**SYSTEM ADMINISTRATION AND MAINTENANCE**

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Submitted to:

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**Activity 2**

**Software of all PC entry:**

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| **Software Name** | **Category** |
| KeyBlaze Typing Tutor | Educational (Typing) |
| Mozilla Firefox | Web Browser |
| TOPCIT LockDown | Assessment Tool |
| MS Office | Productivity |
| Notepad++ | Text Editor |
| Google Chrome | Web Browser |
| Microsoft Visual Studio Code | Development (Code Editor) |
| PowerPoint 2016 | Productivity |
| Publisher 2016 | Publishing Program |
| Skype | Communication tool |
| Word 2016 | Application software |
| Waves MaxxAudio Pro | Audio |
| Visual Studio 2012 | IDE |
| Access 2016 | DBMS |
| Adobe Bridge | Digital Asset Management |
| Excel 2016 | Spreadsheet Program |
| Firefox | Web Browser |
| Calendar | Organizational tools |
| Calculator | Digital computer |
| Camera | Digital camera |

**Activity 3**

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**Room: LAB 3**

The troubleshooting activity was conducted to identify, diagnose, and resolve technical issues affecting a batch of 34 desktop computers. The goal was to restore functionality and ensure optimal performance for all units. The process began with an initial assessment, where each PC was thoroughly inspected to identify both common and individual issues. A hardware malfunction was found in one unit, and peripheral issues included a non-responsive system unit, a lack of LAN connection in twelve PCs, and two Ethernet cables with broken RJ45 connectors.

To address these problems, the troubleshooting process involved inspecting and testing each system component. The system unit is needed to be checked, and components such as the RAM, CPU, and cables are needed to examined to ensure they were properly seated. A power reset needs to be performed, and diagnostic tools were used to test individual components.

For the peripheral issues, power cables were inspected and replaced if necessary. Faulty Ethernet cables must be replaced or repaired by attaching new RJ45 connectors using a crimping tool, ensuring proper wiring alignment according to T568A or T568B standards. After all inspections were completed, each system was thoroughly check to ensure proper operation. Finally, documentation was prepared, detailing the findings, actions taken, and recommendations for each PC, providing a comprehensive record of the troubleshooting process.