Lab - Remote Technician - Fix an Operating System Problem (Instructor Version)

**Instructor Note**: Red font color or gray highlights indicate text that appears in the instructor copy only.

# 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.

**Instructor Note**: In this lab, the goal is to demonstrate the special skills needed to help a customer fix a computer remotely.

# Lab Setup

* Create a restore point on each computer that will have the problem.
* Boot one of the computers in each student group into safe mode.
* Use the Control Panel to find the name and location of the driver files used by the NIC.
* Backup NIC driver to USB flash drive. Delete the files from **C:\Windows\System32\Drivers**.
* Restart the computer normally and cancel driver installation for the NIC.
* Turn off the wireless routers in the classroom.

# 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:** | Operating System | **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** | Customer cannot connect to the network or the Internet. | | | | |
| **Case ID#:** | 78 | | **Connection Type:** | Ethernet | |
| **Priority:** | 2 | | **Environment:** | N/A | |
| **User Platform:** | Windows 10 | |  | | |
| Blank row .No information. | | | | | |
| Blank row. No information. | | | | | |

# **Problem** Description:

Type your answers here.

Computer boots correctly. Network cable connected. Link lights not working. Network icon not visible in tray.

# Problem Solution:

Type your answers here.

No network connections shown with ipconfig. No network connections shown in Control Panel Network Connections section. Device manager shows only a wireless NIC. Scanned computer for hardware changes. NIC detected. Drivers not available. Used system restore to return computer to the last restore point before today. Restarted user’s computer. Network functioning normally. Shut down user’s computer and restarted user’s computer. User now able to connect to the Internet and send/receive email.

# Your Reponse to the Customer

Type your answers here.

Answers will vary. An example is provided below.

Dear Karin Jones,

Thank you for contacting us. I am privileged to be of service to you regarding your computer and I trust that your day is going well.

You informed us that your computer is working properly; however, there is no network access. The network cable is connected, but the link lights are not working, and the network icon is not visible in the status tray. You cannot access the internet or send / receive email.

The Device Manager on the computer can be used to scan for any hardware changes for your network interface. Right-click Start and select Device Manager. Locate the network card with a caution icon. Right-click the device that is not working and select scan for hardware changes.

If that did not resolve the issue, system restore can return the computer to the last restore point before today. Click Start > Control Panel > Recovery > Open System Restore. Follow the instructions to restore the computer to the last restore point.

I hope this was helpful. If the issue continues, please contact the support team.

Thank you,

Support team

# Any Technical Resources Used

Type your answers here.

Answers will vary. A sample link: https://www.windowscentral.com/how-check-and-fix-device-manager-error-codes-windows-10

# 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.

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