Answers: 14.4.1.4 Lab - Remote Technician – Fix a Hardware Problem

Introduction

In this lab, you will gather data from the customer, and then instruct the customer to fix a computer that does not boot. Document the customer's problem in the work order below.

Work Order

Student Technician Sheet

Company Name:	JH Travel, Inc.
Contact:	Dan Handy
Company Address:	204 N. Main Street
Company Phone:	1-866-555-0998

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#:	47	**Connection Type:**		N/A	
Priority:	2	**Environment:**		N/A	
User Platform:					

Problem Description:

Type your answers here.

Problem Solution:

Type your answers here.

www.netacad.com

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 Travel, Inc.

Contact: Dan Handy

Company Address: 204 N. Main Street

Company Phone: 1-866-555-0998

Problem Description

I work with cars all the time and I know how they work, but I do not know how my computer works. This morning it was pretty slow because I guess more and more people are using those internet travel sites. So, after my morning coffee, I decided to figure out what makes my computer work. I opened the case and just started looking at the different things inside. When I put everything back together, everything seemed to fit, and I didn't see any leftover parts. Now it does not work at all. It beeps at me all the time.

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.
- Except for the beeping, I did not hear any other strange sounds from the computer.
- I do not smell any electronics burning or see any smoke.
- The computer looks the same as it did yesterday.