

12.5.3 Lab: Remote Technician: Fix an Operating System 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 connect to the network. Document the customer's problem in the work order below.

Company Name: Main Street Stoneworks
Contact: Karin Jones
Company Address: 4252 W Main St.
Company Phone: 1-888-7744

Work Order

Generating a New Ticket

Category Operating System Closure Code _____ Status Open

Type: _____ Escalated Yes Pending _____

Item _____ Pending Until Date _____

Business Impacting? ☒ Yes ☐ No

Summary Customer cannot connect to the network or the Internet.

Case ID# _____ Connection Type Ethernet
Priority 2 Environment _____
User Platform Windows XP Pro

Problem Description: Computer boots correctly. Network cable connected. Link lights not working. Network icon not visible in tray.

Problem Solution: _____

(Student Customer Sheet)

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

Contact Information

Company Name: Main Street Stoneworks

Contact: Karin Jones

Company Address: 4252 W. Main St.

Company Phone: 1-888-7744

Problem Description

When I came into the office today, I could not get my email. The Internet does not work either. I tried to restart my computer, but that did not help. None of the files that I need are available to me either. It is like someone pulled the plug, but the plug is still there. I need to get some files from my folder that I was working on yesterday. It is very important for me to get my files so that I can send them to my client. I do not know how to get the files or send them because my computer cannot find them. What do I do?

(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 not had any new hardware installed recently
- There is no wireless network available at work
- Computer detected new hardware at boot-up
- Computer could not install new hardware