



Course Resource

Hudson Fisher Associates Help Desk

Level 1 Tickets: (choose two)

Instructions

Click the ticket numbers on the left to review the tickets in the queue. For your project, apply the CompTIA 6-Step Troubleshooting Process to two of these Level 1 tickets.

Ticket 1001 Subject: My Printer Ink Is Smearing!

Assignee: Open

Raised by: Bill Yoshida, Accounting, 12 min ago

Category: Printing/Peripherals

Priority: Med

Message:

I just tried to print an important color document—the marketing budget proposal supporting the new designs to debut just prior to the Oscars in Los Angeles. It keeps smearing, and I have blue toner all over my hands!

Ticket 1002 Subject: Mouse not Working

Assignee: Open

Raised by: Irene Fredericks, Human Resources, 10 min ago

Category: Mouse?peripherals

Priority: Med

Message:

My mouse has stopped working. I checked the Windows device manager, and the mouse entry is not there. I need my mouse!

Ticket 1003 Subject: Black Computer Screen

Assignee: Open

Raised by: Todd Schneider, Payroll, 05 min ago

Category: Video issue

Priority: Med

Message:

My computer screen is black. I turned the computer off and on and the lights are on the front PC, but that did not resolve the issue.

Ticket 1004 Subject: Network Connectivity Issues

Assignee: Open

Raised by: Beverly Rizzo-Day, Brand Strategy, 01 min ago

Category: Connectivity issue

Priority: Med

Message:

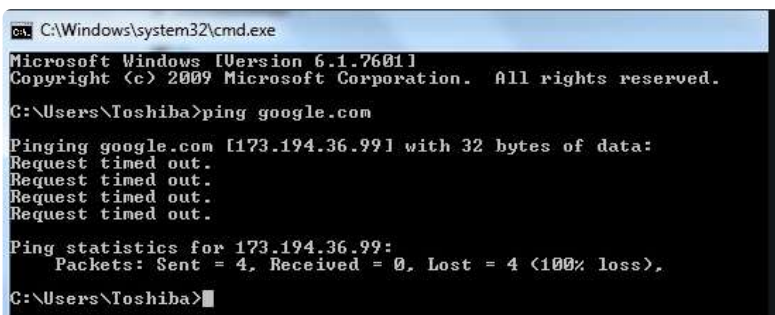
You asked me to look at the back of my computer. There is not a blinking light on the back of the PC where the networking cable is plugged into. Can you help me with my network connectivity issues?

Ticket 1005 Subject: Google Is Missing**Assignee:** Open**Raised by:** Florence Costa, Logistics, 10 min ago**Category:** Printing/Peripherals**Priority:** Med**Message:**

I am working from home and can't reach www.google.com (<http://www.google.com/>) to research shipping quotes.

Follow-Up From Help Desk Associate Jen:

I had the user open a CMD window and issue the command **tracert www.google.com**. This is the result:



```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\Toshiba>ping google.com

Pinging google.com [173.194.36.99] with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 173.194.36.99:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

C:\Users\Toshiba>
```

Source: Microsoft

And we know the 175.137.110.30 IP address is the ISP's default gateway. What do you suggest?

```

Tracing route to www.google.com [58.26.8.93]
over a maximum of 30 hops:

  1      1 ms      1 ms      1 ms      192.168.1.1
  2     33 ms     122 ms     41 ms     175.137.110.30
  3      *          *          *          Request timed out.
  4      *          *          *          Request timed out.
  5      *          *          *          Request timed out.
  6      *          *          *          Request timed out.
  7      *          *          *          Request timed out.
  8      *          *          *          Request timed out.
  9      *          *          *          Request timed out.
 10      *          *          *          Request timed out.
 11      *          *          *          Request timed out.
 12      *          *          *          Request timed out.
 13      *          *          *          Request timed out.
 14      *          *          *          Request timed out.
 15      *          *          *          Request timed out.
 16      *          *          *          Request timed out.
 17      *          *          *          Request timed out.
 18      *          *          *          Request timed out.
 19      *          *          *          Request timed out.
 20      *          *          *          Request timed out.
 21      *          *          *          Request timed out.
 22      *          *          *          Request timed out.
 23      *          *          *          Request timed out.
 24      *          *          *          Request timed out.
 25      *          *          *          Request timed out.
 26      *          *          *          Request timed out.
 27      *          *          *          Request timed out.
 28      *          *          *          Request timed out.
 29      *          *          *          Request timed out.
 30      *          *          *          Request timed out.

Trace complete.

```

Source: Microsoft

Level 2 Tickets: (choose two)

Instructions

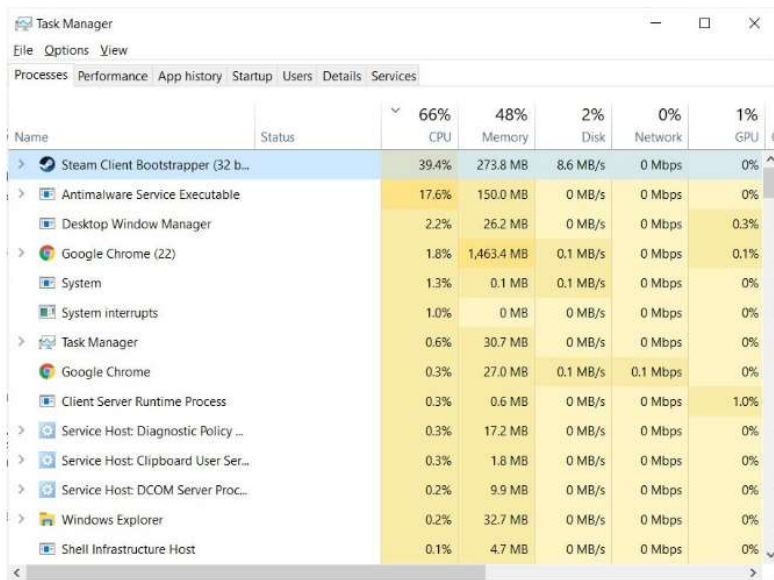
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Ticket 2001 Subject: Computer Is Slow**Assignee:** Open**Raised by:** Camelia Diaz, Merchandising, 28 min ago**Category:** Computer Slow**Priority:** Med**Message:**

I'm using my home registered work computer. It is acting sluggish. Can someone remote into my machine?

Follow-up from Help Desk Associate Jen:

I pulled up the Windows task manager to review system resources (refer to image below). I'm not sure what the potential root cause is. What is your assessment and recommendation?



The screenshot shows the Windows Task Manager Performance tab. The top bar indicates overall system usage: 66% CPU, 48% Memory, 2% Disk, 0% Network, and 1% GPU. Below this is a table listing various system processes and their resource usage.

Name	Status	CPU	Memory	Disk	Network	GPU
Steam Client Bootstrapper (32 b...		39.4%	273.8 MB	8.6 MB/s	0 Mbps	0%
Antimalware Service Executable		17.6%	150.0 MB	0 MB/s	0 Mbps	0%
Desktop Window Manager		2.2%	26.2 MB	0 MB/s	0 Mbps	0.3%
Google Chrome (22)		1.8%	1,463.4 MB	0.1 MB/s	0 Mbps	0.1%
System		1.3%	0.1 MB	0.1 MB/s	0 Mbps	0%
System interrupts		1.0%	0 MB	0 MB/s	0 Mbps	0%
Task Manager		0.6%	30.7 MB	0 MB/s	0 Mbps	0%
Google Chrome		0.3%	27.0 MB	0.1 MB/s	0.1 Mbps	0%
Client Server Runtime Process		0.3%	0.6 MB	0 MB/s	0 Mbps	1.0%
Service Host: Diagnostic Policy ...		0.3%	17.2 MB	0 MB/s	0 Mbps	0%
Service Host: Clipboard User Ser...		0.3%	1.8 MB	0 MB/s	0 Mbps	0%
Service Host: DCOM Server Proc...		0.2%	9.9 MB	0 MB/s	0 Mbps	0%
Windows Explorer		0.2%	32.7 MB	0 MB/s	0 Mbps	0%
Shell Infrastructure Host		0.1%	4.7 MB	0 MB/s	0 Mbps	0%

Source: Microsoft

Ticket 2002 Subject: Dell Machine Making Clicking Sounds, not Connecting to Windows Desktop**Assignee:** Open**Raised by:** Juan Delarosa, Human Resources, 11 min ago**Category:** Booting Issue**Priority:** Med**Message:**

My Dell OptiPlex 9020 Mini Tower will not go to the Windows desktop. I heard a series of audible sounds, like Morse code?!? I think the pattern is one, followed by three, then two. What does that mean?

Ticket 2003 Subject: Printer Leaving Streaks on Page**Assignee:** Open**Raised by:** Gianna Bianchi, Talent Development, 17 min ago**Category:** Printer Issue**Priority:** Med**Message:**

Every time I print, there is an ugly vertical streak down the page. I have to provide printed instructions to the 125 models who will walk the runway in the upcoming *Settimana della moda* (Milan Spring Fashion Week) in a few hours! HELP!!!!

Ticket 2004 Subject: Adobe Illustrator Throwing Errors

Assignee: Open

Raised by: Tamara Bisset, Creative Director, 04 min ago

Category: Software Issue

Priority: High

Message:

Several of my designers using Adobe's Illustrator application are experiencing the software running slowly, and at times, error messages appear, like the one below:

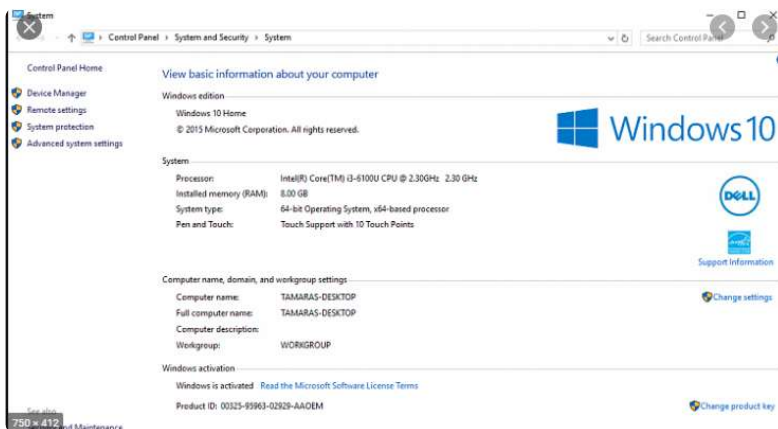


Source: Adobe

Follow-Up from Help Desk Associate Jen:

I've reviewed the machine's device manager to determine the hardware configuration (see image below).

I looked up the requirements for Adobe Illustrator. Minimum requirements are. Intel I5 processor, 4 GB RAM, NVIDIA GeForce 970.



Source: Microsoft

Ticket 2005 Subject: Can't Connect to Online Shared Drive

Assignee: Open

Raised by: Blake Chaudhary, Sales Inventory Analyst

Category: Network Connectivity Issue

Priority: High

Message:

I need to access my sales projections on the shared drive. I could access them yesterday afternoon, no problem. My boss is really leaning on me to get those figures in and he needs access right away.

Follow-Up from Help Desk Associate Jen:

When I had Blake do an IPCONFIG for me, he read his IP address as 169.254.2.8. The network address for his unit is 10.20.30.x. I am not sure why it is different. What do you think is going on?

Level 3 Tickets: (choose two)

Instructions

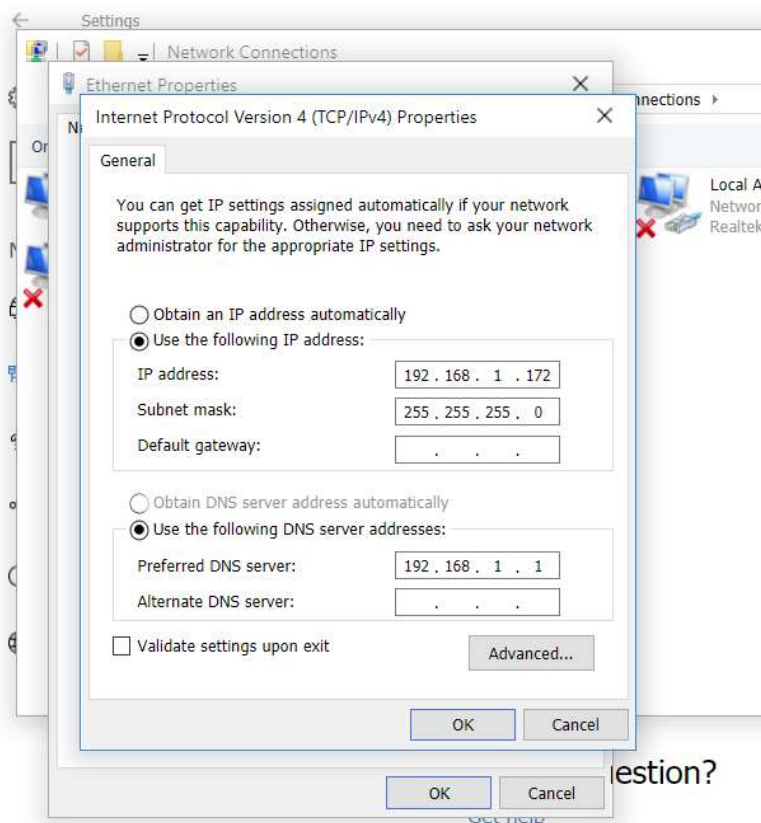
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Ticket 3001 Subject: No Internet Connection**Assignee:** Open**Raised by:** Michelle Silva, Brand Strategist**Category:** Network Infrastructure**Priority:** Med**Message:**

I can't reach the site www.pinterest.com on my machine. My colleague in the next office said he also cannot access the internet using Firefox. I know some network guys installed a new wireless router in the office last night as I spoke to them when I was leaving. Could that have something to do with it?

Follow-Up from Help Desk Associate Jen:

I looked up the new wireless router networking settings I am displaying below. Do you know what is wrong?

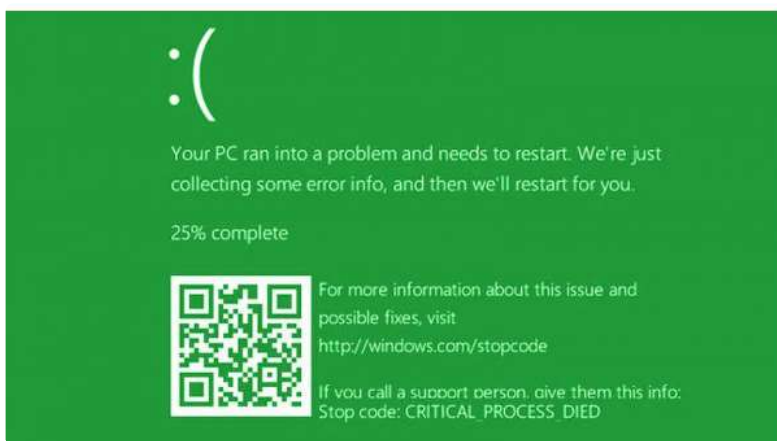


Source: Microsoft

Ticket 3002 Subject: Green Sad Face?**Assignee:** Open**Raised by:** Alejandro Luiz, Window Stylist**Category:** Computer Crashing**Priority:** Med**Message:**

I was trying to share my digital mock-ups with Gabrielle, my supervisor. Now my computer screen is all green with a sad face. It says something about "critical process died."

I took this picture of it with my phone: Please help. I have a deadline of 5 p.m. today.



Source: Microsoft

Ticket 3003 Subject: Frozen Computer**Assignee:** Open**Raised by:** Bettina Müller, Fashion Design**Category:** Computer Crashing**Priority:** Med**Message:**

My computer is totally frozen. All I see is an error message that says, "controller has failed."

I have a short deadline to pitch for a new line of bags to be show at the Fashion Goods and Accessories Exposition in Osaka.

I tried rebooting my machine, but the problem comes back after a few minutes. I have an OptiPlex GX240.

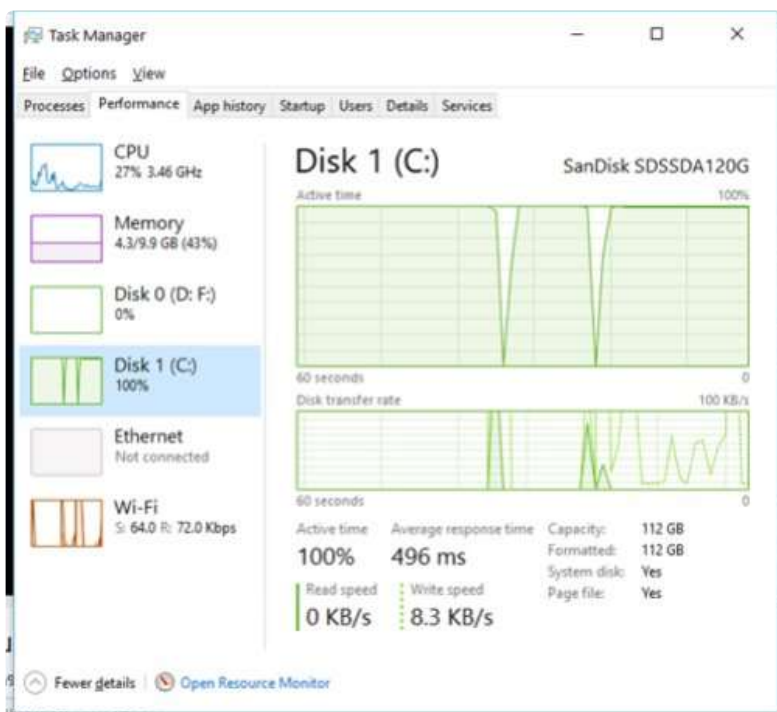
Ticket 3004 Subject: Computer Is Slow**Assignee:** Open**Raised by:** Kory Novak, Brand Manager**Category:** Computer Slow**Priority:** Med**Message:**

My computer is taking a really long time to save files. Sometimes I see a read-only error, and some applications are freezing. Everything is running slow.

Follow-Up from Help Desk Associate Jen:

When I was remoted into Kory's desktop, I was able to take this screenshot from Task Manager.

Here's a screenshot of the error dialog I'm seeing:



Source: Microsoft

Ticket 3005 Subject: Restart/Update Loop**Assignee:** Open**Raised by:** Marci Wallace, Buyer, Tokyo Office**Category:** Windows Update**Priority:** High**Message:**

When I turned on my PC at the office today, it started to boot, and then started doing a Windows 10 update. But it keeps trying to reboot and update. It is on the sixth try and still won't boot up; it's just the same Windows update install over and over. What should I do?

Follow-Up from Help Desk Associate Jen:

Windows update is not completing, sending Marci's PC into an endless loop.

From my experience, there can be several underlying issues that may cause Windows Update to fail. You may need to try several different things to resolve the issue. I recommend consulting Microsoft's knowledge base.

<https://www.support.com/how-to/how-to-fix-a-windows-pc-that-keeps-rebooting-12992>
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