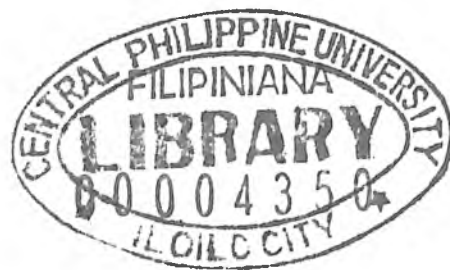# PERSONAL COMPUTER TROUBLESHOOTING EXPERT

A Thesis Presented to
The Faculty of the College of Computer Studies
Central Philippine University
Jaro, Iloilo City

In Partial Fulfillment
Of the Requirements for the Degree of
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ABSTRACT

Since we live in the age of technology, it is given that almost everyone uses computers. It is considered to be a necessity in business, institutions and even for personal use. With this development, problems and errors in computers could not be avoided. This leads us in developing a system that will help with troubleshooting problems and errors.

This study is to develop a Personal Computer Troubleshooting Expert System (PCTX). The system was created using the Visual Basic 6 application software. The database of the system was created using Microsoft Access 2003 and can be back-up in different storage devices such as the hard disk of the computer and compact disk. This system should be implemented to present various troubleshooting procedures for personal computer desktop unit. This troubleshooting procedure includes the different symptoms, together with the identification of the problem and its corresponding solutions. Animations should be available to provide user-friendly guide in installing basic hardware components of a PC. Beep codes of various BIOS manufacturers should be presented to identify errors represented by various beeps. Narration should also be available to help identify basic hardware components of a system unit. Diagnostic procedure should be implemented to provide a step by step troubleshooting method for common computer hardware problems. For installation the user will just simply insert the disk to the CD/DVD-Rom Drive, click START at the Windows Menu Bar then click RUN and type: F:\Setup.exe and just follow the Installation process to install the software. After installation, click START at the Windows Menu Bar and select from the programs PCTX to activate the system.