Ticket ID: HD-006

Category: Software / Application

Priority: Medium

User Impact: Single user (unable to use required application)

Environment: Windows 10/11 workstation

1. **Problem (User's words)**

   User reports: *"When I try to open the application, nothing happens."*

2. **Quick Questions I Asked**

   - Did the application work the last time you used it?
   - Do you see any error message when trying to open it?
   - Is this happening every time you try to open the application?

3. **Symptoms Observed**

   - Application does not launch when opened
   - No error message displayed
   - Application process not running successfully in Task Manager

4. **Troubleshooting Actions Taken**

   - Attempted to launch the application to reproduce the issue
   - Checked Task Manager for failed or unresponsive application processes
   - Restarted the application and the system
   - Reinstalled the application following standard support procedures
   - Launched the application after reinstall

5. **Root Cause**

   - The application failed to launch due to an installation-related issue.

6. **Fix / Resolution**

   - The application was reinstalled, restoring normal functionality and allowing the user to open and use the application.

7. **Prevention / Recommendation**

   - Ensure applications are installed and updated properly
   - Avoid interrupting application installations or updates

8. **Proof (Verification)**

   - Application launched successfully after reinstall
   - User confirmed the application opened and functioned as expected

9. **Time Log**

   - **Start Time:** 10:00 AM
   - **End Time:** 10:30 AM
   - **Total Time:** 30 minutes