

Troubleshooting Exercise

1. The customer's computer does not POST. Describe a sequence of questions to solve the problem.

2. The customer computer does not connect to the Internet. Describe a sequence of questions to solve the problem.

3. The customer cannot print to the network printer. Describe a sequence of questions to solve the problem.

4. The customer cannot open a PDF file. Describe a sequence of questions to solve the problem.

5. The customer cannot open a Flash movie. Describe a sequence of questions to solve the problem.

Troubleshooting Exercise

6. The customer forgot their network password. Describe a sequence of questions to solve the problem.

7. The customer cannot find a file? Describe a sequence of questions to solve the problem.

8. The customer cannot send an email with an attachment, because they are getting an error message. Describe a sequence of questions to solve the problem.

9. The customer cannot open Windows Update from their Windows XP computer. Describe a sequence of questions to solve the problem.

10. The customer cannot save to a network folder. Describe a sequence of questions to solve the problem.