

Most Common Issues that Need Repair from a PC/Mac Repair Shop Perspective

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Issue #1

Failing or Failed Hard Disc Drives/HDD

- **Symptoms**

- Poor performance
- Boot failure message
- Hard drive failure prediction message issued by Self-Monitoring, Analysis and Reporting Technology (SMART)
- Event Viewer/System Logs - Disk errors as logged events

Issue #1

Failing or Failed Hard Disc Drives/HDD

- **Solution**

- Replace HDD with HDD
- Replace HDD with Solid State Disc (SSD)
- If old HDD is still bootable, clone to new drive
- If old HDD is not bootable, but still readable, copy personal files off for later transfer to new drive

Issue #2

Web Scammer Messages

- **Symptoms**

- Locked out from PC with message panel displayed with number to call
- Phone call claiming to be Microsoft, Dell, etc.
- Web page that states you are infected and must call

Issue #2

Web Scammer Messages

- **Solution**

- System restore to last system checkpoint
- Clean/reset browser start pages and/or search engine
- Install Malwarebytes and perform scan to remove any nasty programs

Issue #3

Poor Performance

- **Symptoms**

- Slower boot times than normal
- Mouse/keyboard slow to respond
- Browsers/apps slow to load/respond

Issue #3

Poor Performance

- **Solution**

- Check for malware/spyware – run Malwarebytes
- Check for obvious 'junk' programs in Programs & Features
 - Especially programs that claim to maintain drivers
- Check for missing Windows updates
- Check Event Viewer logs for error messages

Issue #4

Lockout/Loops After Updates

- **Symptoms**

- Spinning circle with black screen
- Loop constantly restarting
- Message with automatic repair failure/attempts

Issue #4

Lockout/Loops After Updates

- **Solution**

- Try using System Restore in Advanced tools
- Sometimes just letting it run 15-30 minutes fixes it
- If these don't work, backup personal files and try reset of the OS
- Sometimes, HDD must be wiped and reloaded if Windows cannot be booted after all recovery actions fail

Issue #5

PC Won't Boot/Power On

- **Symptoms**

- No lights
- No fan power
- Display states no signal
- Sometimes just one of the symptoms occurs

Issue #5

PC Won't Boot/Power On

- **Solution**

- If display error, with power and lights as per normal - likely failed video on motherboard or video card
- If lights come on or have steady flashes, but no other actions - could be bad memory board or motherboard
- If totally dead – test/replace power supply or motherboard
- Can be caused by battery short – try removing battery

Issue #6

Damage to LCD Panel

- **Symptoms**

- Crack(s) in screen
- Section of screen does not light up
- No backlight
- Intermittent display – cuts in and out

Issue #6

Damage to LCD Panel

- **Solution**

- Replace LCD panel
- Replace inverter board if separate part
- Replace video cable

Issue #7

Broken Hinges or Hinge Supports

- **Symptoms**

- Cracks or broken pieces of hinge supports on laptop case
- Cracks or broken pieces on LCD panel bezel/cover

Issue #7

Broken Hinges or Hinge Supports

- **Solution**

- Replace bottom case if hinges attach on bottom
- Replace palm rest case if hinges attach on top
- Replace LCD cover/bezel if hinge supports are broken on top case

Issue #8

No Internet Connection

- **Symptoms**

- Red X or yellow exclamation mark on network icon in taskbar
- Browser message – can't reach ANY web site
- Network troubleshooter fails

Issue #8

No Internet Connection

- **Solution**

- Verify internet is active and ISP router is operational with Internet Service Provider (ISP) FIRST!
- Pending updates to network adapter driver can cause failure until reboot
- Replace network/Wi-Fi card if hardware tests fail

Issue #9

PC Shuts Off Unexpectedly

- **Symptoms**
 - PC suddenly shuts off or restarts
 - Boot message states fan issue
 - Blue Screen Of Death (BSOD)

Issue #9

PC Shuts Off Unexpectedly

- **Solution**

- Clean all fan and vents to ensure easy flow of air to make sure it isn't heat related
- Test memory sticks one at a time
- Replace fan if hardware diagnostic/tests shows failure
- Possible driver/recent update issue – run system restore to go to previous checkpoint(s)
- Test power supply

Issue #10

Faulty Keyboard

- **Symptoms**

- Keyboard doesn't register keystrokes
- Partial sections or only certain keys fail to register
- Liquid spills

Issue #10

Faulty Keyboard

- **Solution**

- Reload keyboard driver
- Replace keyboard

Issue #11

PC Beeps/Flashes Lights - No Display

- **Symptoms**

- PC won't boot up – blank display
- Beeps constantly or in patterns
- Lights flash constantly or in patterns – power, WiFi, caps lock, num lock, etc may be used

Issue #11

PC Beeps/Flashes Lights - No Display

- **Solution**

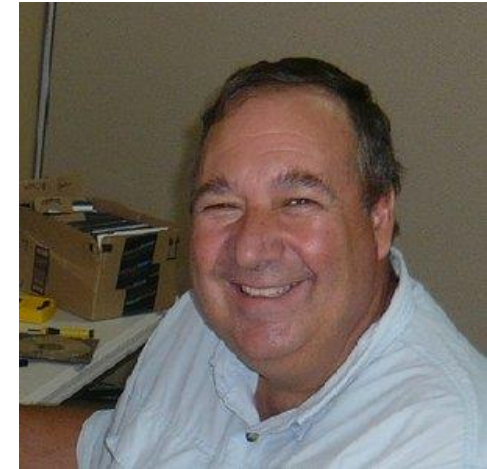
- Refer to documentation on PC brand website or search internet
- Beeps/lights can indicate memory, power supply and system board failures.
- Hard drive failures are usually indicated by messages because the BIOS can usually display, with or without a hard drive being installed or working

Questions?

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from a PC/Mac Repair Shop
Perspective

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An International
Association of Technology
& Computer User Groups