

Fixing Software Issues in the Workplace

Part 1: Office Roleplay Dialogue

Scenario: An employee, Mark, contacts the IT technician, Lisa, because his software is crashing frequently and displaying error messages.

Mark: Hi Lisa, I'm having a major problem with my computer. The software I use every day keeps crashing, and I keep getting strange error messages.

Lisa: That sounds frustrating. Let's take a look. Did this start after a recent update?

Mark: Yes, I think so. The software updated automatically last night, and now it keeps freezing.

Lisa: That might mean there's a bug in the latest **patch**. Sometimes, software updates include fixes for old problems but accidentally introduce new ones.

Mark: That makes sense. Is there a way to fix it?

Lisa: We can try a few things. First, I'll check the **registry** to see if there are any corrupted settings. The Windows registry stores important system configurations, and if something is wrong there, it could cause crashes.

Mark: I see. Will you have to change anything?

Lisa: Possibly, but I'll be careful. I'll also check if any **DLL (Dynamic Link Library)** files are missing or corrupted. These files help different

programs share code, and if one is broken, the software may not function properly.

Mark: I got an error mentioning a DLL file earlier!

Lisa: That's a good clue. If that's the issue, I might need to replace the missing DLL file or reinstall the software. If the problem started after the update, we can also try a **rollback** to the previous version. That would undo the update and restore the last stable version of the software.

Mark: That sounds like a good idea. Should I just uninstall the update?

Lisa: In some cases, yes. But before we do that, I need to check if the software has reached **EOL (End-of-Life)**. If the developer no longer supports it, rolling back might not be a long-term solution.

Mark: What happens if the software reaches EOL?

Lisa: It means no more updates, patches, or technical support. If that's the case, we should consider upgrading to a newer version or switching to a different program.

Mark: I see. I hope it hasn't reached EOL yet because I really rely on this software.

Lisa: Let me run some checks, and we'll find the best solution. Don't worry—we'll get it working again!

Part 2: Comprehension Questions

1. What problem is Mark experiencing with his software?

(A) His software won't install

- (B) His software is crashing and showing error messages
- (C) His software is running too fast
- (D) His software won't connect to the internet

2. What does Lisa say might have caused the issue?

- (A) A virus
- (B) A recent software patch
- (C) A power outage
- (D) A hardware malfunction

3. What is a possible solution Lisa suggests?

- (A) Buying a new computer
- (B) Restarting the internet router
- (C) Rolling back to a previous software version
- (D) Changing the monitor resolution

4. What does Lisa say happens when software reaches EOL?

- (A) It receives frequent updates
- (B) It becomes open-source
- (C) It stops receiving support and patches
- (D) It speeds up automatically

Part 3: Key Vocabulary Definitions in Japanese

1. **Patch (パッチ)** – ソフトウェアのバグ修正やセキュリティ向上のための更新プログラム。
2. **Registry (レジストリ)** – Windows システムの設定情報を保存するデータベース。

3. **DLL (Dynamic Link Library) (ダイナミックリンクライブラリ)** – ソフトウェアが共通のコードを利用するためのファイル。破損するとエラーが発生することがある。
4. **Rollback (ロールバック)** – ソフトウェアやシステムを以前のバージョンに戻すこと。
5. **EOL (End-of-Life) (サポート終了)** – ソフトウェアの開発元が更新や技術サポートを提供しなくなる状態。
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Part 3: Answers

1. What problem is Mark experiencing with his software?

- ☒ (B) His software is crashing and showing error messages

2. What does Lisa say might have caused the issue?

- ☒ (B) A recent software patch

3. What is a possible solution Lisa suggests?

- ☒ (C) Rolling back to a previous software version

4. What does Lisa say happens when software reaches EOL?

- ☒ (C) It stops receiving support and patches