User Manual

COMPUTER HARDWARE TROUBLESHOOTING SOLUTION

Prompt: Hey there!

COMPUTER HARDWARE TROUBLESHOOTING SOLUTION

Welcome to our Computer Troubleshooting Solution, your go-to destination for resolving common computer hardware issues with ease. In this user manual, we provide you with a comprehensive guide to troubleshoot problems related to mice, keyboards, monitors, and headphones. Whether you're a tech pro or just getting started, we've got easy steps and pictures to help you figure things out. Let's make fixing computer stuff super simple! Just click or type the link below.

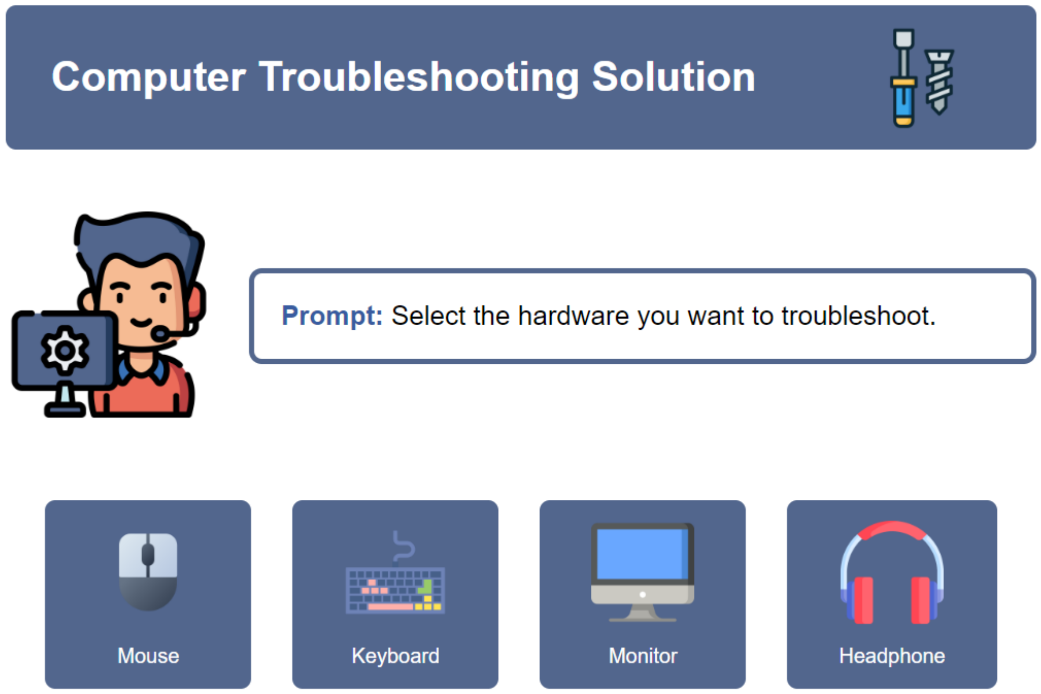
Web Link: https://jayalvincvallescas.github.io/troubleshoot/

Prompt: Here are the steps!

STEP 1: SELECT HARDWARE

- On the homepage, choose the hardware you want to troubleshoot (Mouse, Keyboard, Monitor, Headphone).

- Click on the respective hardware icon.

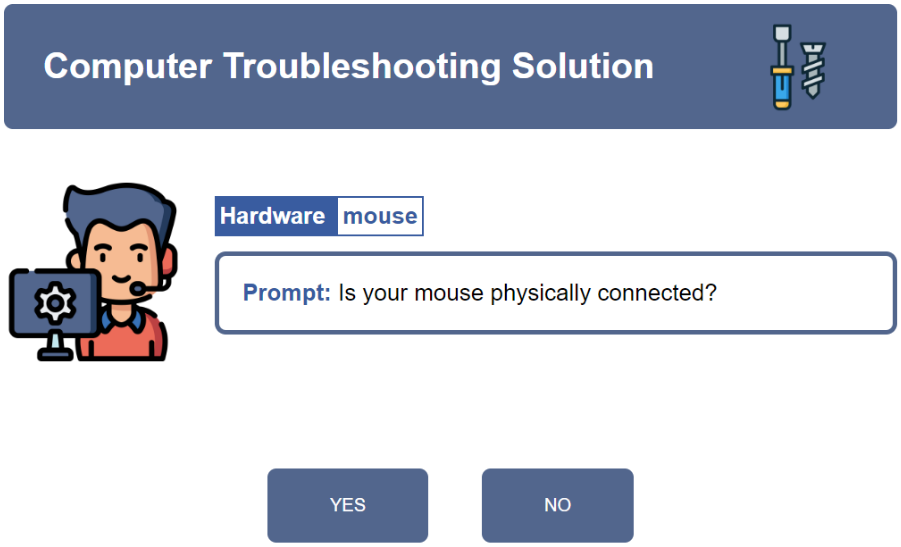


Computer Troubleshooting Solution

Prompt: Select the hardware you want to troubleshoot.

STEP 2: SELECT

- Now that you've selected the hardware you want to troubleshoot, a new prompt will appear. Answer the prompted questions with '**YES**' or '**NO**' based on your issue.

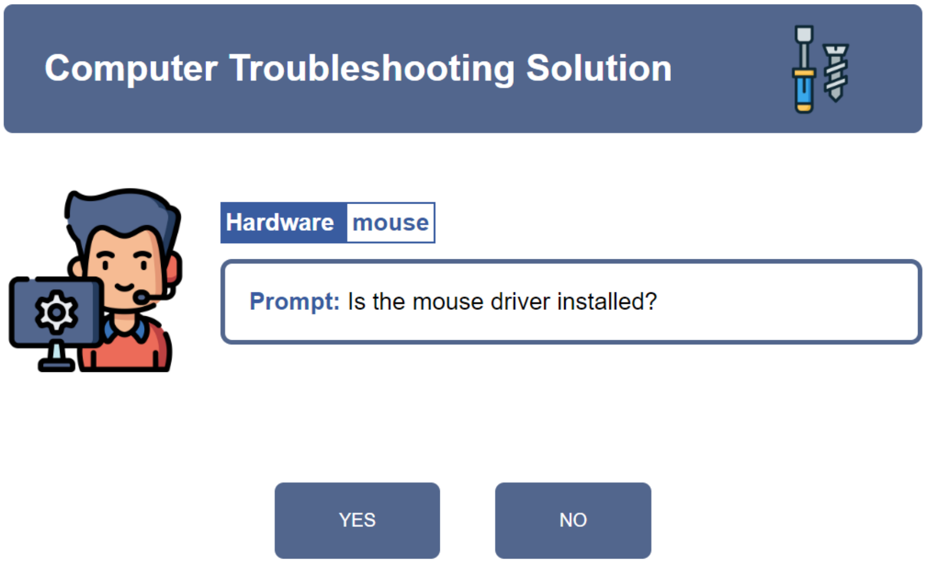


Computer Troubleshooting Solution

Hardware mouse

Prompt: Is your mouse physically connected?

- If you click '**YES**', then another prompt will appear

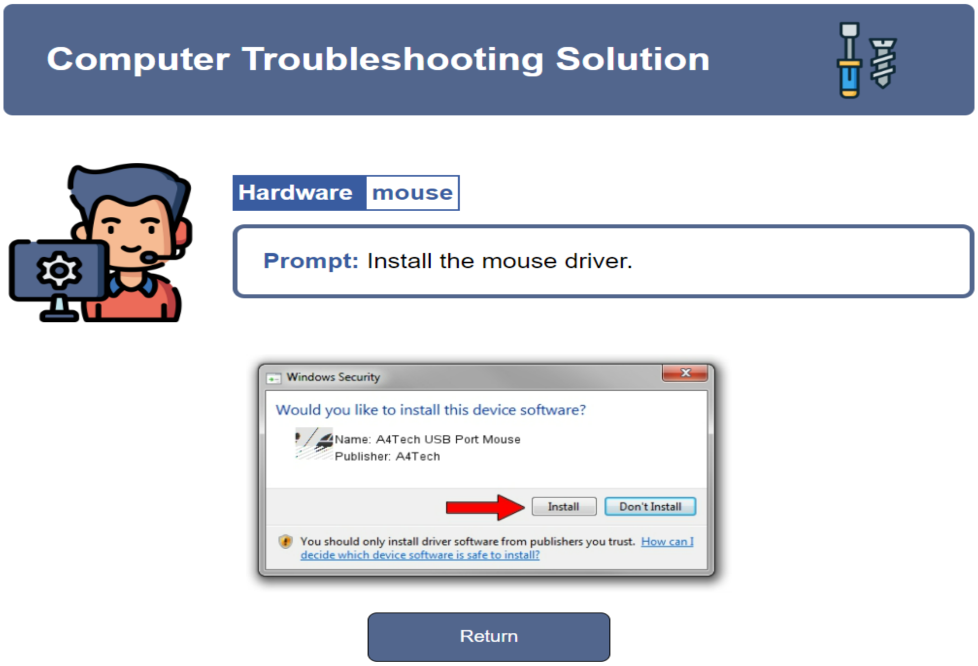


Computer Troubleshooting Solution

Hardware mouse

Prompt: Is the mouse driver installed?

- If you click ‘**NO’**, it will suggest a solution that fits your issue.



Computer Troubleshooting Solution

Hardware mouse

Prompt: Install the mouse driver.

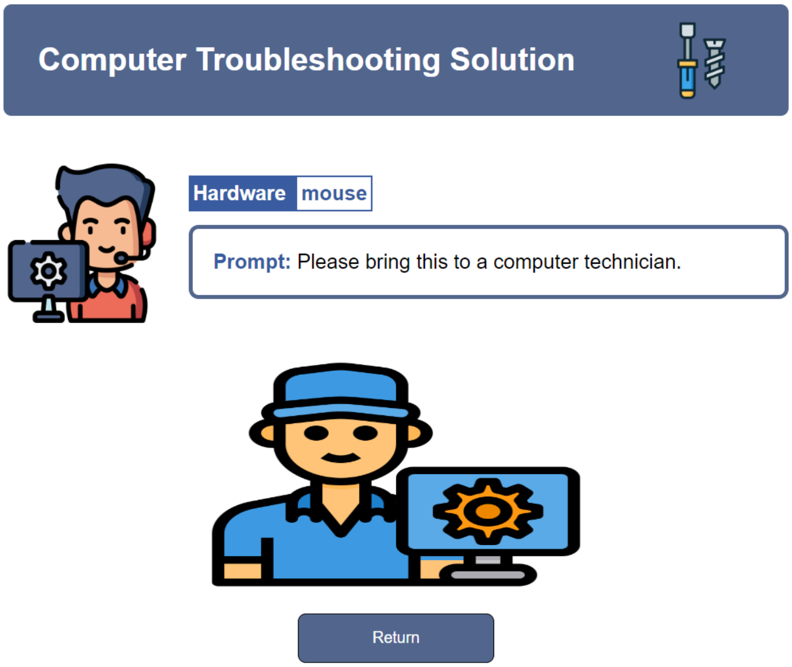
Windows Security

Would you like to install this device software?

Name: A4Tech USB Port Mouse
Publisher: A4Tech

You should only install driver software from publishers you trust. How can I decide which device software is safe to install?

- If you select **'YES'** at the end, the website will advise you to take the hardware to a computer technician for further assistance.



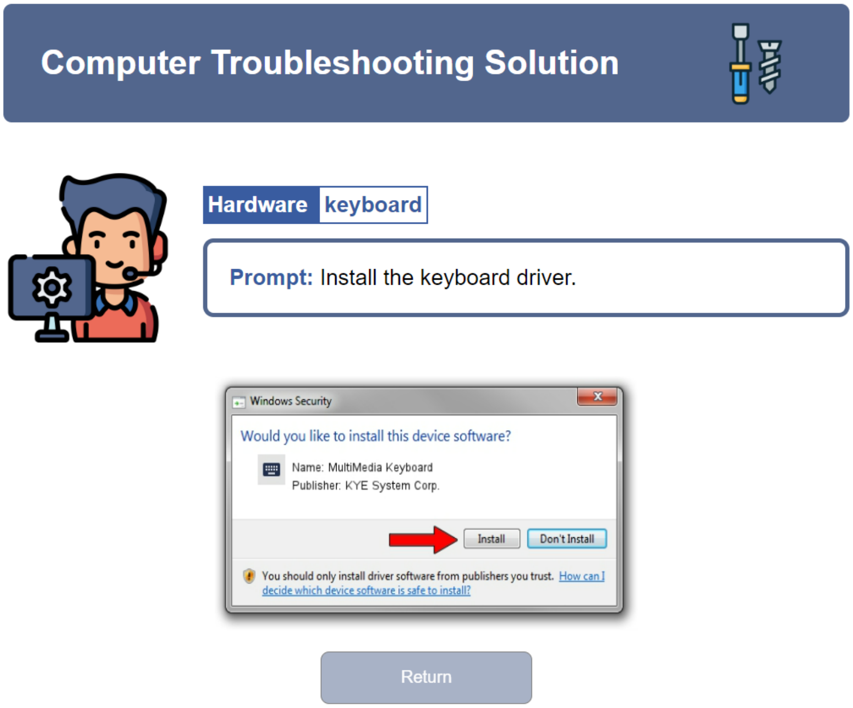
Computer Troubleshooting Solution

Hardware mouse

Prompt: Please bring this to a computer technician.

STEP 3: RETURN

- You can easily go back to the homepage anytime by clicking the **“Return"** button. This helps you explore different hardware options or start a new troubleshooting session whenever you want.



Computer Troubleshooting Solution

Hardware keyboard

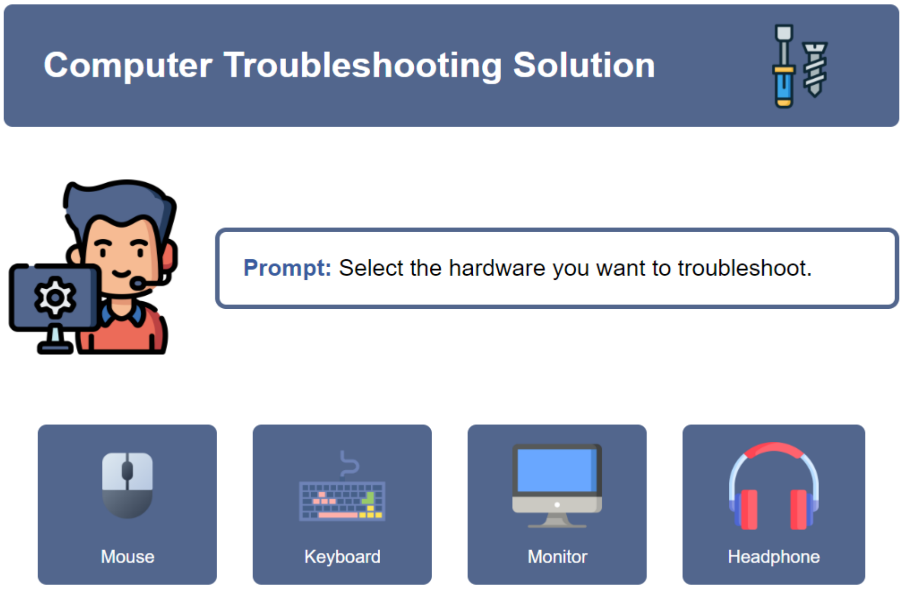
Prompt: Install the keyboard driver.

Windows Security

Would you like to install this device software?

Name: MultiMedia Keyboard
Publisher: KYE System Corp.

You should only install driver software from publishers you trust. How can I decide which device software is safe to install?



Computer Troubleshooting Solution

Prompt: Select the hardware you want to troubleshoot.

Prompt: Here is the list of troubleshooting options you can select

Troubleshooting Options

Mouse Troubleshooting: Fix mouse issues with steps on checking connections, installing drivers, and knowing when it's time for a new one.

Keyboard Troubleshooting: Sort out keyboard problems by troubleshooting connections, installing drivers, and deciding if a replacement is due.

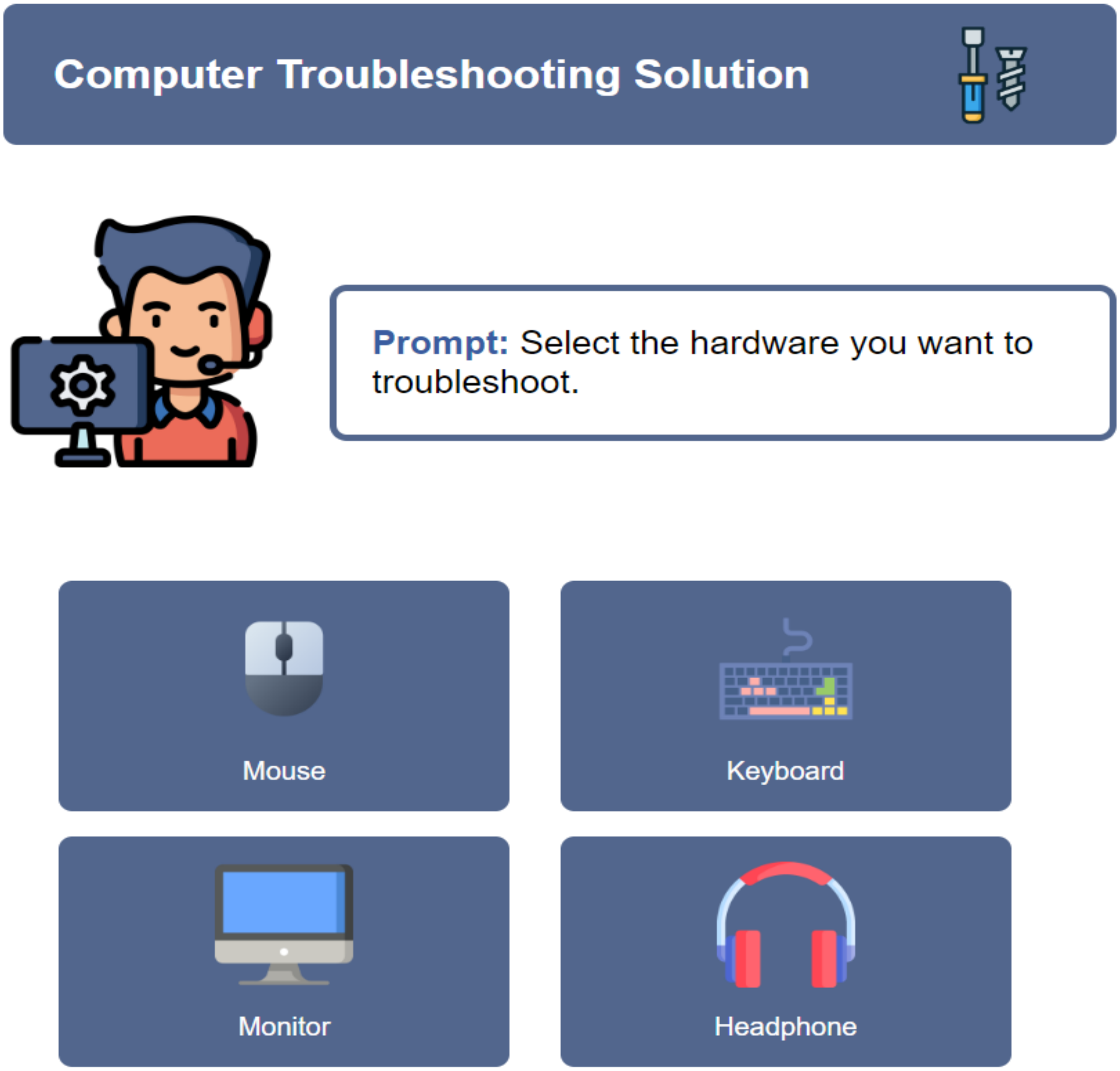
Monitor Troubleshooting: Resolve monitor glitches with guidance on connections, power, graphics drivers, and advice on when to consider an upgrade.

Headphone Troubleshooting: Troubleshoot headphone problems, covering connection checks, audio driver installations, and when it's worth investing in a new pair.

Prompt: Happy Troubleshooting!

Prompt: Some images in different screen sizes.

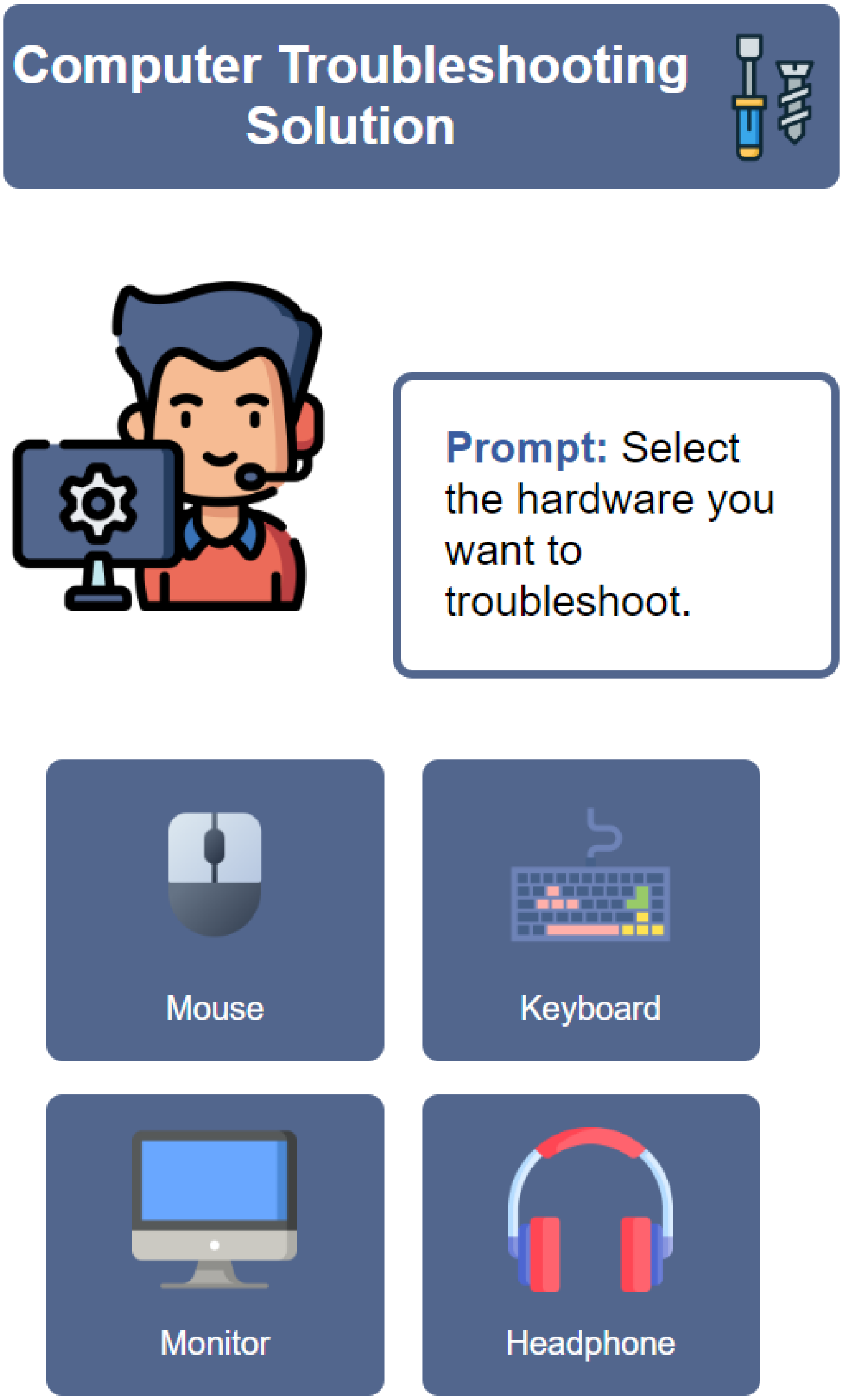
TABLET VIEW



Computer Troubleshooting Solution

Prompt: Select the hardware you want to troubleshoot.

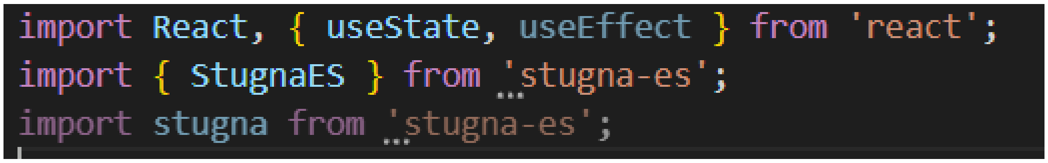
MOBILE VIEW



Computer Troubleshooting Solution

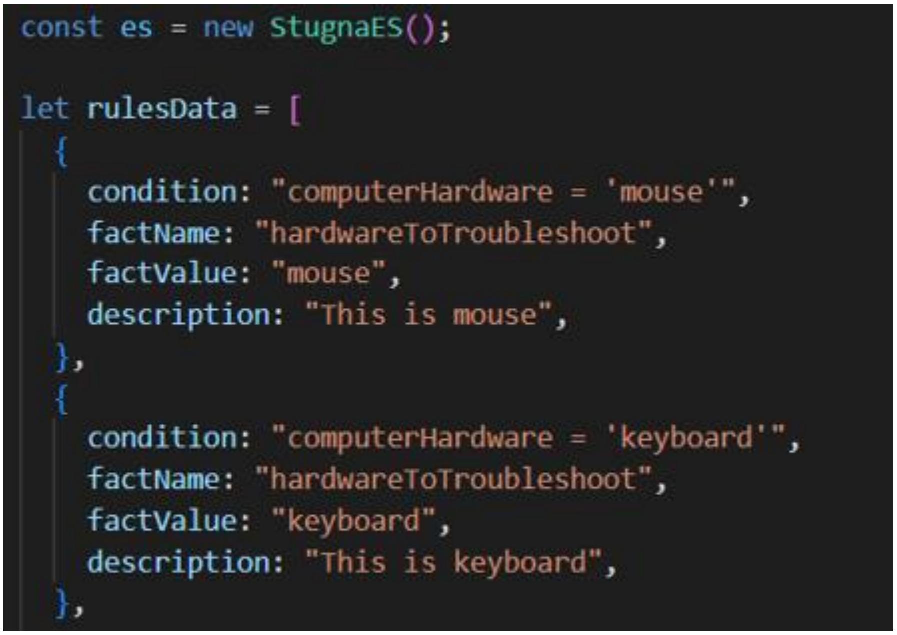
Prompt: Select the hardware you want to troubleshoot.

Prompt: Source Code.

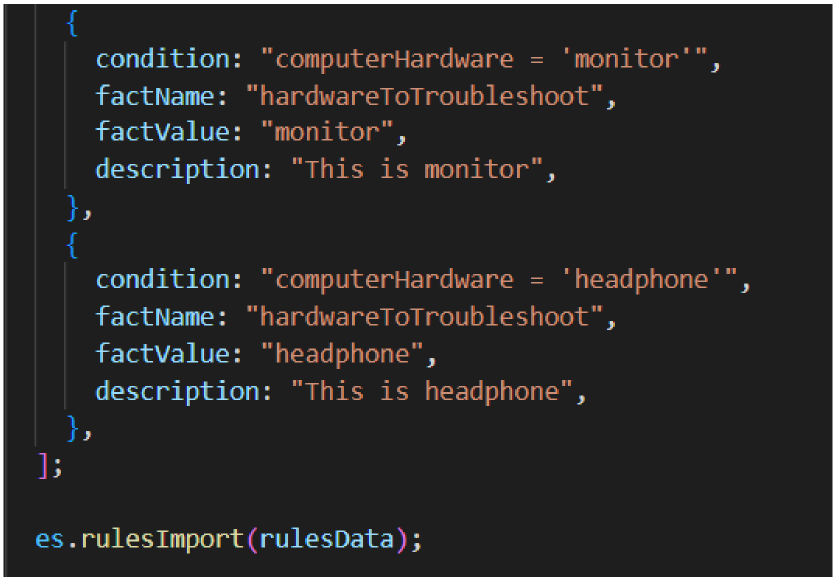


```javascript
import React, { useState, useEffect } from 'react';
import { StugnaES } from 'stugna-es';
import stugna from 'stugna-es';
```

This piece of code initializes a React component and brings in essential React modules (React, useState, useEffect), as well as the StugnaES class and an instance of it from the 'stugna-es' library. This hints at the component likely incorporating React UI elements and incorporating rule-based logic through the StugnaES library.

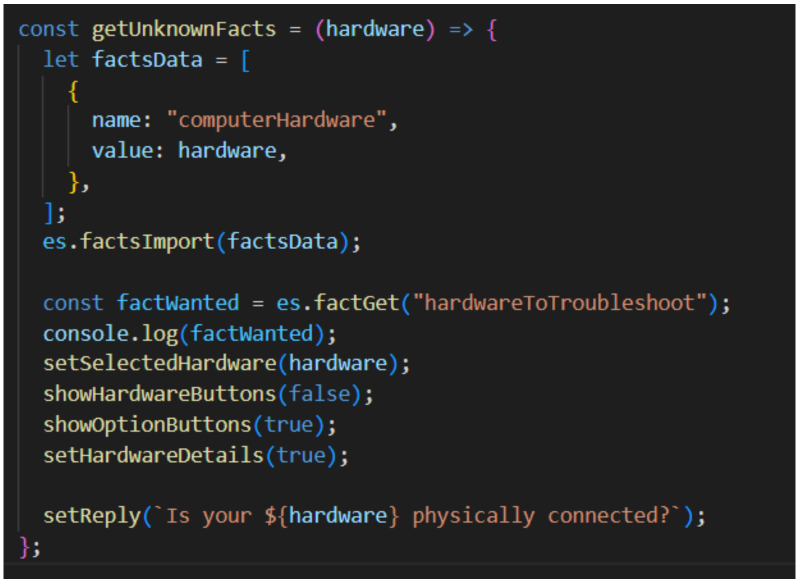


```javascript
const es = new StugnaES();

let rulesData = [
  {
    condition: "computerHardware = 'mouse'",
    factName: "hardwareToTroubleshoot",
    factValue: "mouse",
    description: "This is mouse",
  },
  {
    condition: "computerHardware = 'keyboard'",
    factName: "hardwareToTroubleshoot",
    factValue: "keyboard",
    description: "This is keyboard",
  },
```



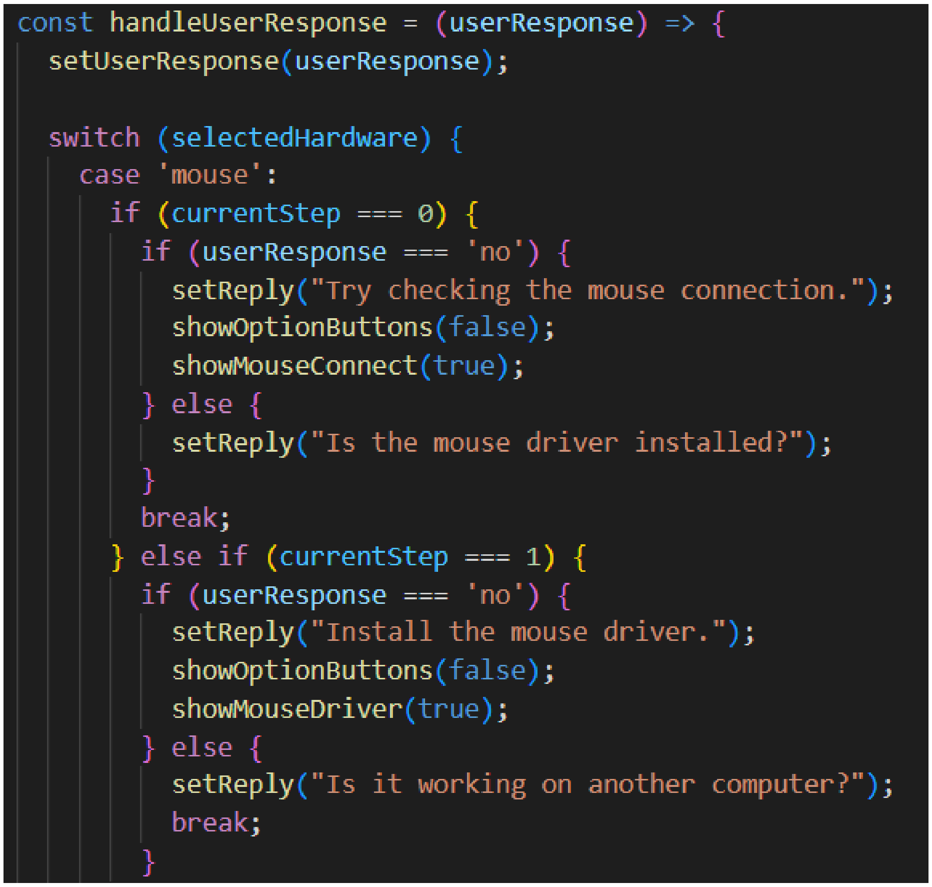
```
    {
      condition: "computerHardware = 'monitor'",
      factName: "hardwareToTroubleshoot",
      factValue: "monitor",
      description: "This is monitor",
    },
    {
      condition: "computerHardware = 'headphone'",
      factName: "hardwareToTroubleshoot",
      factValue: "headphone",
      description: "This is headphone",
    },
  ];

  es.rulesImport(rulesData);
```

This code creates an instance of the StugnaES class and defines a set of rules related to different computer hardware components, such as mouse, keyboard, monitor, and headphone. These rules include conditions, fact names, fact values, and descriptions. The rules are then imported into the StugnaES instance using the rulesImport method. Essentially, it sets up a rule-based system for troubleshooting various computer hardware issues.



```
const getUnknownFacts = (hardware) => {
  let factsData = [
    {
      name: "computerHardware",
      value: hardware,
    },
  ];
  es.factsImport(factsData);

  const factWanted = es.factGet("hardwareToTroubleshoot");
  console.log(factWanted);
  setSelectedHardware(hardware);
  showHardwareButtons(false);
  showOptionButtons(true);
  setHardwareDetails(true);

  setReply(`Is your ${hardware} physically connected?`);
};
```

This function, `getUnknownFacts`, prepares and imports information about a specified hardware component into a rule-based system (StugnaES). It updates the state in a React component to reflect the selected hardware, hide hardware buttons, show option buttons, and set up a prompt about the hardware's physical connection.



```
const handleUserResponse = (userResponse) => {
  setUserResponse(userResponse);

  switch (selectedHardware) {
    case 'mouse':
      if (currentStep === 0) {
        if (userResponse === 'no') {
          setReply("Try checking the mouse connection.");
          showOptionButtons(false);
          showMouseConnect(true);
        } else {
          setReply("Is the mouse driver installed?");
        }
        break;
      } else if (currentStep === 1) {
        if (userResponse === 'no') {
          setReply("Install the mouse driver.");
          showOptionButtons(false);
          showMouseDriver(true);
        } else {
          setReply("Is it working on another computer?");
          break;
        }
```

This code manages user responses for the selected hardware, adjusting the reply and actions based on the current step and user input. For the 'mouse' case, it addresses checking the connection, installing the driver, and verifying functionality on another computer.

To view the full source code, you can find the file in the folder named "ComputerTroubleshoot.jsx" or visit the link below.

Link: https://github.com/gillmpadon/Intelligent-System/tree/main/Number_4

END