Software repair

Complete the conversation with the words in the box.

check	file	install	move	resend	run
	saved	version	version	viruses	

Service Report

Date	6.05
Name	Bolek
Fault diagnosis questions	1 What 1_____ of Office do you have? 2 What is the version of the 2_____?
Possible solutions	1 If you have newer version, 3_____ an Office patch. 2 Ask the sender to save the file in an older version and 4_____ it.

Service Report

Date	6.05
Name	Sara
Fault diagnosis questions	1 Have you 5_____the file? 2 Are there any messages about 6_____ in the attachment?
Possible solutions	1 7_____ the attachment changes. 2 Look for the file in Internet Temporary Files.

Service Report

Date	14.07
Name	Sylvia
Fault diagnosis questions	1 What 8_____ of Office do you have? 2 Have you checked the Recycle Bin? 3 Have you 9 _____ disk defragmenter?
Possible solutions	1 If the file is in the Recycle Bin, 10_____it to a folder in My Documents 2 If the file isn't in the Recycle Bin, install undeleted software.