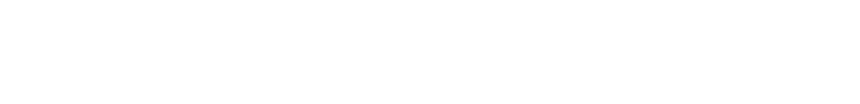
# Ticket Information



# Priority: Medium

**Name: Joyce Parker Department: HR**

**Date and Time: 7/19/2025 Technician: Saúl Abraham Arana Calderón**

# Description of Issue

Yesterday, there was an incident where the lights flickered and then we lost power. We were notified that it would take the rest of the day to restore the power so we went home early. Today I tried to boot my computer but I don’t get any video and only hear a beep. The screen stayed black but I got another single beep about a minute later. I shut off the computer and tried it again with the same results. Can you please fix my computer?

# Technician Response

Probable Cause: The power flicker likely jarred the RAM modules loose or caused a memory fault. The single‑beep POST code indicates a memory error (improperly seated or faulty DIMM).

Actions Taken:

Powered down and discharged static by touching the case.

Opened the chassis and removed both RAM sticks.

Cleared dust from the modules and slots with compressed air.

Reseated each DIMM until it clicked fully into place.

Booted with one module at a time in slot A1, then in A2, to isolate any bad stick.

Confirmed POST proceeded past BIOS version screen without beeps.

Rebooted multiple times—no video error or beeps.

Resolution:

Reseating the memory modules corrected the POST, and video output returned.

Verification:

Performed five consecutive cold boots; launched Windows and played video clips without errors or beeps.

**Hours Worked:** 1.5

**Importance:**  Mission Critical  Slowing User Down  Schedule When Able

Resolved  Pending (Escalated)  Unresolved

# Additional Comments

Suggest user install a surge protector or UPS to guard against future power fluctuations.

# Pictures (Insert Additional as Needed)

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