Universiti Teknologi Mara

Computer Troubleshooting Knowledge System (Web Application) In Perpustakaan Tun Abdul Razak 2 UiTM Shah Alam

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ABSTRACT

Computer Troubleshooting Knowledge System (CTKS) is developed to solve any computer related problem faced by the staff in PTAR 2.Currently, all computer related fault or issue were reported to the technician manually or through email. From the report the technician will try to solve it. Sometimes there were to many report in a day, this some of the problem could not be fixed in a short time, eventually it was a very simple problem like internet access problem. Therefore, the CTKS was developed. The system could reduce the technician's burden and at the same time guide the end user to solve the problem by him or herself. The system was developed using open source software which include PHP,Mysql and Apache on the top of windows operating system. The methodology for developed this system are apply waterfall model, it's simple and easy to implement. The system was successfully developed and it is hoped that it can be implemented in PTAR2.

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