

## Technical Report

**Date:** July 20, 2025

**Location:** NEC ENTRANCE KIOSK

**Prepared by:** Tony

### Issue Summary:

The unit frequently freezes during or shortly after booting into Windows. The system clock also jumps forward to the year 2026. At times, the LAN port shows no activity (no LED light), and the monitor has no display. During freezing events, the unit becomes completely unresponsive and cannot be accessed remotely via VNC.

### Diagnostics Performed:

- Ran `sfc /scannow`: Detected corrupted system files but could not repair all.
- CMOS battery was replaced, but system time still jumps forward.
- LAN port intermittently fails to show link activity.
- Monitor output randomly fails.
- VNC connection drops or becomes inaccessible during freeze.
- Observed up to 4 freeze events in a single day.
- PSU feels unusually warm during idle operation.

### Assessment:

The symptoms indicate possible **motherboard failure**, with issues affecting real-time clock, LAN chipset, display output, and system stability. Inaccessibility via VNC during freezing suggests a complete hardware-level hang, not just an OS crash.

Date and time jumped

freezing os

failed os repair using dism

