

GSD. Hardware - Issues – General PC Hardware Issues

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General Information:

Possible symptoms/errors:

General hardware issues that may occur with user's PC, such as overheating, swollen battery, PC not turning on, broken screen and other physical defects.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

All hardware defects must be handled by the hardware team. If user reports such issues occurring with their PC, gather the following information from the affected user and assign the ticket to the Int_Bad-Homburg_HW-Delivery_FDT (for Bad Homburg area users. For other Locations please check KB0016278 GSD. Work Instruction - Local IT Assignment Groups) team in ServiceNow.

The computer's host name
Detailed problem description
Since when the issue has been occurring
How often the issue occurs
What was already tried to resolve the issue
Error message
Contact information
and user's location

NOTE: In case of swollen laptop's battery user should stop using their PC due to risk of further damage that may occur. The battery may expand further and break the device enclosure or damage internal components or even explode and catch fire.

Assignment Group:

Int_Bad-Homburg_HW-Delivery_FDT
Local IT

Ticket Creation:

Template: N/A
Categorization:

Configuration Item: N/A
Category: N/A
Subcategory: N/A

Important Links:

N/A