

PREVIEW EDITION — FREE SAMPLE

# Bench Technician *Operations* & Training System

A look inside the complete 228-page bench manual: the technician training system, shop-operations guide, customer documentation package, troubleshooting matrix, and certification framework used on the OurITPerson bench.

01

Diagnose before replacing.

02

Back up before changing.

03

Document before forgetting.

04

Test before delivering.

## WHAT YOU ARE PREVIEWING

# Inside the complete edition

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The full manual is a single, self-contained reference that takes a repair bench from the customer's first phone call to a certified technician. This preview shows a small sample of each part — the complete edition contains everything below.

**228**

printable pages

**251**

tools in the encyclopedia

**100**

real-world case studies

**16**

step-by-step bench SOPs

**8**

printable customer forms

**8**

troubleshooting flowcharts

**Part I** MediCat Field Manual & Tool Encyclopedia

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**Part II** Bench Procedures & Shop Operations SOPs

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**Part III** Printable Customer Forms Package

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**Part IV** Parts & Tool Inventory System

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**Part V** Troubleshooting Flowcharts & Reference Tables

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**Part VI** 100 Real-World Technician Case Studies

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**Part VII** Technician Certification Program

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**Part VIII** Quick Reference Cards & Roadmap

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• PREVIEW — PARTIAL SAMPLE

This preview contains 6 of 251 tools and 2 of 100 case studies.

The complete edition unlocks all eight parts in full, plus the certification exam and printable bench cards. [Get the complete edition](#) →

## SAMPLE — FRONT MATTER

# General Diagnostic Principles

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These five principles govern every job on the bench. They are the backbone the rest of the manual is built on.

- 1 Confirm the customer complaint before replacing parts.
- 2 Back up or image customer data before risky repairs.
- 3 Run the least destructive diagnostic first.
- 4 Escalate from read-only inspection to repair / write operations only after backup and approval.
- 5 Document findings, work performed, parts used, and final validation before delivery.

## Stop & image the drive

Stop work and image the drive immediately if there are clicking noises, SMART warnings, read errors, disappearing partitions, or irreplaceable customer files.

## Working rhythm

Read → reproduce → isolate → back up → repair → retest → document. Every part of the full manual is organized around that loop.

## SAMPLE — PART I

# Tool Encyclopedia

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The heart of the manual: every diagnostic, recovery, and repair utility on the bench, each with purpose, use cases, difficulty, licensing, and a basic-use procedure. Six of 251 entries are shown here.

## #006 Malwarebytes

**INTERMEDIATE TO ADVANCED**

<b>PURPOSE</b>	Malware scanner used to detect and remove common infections, adware, potentially unwanted programs, and persistence leftovers.
<b>USE WHEN</b>	Suspected malware, popups, browser hijacks, slow startup, suspicious persistence, customer reports of scam popups.
<b>LICENSE</b>	Usually free for personal use; verify commercial terms if used for paid repair work.
<b>BASIC USE</b>	<ol style="list-style-type: none"> <li>1. Boot Mini Windows if installed Windows is unstable.</li> <li>2. Update definitions if network access is available.</li> <li>3. Run a scan against the affected Windows drive.</li> <li>4. Quarantine detections and review Autoruns for persistence.</li> <li>5. Reboot the repaired system and confirm symptoms are gone.</li> </ol>

**CAUTION** Do not assume one clean scan proves the system is safe. Check persistence and browser settings too.

## #047 CrystalDiskInfoPortable

**INTERMEDIATE**

<b>PURPOSE</b>	Reads drive SMART health data to identify failing disks and SSDs.
<b>USE WHEN</b>	Slow boot, clicking drives, freezes, CRC errors, Windows repair loops, file corruption, or suspected bad sectors.
<b>LICENSE</b>	Usually free for personal use; verify commercial terms if used for paid repair work.
<b>BASIC USE</b>	<ol style="list-style-type: none"> <li>1. Run a non-destructive health check first.</li> <li>2. Review SMART values, temperature, reallocated sectors, and pending sectors.</li> <li>3. If health is poor, stop unnecessary scans and image the drive.</li> <li>4. Run deeper read-only tests only when safe.</li> <li>5. Do not run write, erase, remap, or low-level format unless data is already backed up.</li> </ol>

**CAUTION** Avoid long stress scans on clicking or failing drives. Image first if the data matters.

**#073 MemTest86****INTERMEDIATE**

<b>PURPOSE</b>	Bootable memory test used to verify RAM stability and find defective memory modules.
<b>USE WHEN</b>	Random crashes, heat problems, blue screens, gaming crashes, RAM suspicion, bad GPU symptoms, or hardware identification.
<b>LICENSE</b>	Usually free for personal use; verify commercial terms if used for paid repair work.
<b>BASIC USE</b>	<ol style="list-style-type: none"><li>1. Boot the memory test directly from MediCat.</li><li>2. Run at least one full pass; four passes is better.</li><li>3. If errors appear, test one RAM stick at a time.</li><li>4. Document the slot and module that failed.</li><li>5. Replace defective memory and retest.</li></ol>

**CAUTION** Verify the selected target before applying changes. Many repair tools can make permanent modifications.

**#079 DDU****BEGINNER TO INTERMEDIATE**

<b>PURPOSE</b>	Display Driver Uninstaller removes GPU drivers cleanly before reinstalling fresh drivers.
<b>USE WHEN</b>	No Wi-Fi, no sound, low resolution, failed driver updates, GPU crashes, or Windows reinstall cleanup.
<b>LICENSE</b>	Usually free for personal use; verify commercial terms if used for paid repair work.
<b>BASIC USE</b>	<ol style="list-style-type: none"><li>1. Create a restore point or backup if Windows boots.</li><li>2. Identify missing or broken device drivers.</li><li>3. Install only the drivers needed first, especially network, chipset, video, and audio.</li><li>4. For GPU driver corruption, use DDU then install the fresh vendor driver.</li><li>5. Reboot and verify Device Manager.</li></ol>

**CAUTION** Verify the selected target before applying changes. Many repair tools can make permanent modifications.

**#020 Macrium Reflect****INTERMEDIATE**

<b>PURPOSE</b>	Disk imaging, cloning, and recovery tool used before risky repairs and for SSD replacements.
<b>USE WHEN</b>	Before risky repairs, SSD upgrades, failing drives, full system backups, disaster recovery, and working from a disk image instead of an original drive.
<b>LICENSE</b>	Commercial or trialware likely. Use only within its license and verify before business use.
<b>BASIC USE</b>	<ol style="list-style-type: none"> <li>1. Identify source and destination drives by size and model.</li> <li>2. If the source drive is failing, image it before attempting repairs.</li> <li>3. Choose clone or image depending on the job.</li> <li>4. Verify the backup or clone after completion.</li> <li>5. Do not overwrite the customer original until recovery is confirmed.</li> </ol>

**CAUTION** Verify the selected target before applying changes. Many repair tools can make permanent modifications.

**#085 AutorunsPortable****BEGINNER TO INTERMEDIATE**

<b>PURPOSE</b>	Startup and persistence analyzer used to find programs, services, drivers, and scheduled tasks that launch automatically.
<b>USE WHEN</b>	No internet, unknown network devices, remote help, server access, FTP/SFTP transfers, packet analysis, or support sessions.
<b>LICENSE</b>	Usually free for personal use; verify commercial terms if used for paid repair work.
<b>BASIC USE</b>	<ol style="list-style-type: none"> <li>1. Confirm physical network connection or Wi-Fi status.</li> <li>2. Check IP address, gateway, and DNS.</li> <li>3. Use scanners to find devices if needed.</li> <li>4. Use packet or connection tools only when basic checks fail.</li> <li>5. Document network changes and avoid scanning networks without permission.</li> </ol>

**CAUTION** Verify the selected target before applying changes. Many repair tools can make permanent modifications.

● **245 MORE TOOLS LOCKED**

The full encyclopedia covers every tool on the bench.

Anti-malware, drive imaging, data recovery, hardware diagnostics, Windows repair, networking, partitioning, and more — 251 entries in total, plus an alphabetical index. [Unlock the complete edition →](#)

## SAMPLE — PART VI

# Real-World Case Studies

100 worked bench scenarios trace the path from the customer's words through diagnosis, tool selection, repair, and validation — ideal for training and for calibrating on unfamiliar symptoms. Two are shown here.

## 01 Laptop Extremely Slow

*"laptop extremely slow" or an equivalent customer description.*

### LIKELY CAUSES

- Hardware fault
- Driver or operating system issue
- Configuration issue
- Customer workflow or expectation issue

### PROCEDURE

- 1 Record the customer statement exactly
- 2 Reproduce the issue if safe
- 3 Run the primary diagnostic tool
- 4 Confirm with a secondary tool

### DIAGNOSIS

Identify the most likely confirmed cause based on tool results, physical inspection, and symptom reproduction. Do not replace parts until evidence supports the recommendation.

### REPAIR

- Apply the approved repair
- Avoid unnecessary changes
- Protect customer data
- Record parts and labor

### DIAGNOSTIC TOOLS

Visual inspection

Event Viewer

Customer interview

Final validation checklist

- 5 Document the finding
- 6 Perform the approved repair
- 7 Retest the original symptom

### FINAL VALIDATION

- Original complaint no longer occurs
- Multiple reboots successful when applicable
- Customer files or functions verified
- Ticket notes completed
- Customer informed

## 17 Ransomware Infection

*"ransomware infection" or an equivalent customer description.*

### LIKELY CAUSES

- Malware or PUP
- Browser hijacker
- Startup persistence
- User-installed unwanted software

### PROCEDURE

- 1 Disconnect network immediately
- 2 Disconnect external drives
- 3 Document ransom note and file extensions

### DIAGNOSIS

Identify the most likely confirmed cause based on tool results, physical inspection, and symptom reproduction. Do not replace parts until evidence supports the recommendation.

### REPAIR

- Apply the approved repair
- Avoid unnecessary changes
- Protect customer data
- Record parts and labor

### DIAGNOSTIC TOOLS

Malwarebytes

Autoruns

Process Explorer

TCPView

- 4 Create a safe image if possible
- 5 Check offline backups
- 6 Proceed only with customer approval

### FINAL VALIDATION

- Original complaint no longer occurs
- Multiple reboots successful when applicable
- Customer files or functions verified
- Ticket notes completed
- Customer informed

● 98 MORE CASE STUDIES LOCKED

98 more worked cases in the complete edition.

Slow machines, no-boot laptops, liquid damage, ransomware, board-level faults, data recovery, and difficult-customer situations. [Get the complete edition](#) →

## SAMPLE — PART II

# Bench Procedures & SOPs

16 standardized procedures take common jobs from intake to pickup. One is shown here in full.

## Customer Arrival to Pickup Workflow

### SYMPTOMS & SCOPE

- Use this procedure when the customer description matches the title or when the master symptom matrix points here.

### PROCEDURE

- 1 Greet customer and assign repair number
- 2 Record customer symptoms exactly as stated
- 3 Inspect physical condition before powering on
- 4 Perform initial boot and symptom reproduction
- 5 Select diagnostic tools based on symptom
- 6 Document cause and repair recommendation
- 7 Obtain approval before paid repair
- 8 Perform final validation
- 9 Review results with customer at pickup

### FINAL VALIDATION

- Record results in the bench worksheet
- Perform multiple reboots when appropriate
- Verify the original customer complaint is resolved
- Explain work completed to customer

#### • FORMS, INVENTORY & CERTIFICATION LOCKED

The complete edition also includes the paperwork.

8 printable customer forms, a parts-and-tool inventory system, 8 troubleshooting flowcharts with reference tables, a full technician certification program, and printable quick-reference bench cards. **See everything** →

THE COMPLETE EDITION

# Run your whole bench from one manual.

You have seen the format and the quality. The complete edition is the entire system — ready to print, ready to train with, and fully editable so you can make it your shop's own.

- ✓ All 251 tool-encyclopedia entries, with an alphabetical index
- ✓ 16 start-to-finish bench procedures
- ✓ 8 printable customer forms — intake, approval, liability, pickup
- ✓ Parts & tool inventory system with reorder workflow
- ✓ 8 troubleshooting flowcharts and corrected reference tables
- ✓ All 100 real-world technician case studies
- ✓ Full technician certification program — exam, practical, checklist
- ✓ Printable quick-reference bench cards
- ✓ Editable source file — rebrand and adapt it freely

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