

Hardware Diagnostics Overview

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Basic Information

Hardware Diagnostics are necessary for any computer that may need warranty service or a mail in repair. The manufacture will require a detailed description of the problem and [serial number](#). The problem presented or described by the customer must be reproducible by the technician working on the machine. Error messages are very helpful.

When a client describes an issue with their computer, a full diagnostic should be run to try and determine if other components have failed as well.

It is essential to run a hardware diagnostic to rule out any failed devices when a system is experiencing apparent hardware failures. If the system passes the hardware diagnostics, then the installed operating system, corrupt or missing drivers, or even a virus or malware infection could be the cause of the problem.

Diagnostic Procedures

- [Pre-Diagnostic Procedures](#) - Important tips for beginning diagnostics and dealing with systems that won't turn on.
- [Full Diagnostics for Dell Laptops](#)
- [Full Diagnostics for Lenovo Laptops](#)
- [Full Diagnostics for Apple laptops](#)
- [Hard Drive Diagnostics](#) - Testing for failures and bad sectors for any hard drives.