Ticket #1002 - The computer will not turn on.

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 #1002 using VirtualBox.

**Note:**

The Ticket #1002 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 #1002 and document the process.

# Equipment/Requirements

* Computer with internet connection and VirtualBox installed.
* The Ticket #1002 VM (Open Virtual Appliance (OVA) file).

# Resolve Ticket #1002 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 - The computer will not turn on - provide a screenshot of the VM displaying Learner01’s desktop. 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 # | 1002 |
| User Name | Learner01 |
| User’s email | leraner01@TechSolutions.com |
| Priority | High |
| Category | Hardware |
| Status | Escalate |
| Subject | The computer will not turn on |
| Asset | capstone120 |
| Assigned to | *Valicia Burke-France* |
| Description | Hey IT Team,  Learner01 here. My computer's giving me a black screen with a bunch of confusing text when I try to turn it on. I'm using my phone to send this 'cause I can't get past this screen.  If you could check it out and help me out ASAP, that'd be awesome. Got work waiting.  Thanks,  Learner01 |
| Tasks | *Observed the following error when attempting to log in to the client’s device.*    *Restarted the computer, and keyed “F12” to log into boot device selection. Attempted to boot into safe / recovery mode.* |
| Resolution (Internal-facing) | *The computer will not turn on - here’s a screenshot of the VM displaying learner01’s desktop.*  *Attempted to boot from different partitions, but was unsuccessful as .iso file is unavailable on the user’s computer and I do not have the address to use for a PXE boot (see error below). I was also unable to boot into safe / recovery mode. Request will have to be escalated to recover/repair the Windows installation from a backup, disc, or .iso file.* |
| Resolution (Client-facing) | *Your Windows installation is corrupted and will need to be repaired or reinstalled. Your request has been escalated to the next level so we can have your situation resolved as soon as possible.* |