

## **Lab - Remote Technician - Fix an Operating System Problem**

### **Introduction**

In this lab, you will gather data from the customer and then instruct the customer to fix a computer that does not connect to the network.

In the work order below, document the customer's problem and any resources you used to resolve the issue. Using professionalism, how would you communicate with the client? Create a sample script describing how you are troubleshooting the problem in client-friendly terms.

## Work Order

### Student Technician Sheet

Company Name:	Main Street Stoneworks
Contact:	Karin Jones
Company Address:	4252 W. Main Street
Company Phone:	1-888-774-4444

### Generating a New Ticket

Category:		Closure Code:	N/A	Status:	Open
Type:	N/A	Escalated:	Yes	Pending:	N/A
Item:	N/A			Pending Until Date:	N/A
Business Impacting? (Yes / No)	Yes				
Summary					
Case ID#:	78	Connection Type:	Ethernet		
Priority:	2	Environment:	N/A		
User Platform:					

## Problem Description:

## Problem Solution:

## Your Reponse to the Customer

## Any Technical Resources Used

### 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: 1-888-774-4444

#### 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:** After 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 10
- The computer has not had any new hardware installed recently.
- There is no wireless network available at work.
- The computer detected new hardware at boot-up.
- The computer could not install new hardware.