

4.4 Lab: Resolve PC Hardware Support Tickets

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Time Spent: 15:08

Score: 100%

Task Summary

Required Actions

- ✓ Fix the problem in the Executive Office
- ✓ Fix the problem in Office 1
- ✓ Fix the problem in Office 2
- ✓ Resolve the tickets [Show Details](#)

Explanation

Complete this lab as follows:

1. Open the company's help desk ticketing system, **Issue Trax**.
 - a. From the taskbar, select **Start**.
 - b. Select **All apps**.
 - c. Select **Issue Trax**.
 - d. Maximize the window for better viewing.
2. Fix the problem in the executive office.
 - a. Select and read **Ticket 11**.
 - b. At the top left of the screen, select **Floor 1 Overview**.
 - c. Select the **Hardware** view of the Executive Office.
 - d. If you press the power button, the computer fails to turn on. Click **OK** to close the message.
 - e. Zoom in on the surge protector. Notice that the power switch is turned off. It looks like the user accidentally bumped it with his foot.
 - f. Click the **power switch** to turn it on.
 - g. Press the **power buttons** on the computer and monitor. If a popup message appears, click **OK** to close it.
 - h. Go back to the ITAdmin computer in the IT Administration Office.
 - i. Type a polite and professional comment explaining what you did in the New Comment field, then press the **plus icon**.
 - j. At the top of the screen, set the ticket to **Closed**.
 - k. Click the **left arrow** to go back to the main view.
3. Fix the problem in Office 2.
 - a. Select and read **Ticket 12**.
 - b. At the top left of the screen, select **Floor 1 Overview**.

- c. Select the **Hardware** view of Office 2.
 - d. Press the power button on the computer. This leads to a black screen and makes a beeping noise.
 - e. Select **Office 2** at the top of the screen to go back to the hardware view.
 - f. Power off the computer to stop the beeping. A beeping noise means there's a problem with RAM.
 - g. Switch to the **Motherboard** view of the computer.
 - h. Notice that this computer has no RAM. If this were real life, you'd want to report the apparent theft of company hardware.
 - i. Expand **Memory** in the Inventory and drag the two **RAM sticks** to the orange RAM slots on the Motherboard.
 - j. Switch to the **Front** view of the computer and press the **power button**. The computer turns on.
 - k. Go back to the ITAdmin computer in the IT Administration Office.
 - l. Type a polite and professional comment explaining what you did in the New Comment field, then press the **plus icon**.
 - m. At the top of the screen, set the ticket to **Closed**.
 - n. Select the purple left arrow to go back to the ticket queue.
4. Fix the problem in Office 1.
- a. Select and read **Ticket 13**.
 - b. At the top left of the screen, select **Floor 1 Overview**.
 - c. Select the **Hardware** view of Office 1.
 - d. If you toggle the computer power off and on, it will confirm that the computer is running, but there is no signal to the monitor. Click **OK** to close the message.
 - e. Switch to the **Back** views of the computer and the monitor.
 - f. Select the HDMI cable on the back of the monitor. Notice that the other end of the cable is unconnected.
 - g. In the Selected Item pane, drag the unconnected **HDMI connector** to the HDMI port on the back of the computer.
 - h. If you switch to the front view of the monitor, you'll see that it's now working properly.
 - i. Go back to the ITAdmin computer in the IT Administration Office.
 - j. Type a polite and professional comment explaining what you did in the New Comment field, then press the **plus icon**.
 - k. At the top of the screen, set the ticket to **Closed**.