**DV162\_60\_PAS\_Troubleshooting Common Hardware Problems   
Possible Answers Sheet**

Q1. What does POST stand for?

Ans. Power-On-Self-Test

Q2. What is the POST?

Ans: The POST is a diagnostic process that occurs when a computer is powered on to ensure that all main components are functioning properly.

Q3. What happens if one of the components in a POST process is not working properly?

Ans: If one of the components in a POST process is not working properly, the system may emit beeps or display error messages to indicate the issue.

Q4. What should you do if you want to know the different beep codes?

Ans: To know the different beep codes, you should refer to the documentation for your motherboard, as different manufacturers use different beep codes.

Q5. The drives and their boot order are configured in the \_\_\_\_\_\_\_\_\_\_\_ configuration.

Ans. BIOS.

Q6. What is the full form of BIOS?  
Ans. The full form of BIOS is Basic Input/Output System.

Q7. What is the function performed by the BIOS?

Ans. The BIOS is responsible for initializing hardware during the boot process and providing runtime services for the operating system.

Q8. What might happen if the battery has gone bad or all the voltage is depleted?

Ans: If the battery on the motherboard has gone bad or all the voltage is depleted, the system may lose track of the date and time, requiring manual resetting each time the computer is started.

Q9.What should you do if you start your computer and get a blank screen?

Ans. If you start your computer and get a blank screen, you should listen to any beep codes and refer to the motherboard documentation to troubleshoot the issue.

Q10. How do you fix other problems like if the system tries to boot from a drive that is not the normal startup drive?

Ans. To fix such problems, you need to enter the BIOS configuration and adjust the boot order to prioritize the correct startup drive.

Q11. What do you need to do if you’ve left a USB drive plugged in and the USB drive attempts to boot prior to the primary storage drive?

Ans. We would simply need to remove the USB drive, restart your computer, and it will begin to boot from the normal boot drive.

Q12. What message will you get if something isn't working properly?

Ans: We might get a message like "Windows stop error" or encounter a "Blue Screen of Death."

Q13. Windows Stop Error also refers to as a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Ans. Windows Blue Screen of Death.

Q14. What information do you receive while seeing the blue screen on your system?

Ans. The blue screen provides information on why the error occurred but typically requires a system restart to resume normal operation.

Q15. If this blue screen goes by very quickly and your system restarts, you can still go to the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Ans. Windows Event Viewer.

Q16. How can you view the information associated with a Windows stop error?

Ans: We can view the information associated with a Windows stop error by checking the Windows Event Viewer.

Q17. What is the Event Viewer useful for?

Ans: The Event Viewer is useful for viewing detailed information about system events, including errors, warnings, and informational messages.

Q18. The reference pages on Microsoft’s website give a lot of detail on how you can resolve specific issues.( True/ False)

Ans. False.

Q19. What should I do if my computer is displaying a blue screen error?

Ans: If our computer is displaying a blue screen error, you should restart the system and check the Event Viewer for detailed information about the error.

Q20. Which websites can you use to research more about the Blue Screen Error?

Ans. We can visit the Microsoft website Windows.com/stopcode to find out more information about the blue screen error.

Q21.What are some potential causes of a blue screen?

Ans: Some potential causes of a blue screen include bad hardware, incompatible drivers, or faulty applications.

Q22. What will you do if your system is able to boot into Safe Mode but not able to boot into a full blown version of Windows?

Ans. If our system can boot into Safe Mode but not into a full-blown version of Windows, we may need to troubleshoot problematic drivers or applications.

Q23. You can get a hardware diagnostics utility directly from the \_\_\_\_\_\_\_\_\_\_\_\_\_.

Ans. We can get a hardware diagnostics utility directly from the manufacturer.

Q24. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_will have hardware diagnostics built into the BIOS.

Ans. UEFI BIOS.

Q25. What is the technical name for the spinning beach ball on Mac OS 10?

Ans: The technical name for the spinning beach ball on Mac OS 10 is the Mac OS 10 spinning wait cursor.

Q26. What might happen when you see a spinning ball on your system and how to resolve it?

Ans: The spinning ball indicates that the system is processing something, and you have to wait until the process completes. If it doesn't disappear, you may need to restart the system.

Q27. What might cause a spinning beach ball to appear on your system?

Ans: A spinning beach ball might appear due to various reasons such as bugs in applications, bad hardware, or slow processing of data.

Q28. What if the cursor never reappears and you have to restart your system?

Ans. If the cursor never reappears and you have to restart your system, you'll want to check the console logs in Mac OS to see if you can find more information about the error.

Q29. What should you check when the screen of a desktop computer stays black?

Ans: When the screen of a desktop computer stays black, you should check all the cabling, including power cables and video output connections.

Q30. What are the possible inputs to a monitor?

Ans: Possible inputs to a monitor include HDMI, DVI, DisplayPort, and VGA.

Q31. How can you make a dim image on the screen brighter?

Ans: We can make a dim image on the screen brighter by adjusting the brightness and contrast controls of the monitor.

Q32. What should you do if you see information on the screen but then everything goes black after Windows loads?

Ans: If everything goes black after Windows loads, you might want to try starting Windows in VGA mode to troubleshoot potential driver issues.

Q33. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_mode is able to work across almost every monitor on the market.

Ans. VGA mode.

Q34. What tool can be used to check if an outlet is providing power to the power supply?

Ans. A multimeter or handheld tester can be used to check if an outlet is providing power to the power supply.

Q35. What should you look for when determining if a computer is receiving power?

Ans: We should look for indicators such as fans spinning or LED lights illuminating to determine if a computer is receiving power.

Q36. What should we check to determine if there is a problem with the motherboard?

Ans: We should check the power-on self-test process to see if it identifies any problems during the startup.

Q37. The fans that are inside of your system need a lot of voltage to spin. ( True/ False).

Ans. False

Q38. How can I get an overview of my computer's performance?

Ans. I can get an overview of your computer's performance by using Task Manager to view CPU utilization and the Performance tab to see CPU utilization for all processes.

Q39. What could cause a system to become sluggish?

Ans: Causes of a sluggish system could include resource-intensive processes, lack of available storage space, or outdated hardware.

Q40. What can cause an operating system to perform poorly?

Ans: Factors such as low storage space, high CPU utilization, or problematic applications can cause an operating system to perform poorly.

Q41. What happens if your desktop system’s temperature rises?

Ans: If a desktop system's temperature rises, it may slow down the CPU or initiate cooling measures to prevent overheating.

Q42. What components generate heat in a computer system?

Ans: Components such as CPUs, external video adapters, and memory modules can generate heat in a computer system.

Q43. How can you measure the temperature inside of a computer?

Ans: We can use third-party utilities like HWMonitor to measure the temperature inside of a computer.

Q44. Why should electronic components be cleaned?

Ans: Electronic components should be cleaned to ensure proper cooling and prevent overheating caused by dust or dirt buildup.

Q45. What if your backside of the system has a lot of dust and produces a heat, how will you resolve this issue?

Ans. We would need to vacuum up all of the dust from the back of the system to regain airflow through the computer case.

Q46. What could be causing my computer to abruptly power down?

Ans: Causes of abrupt computer shutdowns could include overheating, faulty hardware, or power supply issues.

Q47. What should you do after eliminating items that are working properly?

Ans: After eliminating items that are working properly, you should focus on diagnosing and troubleshooting components that may be faulty.

Q48. What message might you receive when Windows has identified a problem?

Ans: We might receive a message such as "Windows Explorer has stopped working" or a dialog box informing you that a problem occurred.

Q49. What is the Reliability Monitor?

Ans: The Reliability Monitor is a utility inside Windows that provides a graphical overview of how your system has been performing. It categorizes problems into application failures, Windows failures, and other issues, and it allows you to investigate errors and check for solutions.

Q50. What could be causing a scraping noise inside my system?

Ans: A scraping noise inside a system could indicate a problem with a hard drive. It suggests potential mechanical failure within the hard drive, which can be a severe issue, possibly leading to data loss.

Q51. What happens if a capacitor is damaged?

Ans: if the sound you’re hearing is more of a popping noise instead of a grinding noise, it’s very possible that you have a problem with a capacitor that’s on your motherboard.

Q52. What is a very frustrating error that can occur in an operating system and how will you resolve that?

Ans: A very frustrating error that can occur in an operating system is when the system freezes without any apparent cause or error messages. To resolve this issue, we can try identifying recent changes such as new hardware installations or driver updates, checking resource utilization, and performing hardware diagnostics to ensure all components are functioning correctly.

Q53. What if you’ve recently installed a new driver or updated any part of your operating system?

Ans. If we’ve recently installed a new driver or updated any part of your operating system and encountered issues, you might want to start by attempting to boot into Safe Mode or use options like "boot from last known working configuration" to revert recent changes. If the problem persists, we may need to further investigate the compatibility of the new driver or update with your system configuration.

Q54.How can you prevent your computer from automatically restarting after a stop error or blue screen?

Ans: We can prevent your computer from automatically restarting after a stop error or blue screen by disabling the automatic restart option in the system properties. This allows you to have time to see the error message displayed on the screen and take necessary actions to troubleshoot the issue.

Q55. What is the best way to reset the BIOS configuration?

Ans: The best way to reset the BIOS configuration is by shorting a jumper on the motherboard. This action erases the BIOS configuration stored in flash memory. Simply removing the battery from the motherboard does not reset the BIOS configuration on newer computers, as the configuration is stored in flash memory.