Problem	VGA Cable unplugged at the back of the tower
Symptoms	Nothing on the screen The LED (Power On/Off indicator) of the monitor is red
Who you are	Simple user, you know nothing about the machine architecture
What you say/know	"There is nothing coming on my screen"
What you may be asked	State of the LED of the monitor: Red Cable at the back of the monitor: Screwed and ok Cable at the back of the tower: Not really screwed and not perfectly plugged

Problem	Office 97 CD-ROM is scratched
Symptoms	Impossible to setup office 97 Error message "Media not ready"
Who you are	Secretary
What you say/know	Impossible to setup office 97 Error message
What you may be asked	CD-ROM is making a lot of noise The title of the CD-ROM appears but not the content There is a scratch on the surface

Problem	HP plugged in micro plug
Symptoms	No sound ever
Who you are	Manager of art department
What you say/know	Can't get any sound what ever I do
What you may be asked	The software run ok The sound card is recognized No sound at the beginning The HP are plugged in one of the sound card jack plugs (wrong one: micro)

Problem	Printer ran out of ink
Symptoms	Print blank pages
Who you are	Student
What you say/know	The printer is going through the page without printing anything
What you may be asked	No error message No special sound A led is flashing on the printer (Ready) LCD displays (Low in ink)

Problem	Printer font not set up properly problem with true type
Symptoms	Sometime print blank pages or blank zones where there should be some text
Who you are	Developer
What you say/know	Sometime print blank pages or blank zones where there should be some text
What you may be asked	Your document is using true type font The printer setup is set on downloading font not on converting to graphics

Problem	Mouse not working
Symptoms	No error but not moving
Who you are	Novice, no technical knowledge
What you say/know	Sometime print blank pages or blank zones where there should be some text
What you may be asked	Cables are ok, the mouse is clean, everything seems to be fine

Problem	Printer printing rubbish (bad driver)
Symptoms	Exotic characters are printed
Who you are	Simple user
What you say/know	Strange characters are printed instead of my docs
What you may be asked	New printer Just plugged and turned on computer

Problem	Strange color when printing
Symptoms	Strange colors
Who you are	Novice, no technical knowledge
What you say/know	Sometime print blank pages or blank zones where there should be some text
What you may be asked	Nothing visible Only Yellow, Green Blue or Black are printed ok

Problem	Error message " Virus Dark Avenger detected"
Symptoms	Error message
Who you are	Teacher in biology
What you say/know	Error message about virus
What you may be asked	Just put a FD in drve