

ABSTRACT

This final project develop an expert system application that is able to become a media consulting of computer malfunction on personal computers (Personal Computer) for example Power Supply Failure, Video failure, Hard drive failure, Network troubleshooting, CPU, RAM, Motherboard Troubleshooting and other malfunction and give the solutions to overcome them. This system is based on the identification of damage symptoms that are entered into the system.

This final project implemented method of Case Base Reasoning. Knowledge base will contain solutions that have been achieved previously, then will be lowered a solution to the current situation (the facts).

From the applications that are built showed that, the system obtained 70.83% accuracy on the first test with respondents common user and 42.86% in the second test with respondents admin (expert).

Keywords: expert system, case base reasoning, computer