

4.2.10 Lab: Troubleshoot Drive Availability

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Time Spent: 05:50

Score: 100%

Task Summary

Required Actions

- ✓ Access BIOS/UEFI Settings
- ✓ Verify all drives are recognized by the computer
- ✓ Check the boot order
- ✓ Set HDD as the Primary Boot Device
- ✓ Boot to Windows

Explanation

Complete this lab as follows:

1. Replicate the problem by turning on the computer.
 - a. On the computer, select the **power button** to turn it on.
A prompt is shown, indicating that the computer failed to turn on.
 - b. Press **F2** to enter the BIOS/UEFI.
2. Verify that the computer is able to see all connected drives.
 - a. In the BIOS/UEFI menu, expand the **System Configuration** menu.
 - b. Select the **Drives** option in the expanded System Configuration menu.
 - c. Verify that all drives are enabled.
3. Verify that the hard drive is a part of the boot sequence.
 - a. Select **Boot Sequence** from the expanded General menu.
 - b. Check the box for **Internal HDD** to enable the computer to boot from the hard drive.
4. Make the hard drive the primary boot device and boot to Windows.
 - a. On the Boot Sequence menu, select **Internal HDD** on the right-hand side of the screen.
 - b. Select the **up arrow** four times in order to place the internal HDD as the primary boot device.
 - c. Select **Apply** at the bottom of the screen to save changes made to the BIOS/UEFI.
 - d. Select the **Exit** at the bottom of the screen to exit the BIOS/UEFI configuration.
 - e. Wait for the system to boot into Windows.