

## **Exercise 2, "PC Troubleshooting"**

This document is available online at:  
<http://www.hh.se/te2003/>

## **Exercise 2 - PC Troubleshooting**

### **Practical information – Read this first!**

This exercise consists of two parts:

1. Preparatory questions in this document that should be answered before starting the practical exercise session.
2. A practical exercise session where you will work with actual equipment in order to answer the remaining questions in this document.

If you get stuck on the practical part the assistant is there to assist you, however in order to learn you are of course expected to come up with solutions mainly on your own.

Information necessary to complete both the preparatory and practical part of the exercise will be given at the lectures. Lecture slides are available at the course webpage <http://www.hh.se/te2003/>

**Good luck and have fun!**

## Troubleshooting the PC

Your task in this exercise is to identify a number of problems that have been introduced in a lab system. One of the most important objectives of this exercise is to practice a methodical and structured troubleshooting technique.

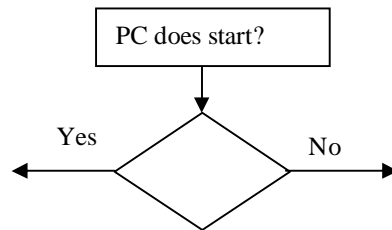
Some of the problems will have apparent solutions, in these cases it is still important that you practice creating test cases and possible solutions before you apply a specific solution.

For each major problem use a new page and 1) fill out the problem description, 2) draw a diagnostic flowchart and 3) record the results of each test as well as the solution to the problem. Also fill out the service log at the end of the page to document your changes.

When you have identified and fixed all problems, validate the results.

**Preparatory question 1**

**Continue drawing the diagnostic flowchart of actions to take when the PC does not start. See the course book and lecture slides for more help. Add at least 10 test cases.**



*Problem description:*

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**Steps to reproduce:** \_\_\_\_\_

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**Diagnostic flowchart:**

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**Solution:** \_\_\_\_\_

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**Service log:**

Date and time	Serviced component	Notes	Signature

**Problem description:** \_\_\_\_\_

\_\_\_\_\_

**Steps to reproduce:** \_\_\_\_\_

\_\_\_\_\_

**Diagnostic flowchart:**

**Solution:** \_\_\_\_\_

\_\_\_\_\_

**Service log:**

Date and time	Serviced component	Notes	Signature

**Problem description:** \_\_\_\_\_

\_\_\_\_\_

**Steps to reproduce:** \_\_\_\_\_

\_\_\_\_\_

**Diagnostic flowchart:**

**Solution:** \_\_\_\_\_

\_\_\_\_\_

**Service log:**

Date and time	Serviced component	Notes	Signature

**Problem description:** \_\_\_\_\_

\_\_\_\_\_

**Steps to reproduce:** \_\_\_\_\_

\_\_\_\_\_

**Diagnostic flowchart:**

**Solution:** \_\_\_\_\_

\_\_\_\_\_

**Service log:**

Date and time	Serviced component	Notes	Signature

