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

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#:	50			**Connection Type:**	Wireless
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: 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 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: 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 no new hardware
- The computer has not been moved recently
- An extra computer was added to the network recently
- The computer looks the same as it did yesterday