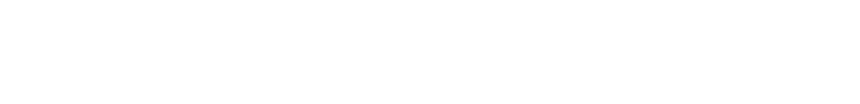
# Ticket Information



# Priority: High

**Name: Fred Holcolm Department: Graphic Design**

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

# Description of Issue

When I tried to boot my computer this morning, nothing happened. There are no lights or sounds. We are working on a critical project so I need this fixed ASAP. Thanks.

# Technician Response

Probable Cause: A completely dead system (no LEDs, no fans, no beeps) typically indicates PSU failure or power‑cable issue.

Actions Taken:

Verified the AC outlet had power by testing another device.

Confirmed PSU switch was set to “I” (ON).

Checked and reseated the mains cable at both PSU and wall outlet.

Disconnected non‑essential internal cables, leaving only 24‑pin ATX and 8‑pin CPU connectors.

Attempted a paperclip “jump start” on the PSU—no fan spin, confirming PSU fault.

Replaced the PSU with a 550 W, 80 Plus‑certified unit.

Reconnected essential power leads and powered on the system.

Resolution:

New PSU restored power; fans spun, LEDs lit, and the system emitted a POST beep.

Verification:

Allowed the system to run for 15 minutes; verified fans and system boot to OS without issue.

**Hours Worked:** 1.5

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

Resolved  Pending (Escalated)  Unresolved

# Additional Comments

Recommend keeping a spare PSU on hand for mission‑critical workstations.

# Pictures (Insert Additional as Needed)

A white square with a blue border

Description automatically generated A white square with a blue border

Description automatically generated