Networking CISCO Academy

Answers: 14.4.1.5 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. Document the customer's problem in the work order below.

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:

Type your answers here.

Problem Solution:

Type your answers here.

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.