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Tech Fixes That Changed My Thinking

Mini Project: Standard Operating Procedure for Software Verification – Inspiredu
Date: July 31, 2025
**Volunteer Work with Tech Team | Inspiredu**
With: Cynthia Flores (classmate at City of Refuge Tech Transformation Academy)

Today, Cynthia and I had the opportunity to volunteer with the **Inspiredu Tech Team**. We helped with the **quality assurance and software verification process** for refurbished laptops, including **ThinkPad, Dell, and HP devices** running **Windows 11 (Rufus-imaged)**.

Tasks We Performed

1. Post-Imaging Setup:

- Connected laptops to Wi-Fi

- Installed all available Windows updates (multiple rounds)

- Ran a custom batch script from USB:

    - Set background

    - Adjusted time zone

    - Installed Zoom & Chrome

    - Added key internet resources to the desktop

    - Generated a **battery health report**

        - Replaced batteries if Full Charge Capacity < 50% of Design Capacity
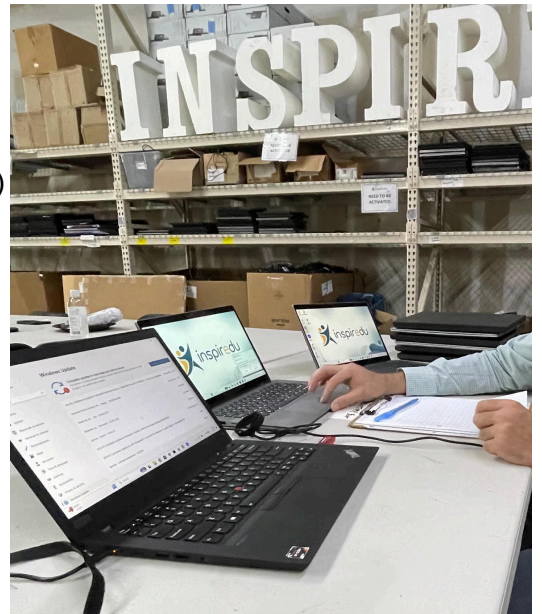
2. Quality Assurance (QA) Checks:

- Inspected physical condition: checked for cracks, dents, and structural integrity

- Performed audio-visual test:

    - Recorded and replayed a video using the **built-in camera/microphone**

    - Ensured proper video display and clear audio playback

- Verified **Google Chrome as the default browser**

Real-World Technical Challenge We Faced:

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On several **ThinkPad laptops**, even after setting **Google Chrome as the default browser**, system-level web searches (e.g., from the Windows 11 taskbar) still opened **Microsoft Edge**.

We double-checked:

- All file types (HTTP, HTTPS, .html) were set to Chrome

- Chrome recognized itself as the default browser

Dell laptops worked as expected, but ThinkPads ignored default settings. After researching the issue, I learned:

> **Windows 11 hardcodes system links (taskbar search, widgets, etc.) to open in Edge, using a special `microsoft-edge:` protocol.**

I plan to present the **MSEdgeRedirect** to the Inspiredu Tech team in future sessions to intercept and reroute these links to Chrome — a great lesson in **system policy limitations and real-world troubleshooting**.

Key Takeaways:

- Learned how to follow and refine **standard operating procedures (SOPs)** for laptop setup and QA

- Gained experience troubleshooting **default app protocol overrides** in Windows 11

- Developed collaboration and workflow efficiency with a team

- Strengthened skills in **OS imaging, scripting, QA testing**, and **hardware/software diagnostics**

Proud to contribute to bridging the digital divide while building hands-on IT experience.