

### 16.5.3 Lab: Remote Technician: Fix a Security Problem

#### (Student Technician Sheet)

Print and complete this activity.

Gather data from the customer to begin the troubleshooting process. Document the customer's problem in the work order below.

**Company Name:** Smith Lumber Supply  
**Contact:** James Smith  
**Company Address:** 1234 S. Main Street  
**Company Phone:** 801-555.1212

## Work Order

### Generating a New Ticket

Category Security Closure Code \_\_\_\_\_ Status Open

Type \_\_\_\_\_ Escalated \_\_\_\_\_ Pending \_\_\_\_\_

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

Business Impacting? ☒ Yes ☐ No

Summary Customer cannot use laptop wireless connection at work

Case ID# \_\_\_\_\_ Connection Type Wireless

Priority \_\_\_\_\_ Environment \_\_\_\_\_

User Platform Windows XP Pro

Problem Description: Customer's wireless connection does not work in any location at the work place. The customer can use wireless connection at home and other places.

Problem Solution:

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**(Student Customer Sheet)**

Use the contact information and problem description below to report the following information to your lab partner who will be acting as a level-two technician. Your lab partner will guide you through the process of troubleshooting and fixing your wireless connection remotely. You must perform the tasks your lab partner recommends.

**Contact Information**

Company Name: Smith Lumber Supply

Contact: James Smith

Company Address: 1234 S. Main Street

Company Phone: 801-555-1212

Category: Security

**Problem Description**

You are unable to use your laptop's wireless connection while at work. The wireless connection works fine at home and the coffee shop downstairs, but for some reason, it will not connect to the wireless anywhere in the office. Since you are unable to access the wireless connection, you have been using the Ethernet cable connection instead. The cable connection is working fine.

*(NOTE: Once you have given the problem description, use the Additional Information to answer any follow up questions your lab partner may ask.)*

**Additional Information**

- Windows XP Pro
- XP Wireless Client
- Wireless client can see the wireless network
- My wireless connection worked yesterday at work
- I can connect using an Ethernet cable
- My wireless account is in good standing
- Wireless connection works for other employees
- I have not made any changes to my wireless security settings
- A new wireless router was installed on the network yesterday