



REMOTE IT SUPPORT CASE STUDY

Restoring a workstation after an unexpected power-loss failure.

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Service Ticket Details

Ticket Details		Information Summary	
Ticket Number		IT-2026-10017	
Client		IrvingBoro Association	
Date		08/08/2026	
Time		10:53 AM CDT	
Technician		Dustin Smith	
Device		Dell OptiPlex 3060	
Processor		Core i5-8600	
Service		IT-100 (Remote Support)	
Issue		BIOS Reset / CMOS Battery	
Resolution		Remote Recovery + On-Site Repair Scheduled	

Skills Demonstrated

Remote IT Support · BIOS/UEFI · Hardware Troubleshooting · CMOS Diagnosis · Dell Systems · Client Guidance · Repair Coordination

Technician Notes

Call received at 10:53 am August 8th, 2026. Client reported that the Dell workstation would not complete its normal startup process following a storm-related power outage. During startup, the system displayed incorrect date and time information and required interaction with the BIOS before continuing.

Initial Assessment

Loss of the system date and time following complete power loss indicated that the workstation was not retaining its BIOS configuration. Symptoms were consistent with a depleted or failing Complementary Metal-Oxide-Semiconductor (CMOS) battery.

Remote Support Actions

- Reviewed the circumstances surrounding the outage and workstation startup failure.
- Guided the client remotely into the Dell BIOS interface.
- Reviewed the system date and time settings.
- Corrected the BIOS date and time configuration.
- Guided the client through saving the corrected BIOS settings and restarting the workstation.
- Verified that the workstation successfully completed the boot process and returned to normal operation.
- Identified the CMOS battery as the likely cause of the BIOS settings being lost after power interruption.
- Advised the client to place the workstation in sleep mode rather than fully powering it off until the CMOS battery could be replaced.
- Recommended an in-person CMOS battery replacement as the corrective repair.
- Scheduled a technician visit within two days for the physical CMOS battery replacement.

Remote Resolution

The workstation successfully booted after the BIOS settings were corrected and returned to normal operation. A depleted CMOS battery was identified as the likely root cause of the BIOS reset following the power outage.

The immediate startup issue was resolved remotely. A separate in-person repair was scheduled to replace the CMOS battery and address the underlying hardware issue.

Temporary Workaround

Until the scheduled in-person repair could be completed, the client was advised to use sleep mode rather than fully shutting down the workstation. This reduced the likelihood of another BIOS reset if the workstation completely lost power.

Remote Support Final Status

- Boot Issue: Resolved
- Remote Recovery: Completed
- Likely Root Cause: Depleted CMOS Battery
- Recommended Repair: CMOS Battery Replacement
- In-Person Repair: Scheduled Within Two Days
- Remote Support Ticket: Resolved / Closed

Technician Summary

Storm-related power loss caused the workstation to lose its BIOS date and time settings, interrupting normal startup. Remote troubleshooting restored the required BIOS configuration and returned the workstation to service.

The symptoms indicated a depleted CMOS battery as the likely underlying hardware cause. The client was provided with a temporary operating recommendation, and a separate in-person technician visit was scheduled within two days to replace the CMOS battery.

Remote support documentation was finalized, and the remote support ticket was marked Resolved/Closed in the service system on 08/08/2026 at 11:35 AM CDT.

Our Process in Action

Remote troubleshooting indicated that the system was no longer retaining its firmware configuration when power was removed, pointing to the CMOS battery as the likely underlying cause.

01 Discover: *Understand the issue and gather context.*

Reviewed the client's symptoms, the storm-related power loss, and the workstation's startup behavior to identify where the failure was occurring.

02 Strategy: *Determine the cause and safest path forward.*

Connected the lost system date and BIOS settings to a likely CMOS power-retention issue and developed a remote troubleshooting approach before recommending any physical hardware replacement.

03 Build: *Apply the solution.*

Guided the client remotely through the Dell BIOS interface to restore the correct date and time settings and recover normal startup behavior.

04 Refine: *Verify the result and isolate the underlying issue.*

Confirmed that the workstation successfully completed startup, reviewed the remaining symptoms, and identified the CMOS battery as the likely root cause.

05 Launch & Support: *Return service and provide the next step.*

The workstation was restored to normal operation through remote support. The client was advised to use sleep mode rather than fully shutting down the system until the CMOS battery could be replaced.

A separate in-person technician visit was scheduled within two days to perform the CMOS battery replacement and address the underlying hardware issue.

Resolution

The Immediate Resolution

The client was guided remotely through the Dell BIOS interface to restore the correct configuration and system time, allowing the workstation to return to normal operation without an on-site visit.

Follow-Up Repair

A separate in-person technician visit was scheduled within two days to replace the CMOS battery. The physical repair was intended to address the underlying hardware cause and reduce the likelihood of the BIOS settings being lost after future power interruptions.

Outcome

Troubleshooting Path:

Power Loss → BIOS Reset → Remote Diagnosis → Boot Restored → Repair Scheduled

Client Experience:

Clear remote guidance, successful system recovery, and a defined follow-up repair plan.

- ✓ Root Cause Identified.
- ✓ No On-Site Visit Required for Initial Recovery.
- ✓ System Restored Remotely.
- ✓ Temporary Workaround Provided.
- ✓ In-Person Repair Scheduled.
- ✓ Follow-Up Action Documented.
- ✓ Remote Support Ticket Resolved.