ABSTRACT

THE EXPERTISE SYSTEM DESIGN TROUBLESHOOTING COMPUTER HARDWARE DAMAGE WITH WEB BASE

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Number of computer users who lack sufficient knowledge of the handling of hardware damage caused so many computer user or an institution who had spent quite a bit just to repair the damage that occurs in computer hardware. Therefore the application of expert system is designed to help computer users in making an early diagnosis of damage suffered by the computer hardware and solutions to overcome such defects.

In the process of development of this expert system using knowledge acquisition methods (knownelge acquisition), with data collection techniques used were interviews, observation and induction rules. While the inference method used in the development of this expert system uses forward chaining method. For the methodology used unak device development using structured methods of DFD (Data Flow Diagram) and ERD (Entity Relationship Diagram). Programming tools used in this expert system development using Adobe Dreamweaver CS3 while using the MySQL database.

In this expert system application design demands a response from the user input in the form of questions, then the output generated by computers such as the possibility of damage experienced by the hardware, a description of damage and the solutions or suggestions to overcome such defects.

The conclusions obtained by the application of this expert system was able to make early diagnosis of any damage to hardware and provides step solutions to overcome them. From the results of beta testing is done, the application of expert system is considered it looks attractive, easy to use, easy to learn, can help to identify damage, useful, and conclusions and the information presented is accurate.

Keywords : *Expert System, Forward Chaining, Troubleshooting, Hardware*