15.8.3 Lab: Remote Technician: Fix Network 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: JH Paint Supply
Contact: Jill Henderson
Company Address: 114 W. Main Street
Company Phone: 1-888-555-2143

Work Order

Generating a New Ticket

Category Network   Closure Code ___   Status Open

Type: _____   Escalated Yes   Pending _____

Item _____   Pending Until Date _____

Business Impacting? X Yes   O No

Summary One computer cannot connect to the Internet, network shares, or network printers.

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

Problem Description: All computers boot up properly. Computer does not connect to shares or the Internet. Computer has not been moved. Cables are securely connected. Link lights are blinking.

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: JH Paint Supply
Contact: Jill Henderson
Company Address: 114 W. Main Street
Company Phone: 1-888-555-2143

Problem Description
Well, the problem does not always seem to be there. Typically, not all computers on the network are used all of the time, so everything seems to be fine. On some busy days, every computer is being used and there is always one computer that cannot connect. I cannot figure out what the problem is because it is not usually on the same computer. When a computer cannot make connectivity, I check to make sure all cables and connections are fine.

(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
- A extra computer was added to the network recently
- Computer looks the same as it did yesterday