Ticket #1007 - No sound.

Version 1.0 January 2024

# Introduction

This activity simulates an IT Support ticket submitted by a user. Your task is to resolve the issue and document the process, as you would using a ticketing system.

To troubleshoot this ticket, you will need to import and launch a Virtual Machine named Ticket #1007 using VirtualBox.

**Note:**

The Ticket #1007 Virtual Machine has two configured users. Please refer to the table below for more information.

|  |  |  |
| --- | --- | --- |
| User | Password | Permissions Level |
| Learner01 | perscholas | User |
| PSadmin | Pass1234 | Administrator |

# Objectives

* Resolve ticket #1007 and document the process.

# Equipment/Requirements

* Computer with internet connection and VirtualBox installed.
* The Ticket #1007 VM (Open Virtual Appliance (OVA) file).

# Resolve Ticket #1007 and document the process.

## **Troubleshoot the ticket and document the process.**

1. *All the ticket information is in the table below.*
2. *While troubleshooting the ticket, keep the CompTIA Troubleshooting Methodology in mind.*
3. *Work to resolve the issue, add your name to the ticket under the* ***Assigned to*** *section, and in the* ***Tasks*** *section, provide a detailed description and explanation of all the actions you perform. Add any screenshots that are relevant to the troubleshooting process.*
4. *Once you have resolved the issue, in the* ***Resolution (Internal-facing)*** *section, explain what the issue was and how you ended up resolving it. Add screenshots to demonstrate that the issue was resolved. For example, for this issue - No sound - provide a screenshot of the VM displaying the speaker icon with no red X on it. In the* ***Resolution (Client-facing)*** *section, notify the client of the state of their ticket. If you resolved the issue, include a simple explanation in layman's terms of what you did.*
5. *When you are done troubleshooting and documenting, set the* ***Status*** *on the ticket to* ***Resolved****. If you are unable to resolve the issue, set the* ***Status*** *to* ***Escalate****.*

|  |  |
| --- | --- |
| Ticket ID # | 1007 |
| User Name | Learner01 |
| User’s email | leraner01@TechSolutions.com |
| Priority | Medium |
| Category | Peripheral |
| Status | Resolved |
| Subject | No sound |
| Asset | capstone120 |
| Assigned to | *Valicia Burke-France* |
| Description | Hello,  I am trying to play some Christmas music on YouTube, but I have no sound. There is a red X on the speaker icon on the lower right-hand side of the screen (see image), but the speakers are plugged in.    I can live with this for now, but later, I have some Skype meetings.  Please help.  Thank you,  Learner01 |
| Tasks | *Logged into Learner01’s profile and noted the X on the speaker icon on the lower right corner of the screen as described.*    *Opened sound setting by right clicking the speaker icon, and navigating to the settings in the menu. Noted that Windows does not detect an output device:*  *Clicked the “Troubleshoot” button, and gave consent to allow windows to run the automated diagnostics feature. However, Windows continued to be unable to detect the device:*  *Opened the Device Manager console by typing “devmgmt.msc” in the search bar, navigated to the “Sound, video and game” item, and then right-clicked on the “High Definition Audio” to find and open the device “Properties”:*  *Noted that the device is disabled. Clicked on “Change settings” and enter PSadmin password to User Account Control box to use administrator privileges to update device settings. Clicked “Enable Device”, which allowed Windows to detect the device:* |
| Resolution (Internal-facing) | *Learner01’s speaker was not working because the device was disabled, therefore Windows could not detect it. I enabled the device through the device properties via the Device Manager console. The device status updated to show the following message: “This device is working properly.” Additionally, the red “X” disappeared from the volume bottom at the bottom of the speaker.*    *Confirmed the volume button work and in the “Sound” settings by adjusting the “Master volume” slider, which produced sound at the appropriate level. The appropriate device is also now detected under the “Output” and “Input” items:* |
| Resolution (Client-facing) | Hi Learner01! You contacted us to fix an issue with not getting sound from your computer and seeing a red “X” on the sound icon, even though your speakers were plugged into your computer. This problem was resolved by enabling the speaker, which allowed Window to detect the device. You now have sound for your music and your meeting later today. Thank you for reaching out, and let us know if you have any additional issues with your speaker. |