


	<h1>Diagnosing a problem</h1>	<h2>STI2D</h2>
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<p>language box</p> <p>Diagnosing a problem</p> <ul style="list-style-type: none"> - Present possibility: may/might/could + be/present continuous e.g. The file may/might/could be too large. - Present certainty: must + be/present continuous e.g. The firewall must be blocking the attachments - Past possibility: must/may/might + present perfect e.g. you may/might have broken it. - Past certainty: must + present perfect e.g. You must have broken it 	
<p>Suggesting a solution</p> <ul style="list-style-type: none"> - Try + verb + -ing. Try clicking on the "undo" button. - Why don't you? Why don't you click on the "undo" button? - Could. You could click on the "undo" button. 	

Rephrase these sentences like that:

Diagnosis: Your switch is probably broken. Suggestion: change it

Possible answer: Your switch might be broken. Try changing it.

- 1) D: It's possible your cable is loose. S: push it firmly into the socket
- 2) D: you are definitely using the wrong IP address S: reboot the router
- 3) D: perhaps the program has frozen S: press CTRL-ALT-DEL
- 4) D: the mouse has definitely stopped working S: disconnect and reconnect
- 5) D: it's certain your file is too large for the disk S: compress it

Match the nouns and their definitions:

Attachment	an advert that suddenly appears on a screen without you searching for it
browser	a connection between a computer and the internet via radio waves
Firewall	the set of numbers which identifies every computer on the Internet
IP address	you can lock this on your computer to stop other users from changing it
password	a series of letters or numbers that you type into a computer in order to use it
pop-up	software that allows you to access websites on the Internet
resolution setting	a network security system used to restrict external and internal
security setting	you can change this to make images larger or smaller, or in color
wireless	something that you send with an email, e.g. a document