



IT Fundamentals

Scenario - Blue Screen

Aligns to Lesson 2.3.1 - Internal Computing Components

What is the Problem?

Recently, Thomas' computer had been crashing. The computer would restart, say an error had occurred (too quickly to see the error message), and then boot up normally. Today, he sees a blue screen with an error message, the computer reboots, and goes back to the blue screen, repeating the process of reboot to blue screen. He did mention that he had recently installed the VLC media player right before these problems started occurring.

Solution to the problem (Keep from students):

One of the RAM modules has failed. Replacing the old RAM sticks with new RAM sticks fixes the problem.

Research: "Computer Blue Screen"

- Hardware driver issues
- Malware on the Windows kernel
- Corrupt files on the boot drive
- Bad RAM
- Bad CPU
- Bad Motherboard
- Bad Hard Drive

Testing Theories (lots of possible theories that students can have)

Slide 6 – Hardware driver issues

Slide 7 – Malware on the Windows kernel

Slide 8 – Corrupt files on the boot drive

Slide 9 – Bad RAM

Slide 10 – Bad CPU

Slide 11 – Bad Motherboard

Slide 12 – Bad Hard Drive

Slide 13 – Connect a new monitor

Document Findings:

- What caused the blue screen?
 - Bad RAM
- How can a user check to see if this is their issue?
 - Use new RAM or test the old RAM on another computer with no known problems
- What are the steps to fix this issue?
 - Completely power off the computer (unplug it)
 - Remove the old RAM and replace it with new RAM
 - Reconnect the power and boot