

# Guidelines

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30 November 2022

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| PHASES | EXPLANATIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1      | Determine, whether it is hardware or software or application related problem.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2      | For scanners, it is normally not attached to any specific Software/application. If it is software or application related problem, configure or reconfigure the software or application to work with the scanner. After reinstalling the software or application (refer to QP/ICT/005/A1 - Trouble Shooting of ICT System Guidelines: Solving ICT Application Related Problems), check the scanner. If okay, end the process. Else, proceed to Step 4.                                                                                                                                                                                   |
| 3      | If the scanner still could not run, check the hardware parts. Normally, you will not be able to see the laser beam if a scanner is faulty. It would also give an intermittent on and off laser beam.                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 4      | <p>If you are able to diagnose and repair the faulty part, return the repaired item to the appropriate owner and test their scanner on their PC. If the scanner is okay, close the case. Else, refer 4.1.</p> <p>4.1 Log call to helpdesk and send faulty Item to SAINS for repair/ replacement /purchase of item (need authorization/verification from head of department).</p> <p>4.2 Follow up with helpdesk on the faulty item status. Check whether item has been repaired/replaced/purchased or not.</p> <p>4.2.1 If item has been repaired/replaced/purchased and returned, proceed with next step. Else, refer to step 4.1.</p> |

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4.2.2 Test replacement/repaired/purchased item. If replacement/ repaired/ purchased item is okay proceeding with the next step or end the process. Otherwise, refer to step 4.2.