

## 4.2.2 Lab: Troubleshoot System Power

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Time Spent: 35:42

Score: 100%

### Task Summary

#### Required Actions

- ✓ Access the open ticket and assign it to yourself
- ✓ Provide power to the computer
- ✓ Configure the computer to use 115 volts
- ✓ Flip the power supply switch to the on position
- ✓ Successfully boot the computer and leave it running
- ✓ Add a comment to the ticket and close the ticket [Show Details](#)

### Explanation

Complete this lab as follows:

1. Access the open ticket and assign it to yourself.
  - a. Select the **Start** icon.
  - b. Select the **Issue Trax** icon.
  - c. Maximize the window for better viewing.
  - d. Select ticket **#15**.
  - e. Under Assignee, select **me** from the drop-down list.
  - f. In the comment, notice it is the computer in the *Support* office.
  - g. Leave the ticket maximized to update it later.
2. It is always good to verify the issue. Test to see whether the Support computer will power on.
  - a. From the upper left, select **Floor 1 Overview**.
  - b. Under *Support Office*, select **Hardware**.
  - c. On the Support computer, select the **power button**.
  - d. A message tells you that the computer failed to turn on.
  - e. Select **OK**.
3. Provide power to the computer.
  - a. Switch to the Back view of the computer.
  - b. Select the **AC Power Cable** that is plugged into the power supply.
  - c. From the right, select the plug labeled **Connector, Power, AC, Male** shown as not connected, and plug it into the power strip.

- d. Switch to the Front view of the computer.
  - e. On the computer, select the **power button** to see if the issue is fixed.
  - f. A message tells you that the computer did not come on.
  - g. Select **OK**.
4. Configure the computer to use 115 volts.
- a. Above the computer, select **Back** to switch to the back view of the computer.
  - b. Switch the power supply voltage to **115V**.
  - c. Above the computer, select **Front** to switch to the front view of the computer.
  - d. On the computer, select the **power button** to see if the issue is fixed.
  - e. A message tells you that the computer did not come on.
  - f. Select **OK**.
5. Flip the power supply switch to the on position.
- a. Above the computer, select **Back** to switch to the back view of the computer.
  - b. Turn the power supply switch to **On**.
  - c. Above the computer, select **Front** to switch to the front view of the computer.
  - d. On the computer, select the **power button**.
  - e. Now that the proper power is being supplied, the computer boots to the operating system.
6. Add a comment to the ticket and close the ticket.
- a. Leave the computer at the OS screen.
  - b. From the upper left, select **Floor 1 Overview**.
  - c. Under *IT Administration*, select **ITAdmin**.
  - d. In the *New Comment* field, enter a comment to indicate that the computer is now working.
  - e. Select the + (plus sign) to add the comment.
  - f. From the top of the ticket, select **Closed**.