

Top Issues From A PC Repair Tech Perspective

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Abstract

- Dan Douglas, owner of DataDan Computer Services will share his experiences of repairing and dealing with frustrated users based on his case studies of actual 'daily walk through the door' issues. The top issues and their solutions will be discussed.

Business Background

- PC repair started from supplemental work at small software company where I had to maintain the company servers and employees PCs
- Worked from home 2001 – 2013
- Opened store in Cocoa FL February 2014
- About 500 repairs per year

Issue #1 Failing or Failed Hard Disc Drives/HDD

- Symptoms
 - Poor performance
 - Boot failure message
 - Hard drive failure prediction message (SMART)
- 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
- 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
- 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
- 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

- Symptoms
 - No lights
 - No fan power
 - Display states no signal
 - Sometimes just one of the symptoms occurs
- 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
- 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
- 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
- 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/WiFi 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)
- 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
- Solution
 - Reload keyboard driver
 - Replace keyboard