Ryan Buchanan

August 18, 2023

M3 Ch13 Beyond the Book - Troubleshooting Scenario II

Question 1

Identify the Problem and Establish a Theory of Probable Cause

1. Restart the laptop and try to print again. If it is still not printing, move to the next step.

2. Check laptop notifications to see if there were any error messages sent back from the printer. If there were no error messages, move to the next step.

3. Check the laptop to make sure it is connected to the Wireless Access Point.

4. Verify that the printer is plugged in and turned on. If the printer is plugged in and turned on, I would restart the printer and then print a test page from the printer to make sure the printer is indeed functional. If the printer is functional, move to the next step.

5. Check the printer to make sure it is connected to the Wireless Access Point.

6. Check the Devices on my Windows laptop to make sure that my laptop can see the printer.

Test Probable Cause Theory to Determine Actual Cause & Establish an Action Plan and Execute the Plan

 7. Now, I know the laptop and printer are connected to the same wireless network, I would test printing again. If still not printing, move to the next step.

8. Check the printer for updates and the drivers are all current. If everything is up-to-date and still not printing, move to the next step.

Verify Full System Functionality (*this is also variously established above*)

9. Connect the laptop to the printer with a cable and try printing again. If still not printing, move to the next step.

10. Check the printer manufacturer's website FAQs. If it cannot be resolved with FAQs, move to the next step.

11. Chat with the manufacturer's online tech support/AI chatbot service. If still not resolved, move to the next step.

12. Reach out to the manufacturer's tech support by phone or create a tech support ticket. Await help from the professionals.

Document the Process

13. Create "stall tactics" email for the school professor, "I am currently experiencing technical difficulties. I anticipate a swift resolution. Please stand by . . ."

Question 2

Identify the Problem and Establish a Theory of Probable Cause

1. Try restarting the computer with a simple quick power button press. If there still is no power, move to the next step.

    1.1. If this is a laptop, assume the battery needs a full charge and plug it in to charge for manufacturer's

        recommended full charge timeframe.

    1.2. Gather intel. Check to see if anyone used the machine following my departure from the office last night.

        Interrogate coworkers and janitors, were available - using requisite soft skills.

2. Assume the PC is in sleep/hibernation and press/hold the power button for up to 15 seconds. If there still is no power, move to the next step.

3. Check the power cord connection to the PC and wall outlet and firm up. If there still is no power, move to the next step.

Test Probable Cause Theory to Determine Actual Cause & Establish an Action Plan and Execute the Plan

4. Flip the rocker switch on the back/bottom of the PC to make sure that hasn't been toggled off. If there still is no power, move to the next step.

 5. Test the wall outlet by plugging in another device to make sure it is functional. If the new device has no power, move to the next step.

Verify Full System Functionality (*this is also variously established above*)

6. Check to make sure breakers have not been tripped. If this is not the problem, move to the next step.

7. Check the PC manufacturer's website FAQs. If it cannot be resolved with FAQs, move to the next step.

8. Chat with the manufacturer's online tech support/AI chatbot service. If still not resolved, move to the next step.

9. Reach out to the manufacturer's tech support by phone or create a tech support ticket. Await help from the professionals.

Document the Process (*We're doing it right now.*)

10. Create "stall tactics" email for the supervisor, "I am currently experiencing technical difficulties. I anticipate a swift resolution. Please stand by . . ."

Question 3

Identify the Problem

1. Start by shrewdly and clearly identifying the problem, which is the lack of internet connectivity as indicated by the red X on the internet connection icon.

Establish a Theory of Probable Cause

2. Consider potential reasons for the issue. Probable causes could include network configuration errors, hardware issues, or an interruption in the internet service.

Test Probable Cause Theory

3. Proceed to test the identified probable causes. Check if other devices are able to connect to the internet to determine if the problem is isolated to my computer. Examine the network settings on the computer to ensure they are correctly configured.

Establish an Action Plan and Execute the Plan

4. Based on the test results, develop an action plan. For example, if the computer is the only device with connectivity issues, restart the computer, reset the network adapter, or troubleshoot the network settings. If other devices are also affected, consider router or modem issues.

Verify Full System Functionality

5. After making changes, verify if the internet connectivity has been restored. Check the internet connection icon to see if the red X has disappeared and if the browser can load web pages.

Document the Process

6. Once the problem is resolved, document the steps taken (in the local IT Captain's Log), including the identified problem, the probable causes, the actions taken, and the final solution.