GSD. Hardware - Issues - Blue Screen of Death

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General Information:

Possible symptoms/errors:

Blue Screen of Death (BSoD) error occurring on user's PC.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

If user reports that their PC keeps crashing and giving a critical error known as Blue Screen of Death (BSoD), that means there might be a problem with the hardware or drivers or the operating system. Such issue needs to be investigated by the hardware team.

Gather the following information from the affected user and assign the ticket to the FDT IT Workplace Delivery (HG) team in ServiceNow. If user is from a location different than Bad Homburg, the ticket should be assigned to their local IT as described in KB0016278 GSD. General - Local IT Assignment Groups.

The computer's host nameDetailed problem descriptionSince when the issue has been occurringHow often the issue occursWhat was already tried to resolve the issueError messageContact information (phone number) and user's location

Assignment Group:

FDT IT Workplace Delivery (HG)Local IT

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A