

Ticket ID: HD-009

Category: Hardware / Display

Priority: Medium

User Impact: Single user (unable to use external monitor)

Environment: Windows 10/11 workstation, external monitor, HDMI/DisplayPort

1. Problem (User's words)

User reports: *"My second monitor is not showing anything. It worked before, but now it's not detected."*

2. Quick Questions I Asked

- Is the monitor powered on and showing a power light?
- Is the monitor power cable securely connected to both the monitor and the power outlet?
- Are you using the same cable and port as before?

3. Symptoms Observed

- External monitor displays no signal
- Monitor not detected in Windows Display Settings
- Laptop display works normally

4. Troubleshooting Actions Taken

- Verified monitor power and input source
- Checked and reseated display cable connections
- Tested a different display port or cable
- Opened **Display Settings** and selected "Detect"
- Restarted the system
- Confirmed display was detected after reconnect

5. Root Cause

- The external monitor was not detected due to a loose or improperly seated display cable.

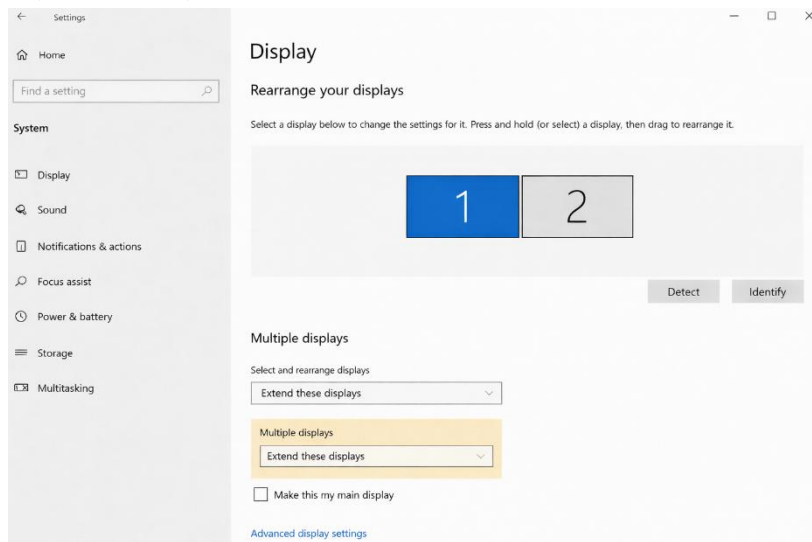
6. Fix / Resolution

- Display cable was reseated securely, allowing Windows to detect and display the external monitor correctly.

7. Prevention / Recommendation

- Ensure display cables are securely connected
- Avoid frequent unplugging of display cables
- Report recurring display detection issues to IT support

8. Proof (Verification)



9. Time Log

- **Start Time:** 3:10 PM
- **End Time:** 3:25 PM
- **Total Time:** 15 minutes