

## Damaged operating system

During the evaluation of your computer, we determined that the operating system is too severely damaged to repair easily and with confidence that it would be stable.

- We tested the hard drive, It appears to be OK.
- We tested the RAM. It appears to be OK.
- We are unable to start in safe mode.
- We are unable to recover the operating system to last known good configuration.
- We are unable to boot off an operating system CD to successfully repair the computers operating system.

Our recommendation is as follows: **Please read completely and respond your decision.**

### Our recommendation:

A. Data backup: *If there is data that is important, and you would like us to **try** to retrieve from the hard drive, the labor rate is \$ 20.00*

- Successful data recovery success depends on the status of the failed hard drive
- *Data backup typically includes only documents, pictures and music.*

B. Reimage the computer:

Student labor rates: <http://www.plymouth.edu/infotech/computer/repair-rates-student.html>

- Highlight: Students labor for reinstalling the operating system on a dell is zero.

PSU employee labor rates: <http://www.plymouth.edu/infotech/computer/repair-rates.html>

*If you approve the recommended service, and have the original CDs or DVDs that shipped with your computer, please bring them in.*

For a detailed explanation of what a reimage includes, go to this link:

<http://www.plymouth.edu/infotech/computer/repair-policy.html>

If you decline the recommended service, the laptop will be available for pickup shortly but in the same state it was in when brought to us.