



Level 1 Tickets

1002: Mouse Not Working

1003: Black Computer Screen

Ticket Number: 1002

Scenario: Mouse
Not Working

Problem:

Mouse not working, and not listed on Windows Device

1. Theory Of Probable Causes

Faulty USB port

Driver or software issue

Hardware Failure

2. Determine Actual Cause

Test with Different Mouse

Reboot the system

Check for driver issues

3. Solution Plan

Physical Check and Test

Try a Known Working Mouse

Reboot, Rescan Devices, Driver
Reinstall

4. Verify Function & Implement Preventative Plan

Verify Mouse Functionality

Verify USB Port

Preventative Measures

Ticket Number: 1003

Scenario: Black Computer Screen

Problem:

Despite turning the computer off and on, the screen remains black, though the lights on the front of the PC indicate that the computer is powered on.

1. Theory Of Probable Causes

Loose or disconnected video cable

Monitor issues

Graphics card or video output issue

3. Solution Plan

Verify monitor power and connections

Test with an alternate monitor

Check for faulty hardware

2. Determine Actual Cause

Check the monitor for power and video cable connection

Test with another monitor or another device

Check for video card or GPU issues

4. Verify Function & Implement Preventative Plan

Verify the display works

Test & Check for system updates

Preventative Measures

A stylized sun graphic on the left side of the slide. It features a large, solid yellow circle representing the sun's disk, with several short, thick yellow dashes of varying lengths radiating from its top-left edge. The background is split: the top-left corner is orange, and the rest is white, with a large white arc separating the two colors.

Level 2 Tickets

2002: Dell Machine Making Clicking Sounds,
not Connecting to Windows Desktop

2003: Printer Leaving Streaks on Page

Ticket Number: 2002

Scenario: Dell
Machine Making
Clicking Sounds, not
Connecting to
Windows Desktop

Problem:

Juan's Dell OptiPlex 9020 Mini Tower is not booting to the Windows desktop. Instead, he hears a series of audible beeps, which he describes as a pattern of "one, followed by three, then two" beeps.

1. Theory Of Probable Causes

Memory Issues (RAM)

Motherboard or other hardware failure

3. Solution Plan

Verify the beep code

Reseat or replace the RAM

Check the motherboard

2. Determine Actual Cause

Check beep code documentation for Dell OptiPlex 9020

Test RAM

Inspect Motherboard for damage

4. Verify Function & Implement Preventative Plan

Test system stability

Run Windows Memory Diagnostic

Ticket Number: 2003

Scenario: Printer
Leavings Streaks on
Page

Problem:

Gianna's printer is producing prints with an ugly vertical streak down the page.

1. Theory Of Probable Causes

Toner Issues

Dirty or Damaged Printer Rollers

Printer Head (Inkjet Printers)

2. Determine Actual Cause

Check toner cartridge, drum unit, printer roller

Perform print quality diagnostic

Check printer settings

3. Solution Plan

Replace or re-seat toner cartridge

Clean printer rollers and drum unit

Run a printer diagnostic and print test page

4. Verify Function & Implement Preventative Plan

Verify print quality and continue to monitor additional printouts

Preventative Measures



Level 3 Tickets

3003: Frozen Computer

3004: Computer is Slow

Ticket Number: 3003

Scenario: Frozen
Computer

Problem:

Bettina's computer is freezing, and she sees the error message "controller has failed."

1. Theory Of Probable Causes

Hard drive failure

Corrupted or outdated drivers

System overheating or power supply issues

3. Solution Plan

Test hardware stability and connectivity

Check the hard drive in BIOS

Replace faulty hardware (if necessary)

2. Determine Actual Cause

Check the hard drive and storage controller

Run a disk check

Inspect for overheating or hardware issues

4. Verify Function & Implement Preventative Plan

Verify system stability

Check the new or repaired components

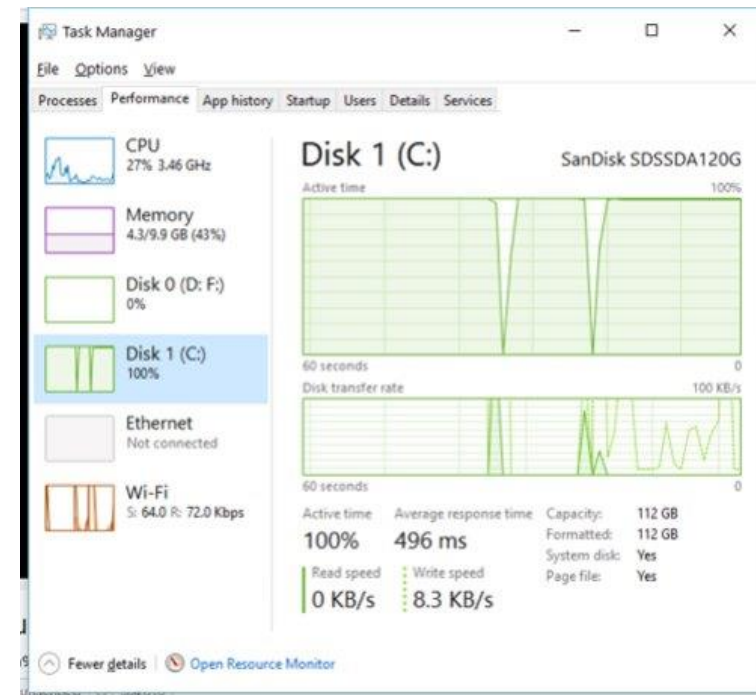
Preventative Measures

Ticket Number: 3004

Scenario: Computer
is Slow

Problem:

Kory's computer is running very slowly, particularly when saving files. He sometimes encounters a read-only error, and some applications freeze.



Ticket Number: 3004

Scenario: Computer
is Slow

1. Theory Of Probable Causes

Full or nearly full disk (C:)

Background processes consuming
disk resources

Malware or excessive startup
programs

2. Determine Actual Cause

Check disk space & disk health

Check background processes & run
disk cleanup

Check for malware

3. Solution Plan

Run disk cleanup & free-up space

Run CHKDSK & Disable background
processes

Check for malware

4. Verify Function & Implement Preventative Plan

Verify disk usage

Test & Monitor file and application
performance

Preventative Measures

Summary

I particularly enjoyed Ticket #3004 regarding the issue with the C: drive. I found this scenario interesting because it required a deeper understanding of diagnosing performance problems and involved additional research to assess whether the issue was related to malware or hidden processes consuming system resources, which can lead to slowdowns. It was also interesting to learn how disk defragmentation can help optimize the disk by organizing fragmented files, making it easier and faster to access files and launch applications.

References

<https://www.dell.com/community/en/conversations/optiplex-desktops/dell-optiplex-9020-sff-booting-issues/64a3fbc0f4ccf8a8dea4f5e8>

<https://support.lenovo.com/us/en/solutions/ht510168-freezing-or-performance-issues-windows-10>

<https://www.securedatarecovery.com/blog/pc-turns-on-but-no-display#:~:text=Disconnect%20external%20devices%20like%20hard,setting%20may%20be%20configured%20wrong.>

<https://forums.tomshardware.com/threads/pc-screen-display-goes-black-but-pc-stays-on.3760265/>