

## **Technology 101 – Session 3 – Four Troubleshooting Scenarios**

### **Scenario One: A bad day to print at the Canprint Public Library**

Your morning started off in a rush at the library entrance. The local phone company arrived at the library and told you they need to install a new router for broadband service at the library. They were done in about 30 minutes and left the library. You were able to log onto the internet using your Firefox browser and begin your daily library activities.

At 2 p.m. 3 students stopped in after class and needed to print a color map for their school social study project. They tried to print the picture that was attached to one of the students, Sally's email several times without success. They need your assistance to get the picture printed to turn in their assignment tomorrow.

What are the basic troubleshooting techniques you would need to use to help the 3 students print their report?

### **Scenario Two: Rosie's résumé trials at the Docitt Public Library**

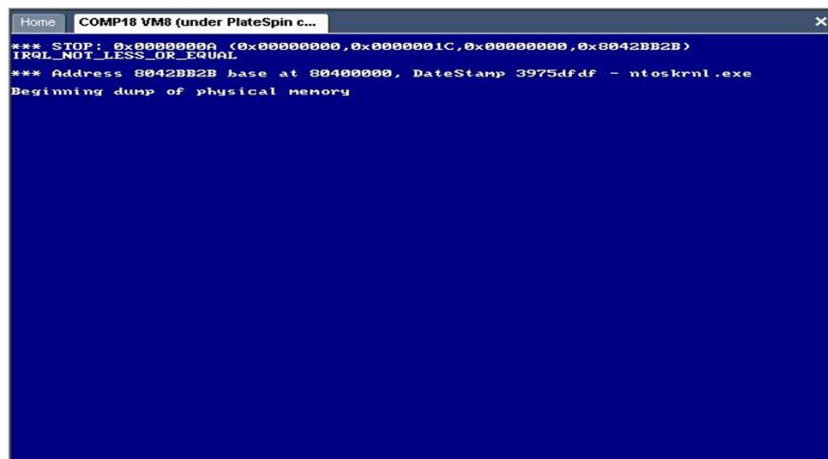
After taking a few Word classes offered by the local community college, Rosie decided that she needed to create a resume to be included with her job application for the part-time library aide position hiring at the Docitt Public Library. Rosie sat down at a public computer and opened up the MS Word 2010 application. She selected a resume template to use and began to create her resume.

She was entering her academic background and suddenly the keyboard locked up and she was not able to type anything into the document and every time she moved the mouse over the Word screen she saw a spinning circle, a message at the top of the application indicated that Word was not responding. She's asked you for assistance to save her work and to fix MS Word on the computer. What do you do?

## Scenario Three: Blue Screen of Death (BSOD) Error on Windows 7 Computer

Error Message is STOP 0x0000000A: IRQL\_NOT\_LESS\_EQUAL

Your solution must be more than “I would call the IT Support Vendor!”



## Scenario Four: Wi-fi Confusion at the Crosswire Public Library

Crosswire Public Library is a very busy library and has decided to go wireless for public access. This has been very convenient for the library customers. Renee went to the circulation desk and checked out a laptop computer to use to read her email.

She logged on to the computer and accessed her Pinterest account and she decided to print a recipe she'd pinned on the library printer to take with her to the grocery store.

When she returned to the circulation desk and requested her printed copy of the recipe from you, the newly hired part-time staff person, first day on the job, told her that there was nothing that had printed at the printer for the past hour. **What happened to her printer copy of her recipe? How can the library assist to make sure this doesn't happen again?**

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<http://broadband.nebraska.gov>

