Scenario:

As one of the IT administrators for a corporate network. As I start each day, your job is to check the Issue Trax help desk system to see if any jobs have been submitted.

In this scenario, your task is to:

* Open Issue Trax on my computer and find any tickets that need to be resolved.

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* Resolve the issue using the information found in the open ticket so,
  + Add the HP Photosmart printer to the Workspace
  + Connect the printer to the computer
  + Provide power to the printer
* Turn off Windows management of default printers

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* Set the HP Photosmart Plus printer as the default printer

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* Add a comment to the ticket indicating that it has been resolved and close the ticket.

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