

### 11.6.3 Lab: Remote Technician: Repair Boot Problem (Student Technician Sheet)

Print and complete this activity.

In this lab, you will gather data from the customer, and then instruct the customer on how to fix a computer that does not boot. Document the customer's problem in the work order below.

**Company Name:** JH Travel, Inc.  
**Contact:** Dan Handy  
**Company Address:** 204 N. Main Street  
**Company Phone:** 1-866-555-0998

## Work Order

### Generating a New Ticket

Category Hardware Closure Code \_\_\_\_\_ Status Open

Type: \_\_\_\_\_ Escalated Yes Pending \_\_\_\_\_

Item \_\_\_\_\_ Pending Until Date \_\_\_\_\_

Business Impacting? ☒ Yes ☐ No

Summary The computer will not start up. The computer beeps constantly.

Case ID# \_\_\_\_\_ Connection Type \_\_\_\_\_  
Priority 2 Environment \_\_\_\_\_  
User Platform Windows XP Pro

Problem Description: Computer will not boot. Customer does not know the manufacturer of the BIOS. Cannot identify error from beep sequence. Customer did not hear any strange sounds from the computer. Customer does not smell smoke or burning electronics.

Problem Solution: \_\_\_\_\_

Use the contact information and problem description below to report the following information to a level-two technician:

**Contact Information**

Company Name: JH Travel, Inc.

Contact: Dan Handy

Company Address: 204 N. Main Street

Company Phone: 1-866-555-0998

**Problem Description**

Ok, so I work with cars all the time and I know how they work, but I do not know how my computer works. This morning was pretty slow because I guess more and more people are using those Internet travel sites. So, after my morning coffee, I decided to figure out what makes my computer work. I opened up the case and just started looking at the different things inside. When I put everything back together, everything seemed to fit and I didn't see any leftover parts. Now it does not work at all. It beeps at me all the time.

*(NOTE: Once you have given the level-two tech the problem description, use the Additional Information to answer any follow up questions the technician may ask.)*

**Additional Information**

- Windows XP Pro
- Computer has no new hardware
- Computer has not been moved recently
- Except for the beeping, I did not hear any other strange sounds from the computer
- I do not smell any electronics burning or smoke
- Computer looks the same as it did yesterday