TROUBLESHOOTING HARDWARE AND SOFTWARE ISSUES

**Date:** 6<sup>th</sup> March 2025

**Group:** IT2A☒ IT2B☐ CST2☐

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#### Scenario

As an IT support technician, you have been assigned to diagnose and resolve hardware-related issues for a client. During the troubleshooting process, you may encounter both hardware and software malfunctions that hinder the normal operation of the computer system. Your task is to systematically identify, document, and resolve these issues while maintaining detailed records of your troubleshooting steps and solutions.

Several potential issues may arise, requiring a methodical approach. Address and resolve one problem at a time until the computer is fully operational, ensuring all components and peripherals function as expected.

#### Instructions:

- Capture and document images of the system unit, including the front, back, and internal components.
- Utilize the provided hardware components for troubleshooting.
- Identify and document issues that may prevent the system from booting properly.

- Submit screenshots demonstrating completed troubleshooting procedures, including front, back, and internal views of the system.

## Troubleshooting Steps

### Step 1: Initial System Assessment

- Power on the computer.
- Did the system boot successfully? YES ☐ NO ☒
- If the computer starts, log in using the Administrator account. If the system does not boot or if devices remain non-functional, continue troubleshooting.
- Assess the functionality of all internal and external hardware components.

For each identified issue, complete the following troubleshooting documentation:

#### Problem 1

- **Identified Issue:** Voltage Issue on Power Supply
- **Diagnostic Steps Taken:** Checked what mode it was on
- **Root Cause Analysis:** It was on 230V instead of 110V
- **Resolution Steps:** Change the mode to 110V

#### Problem 2

- **Identified Issue:** 24-pin Connector issue
- **Diagnostic Steps Taken:** Check if its loosed
- **Root Cause Analysis:** It was loosed
- **Resolution Steps:** Fasten the connector properly

### Problem 3

- **Identified Issue:** RAM Stick not inserted properly
- **Diagnostic Steps Taken:** Removed the RAM Stick
- **Root Cause Analysis:** Not inserted and fasten properly
- **Resolution Steps:** Insert the RAM Stick to be fasten to the motherboard.

### Problem 4

- **Identified Issue:** Loose screws
- **Diagnostic Steps Taken:** Tilt the PC to release the screws
- **Root Cause Analysis:** Screws was loose
- **Resolution Steps:** Remove from the PC

### Problem 5

- **Identified Issue:** Wire for the Power Button
- **Diagnostic Steps Taken:** Identify the cable for the power button
- **Root Cause Analysis:** It was not connected to the motherboard
- **Resolution Steps:** Reconnect it to the motherboard

### Final Assessment

If the computer successfully boots and all components function as expected, the troubleshooting process is complete.

### Submission Requirements:

- Upload a report summarizing the identified issues, troubleshooting steps, and solutions.

- Include all required images and screenshots.
- Submit your completed documentation to Moodle.

**Insert Screenshots and Photos Below:**



