



ST650/I0 Part 2
Computer Troubleshooting
Student Workbook

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SCANTEK 2000 - A division of LJ Technical Systems.

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Assignment 6 Further Fault Finding

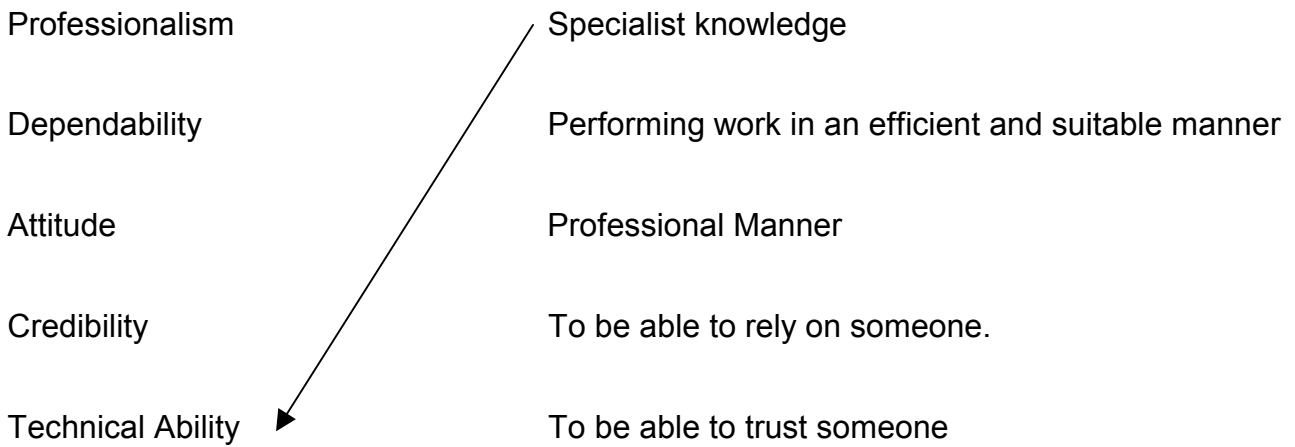
Complete the symptom, cause, solution and test table below for the computers in the simulation.

	Fault 1	Fault 2
Symptom		
Cause		
Solution		
Test		

Table 6.1 – Breakdown of two computer fault finding simulations

Assignment 7 Customer Support

Match up the word with its meaning



Assignment 8 *Records*

The table below contains information about the work in progress at a company. Each job has a job number and a description. You must decide which technician is best suited for the job by looking at the table on the next page and making a choice based on the individuals skills.

Job No	Job Description	Technician
Job 1	Build a computer for James in room 300 and connect it up to the company network.	
Job 2	Build a computer for Abigail in room 122 for her to use at home.	
Job 3	Fix Ben's computer in room 67 and then connect his laptop up to the company network.	
Job 4	Write some software to search for all documents on the server.	

Table 8.1 – Workstation Progress Table





Technician	Skills
<p>Mick</p> 	<p>Fixing computers</p> <p>Installing cables</p>
<p>Joan</p> 	<p>Building computers</p> <p>Installing networks</p>
<p>Clare</p> 	<p>Building computers</p> <p>Fixing software</p>
<p>Adam</p> 	<p>Writing software</p> <p>Installing cables</p>

Table 8.2 – Technicians and their skills.

Assignment 10 *Troubleshooting A Computer*

Complete the table for the simulation.

Problem Report Form	
Technician's name:	
Customer's name:	
Telephone extension number:	
Error message/s	
Problem cause	
Solution	
Pass to 2 nd line support:	Yes <input type="checkbox"/> No <input type="checkbox"/>
Passed to:	
Telephone extension number:	

Diagram 10.1 – A typical problem report form.