IT Essentials 5.0

12.5.1.5 Lab - Remote Technician - Fix a Printer Problem

(Student Technician Sheet)

Print and complete this activity.

In this lab, you will gather data from the customer, and then instruct the customer on how to fix a printer that does not print documents for a user. Document the customer's problem in the work order below.

Company Name: Don's Delivery
Contact: Don Marley
Company Address: 11 E. Main Street
Company Phone: 1-800-555-0032

Work Order

Generating a New Ticket

Category Printer   Closure Code ___   Status Open

Type: _____   Escalated Yes   Pending _____

Item _____   Pending Until Date _____

                    Business Impacting? X Yes   O No

Summary_____

_____

_____

Case ID#_____   Connection Type Ethernet_____
Priority _____2_____   Environment _____
User Platform Windows 7_____

Problem Description: Printer is powered on. Cables are securely connected.
Printer has ink and paper. Printer is installed as network printer on all client
computers. Other users are able to print to the printer.

Problem Solution:

(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: Don's Delivery
Contact: Don Marley
Company Address: 11 E. Main Street
Company Phone: 1-800-555-0032

Problem Description
I am not able to print documents on our printer. I tried turning the printer off and then back on, but I am still unable to print. The printer worked fine yesterday, but now, no documents print. Nobody has touched the printer since yesterday, and I do not understand why it will not print. What can I do to make my documents print?

(NOTE: Once 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
- Printer is hosted by dedicated computer on the network
- Tech support fixed a similar problem for a user yesterday