

1. Observe Symptoms

2. Isolate Problems

3. Research Information

4. Identify Solutions

5. Apply Fixes

6. Confirm Function

Additional Reading:

Upgrading & Repairing PCs Sixteenth Edition (Micro Center SKU 373068)
Mike Meyers' A+ Guide to Managing & Troubleshooting PCs (Micro Center SKU 124008)
Understanding Computer Hardware (Micro Center SKU: 938423)
Microsoft Windows XP: Inside and Out (Micro Center SKU: 542670)
Sad Macs, Bombs and Other Disasters (Micro Center SKU: 313841)

Web Sites and Resources

Web Site URL:

www.neuber.com/taskmanager/process/index.html
www.sysinfo.org/startuplist.php
www.kellys-korner-xp.com/xp.htm
www.annoyances.org
support.microsoft.com
www.memtest86.com
www.winternals.com
www.google.com
www.freepctech.com
www.driverguide.com
www.experts-exchange.com
www.computing.net
www.macfixit.com
www.apple.com/support

Resource material:

Security Task Manager (Windows)
Windows Startup Application List
Troubleshooting Windows XP
Windows topics & annoyances
Microsoft Support knowledge base
Memory Diagnostic utility (free)
Windows recovery tools & utilities
Web search engine
Tech Support forums, guides, etc.
Device Drivers, search & download
Problem & Solutions forums
Support forums
Troubleshooting for Macintosh
Apple Computer Service & Support

Useful Troubleshooting Equipment

ESD mat and wrist strap (Electro Static Discharge)
Screwdrivers / Nutdrivers
Canned Air
Tweezers
Flashlight
Volt-Ohm Meter (VOM)
Power Supply Tester or replacement power supply
Cable tester

Useful Troubleshooting Software

Microsoft Windows utilities:

MSCONFIG.EXE - enable/disable startup programs
RSTRUI.EXE - Windows System Restore application
MSINFO32.EXE - Microsoft System Information Tool
CHKDSK.EXE or SCANDISK.EXE - File and directory repair tool
DRWTSN32.EXE - Doctor Watson; System & Program Error-Trapping/Logging tool
Windows Troubleshooting Wizards (Help and Support menu)
(Windows Safe Mode) - Press F8 at startup

Symantec **Norton System Works** / **Norton Utilities**; Disk Doctor - File & Disk repair tool
Visco **Disk Warrior** Macintosh OS X Disk Directory Repair tool
MicroMat **TechTool Pro** - Macintosh OS X Diagnostic and Repair tool