

Lab - Remote Technician - Fix a Security Problem

Introduction

You will gather data from the customer to begin the troubleshooting process. You will document the customer's problem and the possible solution in the work order.

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:	Smith Lumber Supply
Contact:	James Smith
Company Address:	1234 S. Main Street
Company Phone:	801-555-1212

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#:	102	Connection Type:			
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: 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: After you have given the problem description, use the Additional Information to answer any follow-up questions your lab partner may ask.

Additional Information

- Windows 10
- The 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.