**Practice Quiz: Why Programs Crash**

**TOTAL POINTS 5**

1.Question 1

When using Event Viewer on a Windows system, what is the best way to quickly access specific types of logs?

1 point



Export logs



Create a custom view



Click on System Reports



Run the head command

2.Question 2

An employee runs an application on a shared office computer, and it crashes. This does not happen to other users on the same computer. After reviewing the application logs, you find that the employee didn’t have access to the application. What log error helped you reach this conclusion?

1 point



“No such file or directory”



“Connection refused”



“Permission denied”



“Application terminated”

3.Question 3

What tool can we use to check the health of our RAM?

1 point



Event Viewer



S.M.A.R.T. tools



memtest86



Process Monitor

4.Question 4

You've just finished helping a user work around an issue in an application. What important but easy-to-forget step should we remember to do next?

1 point



Fix the code



Report the bug to the developers



Reinstall the program



Change the user’s password

5.Question 5

A user is experiencing strange behavior from their computer. It is running slow and lagging, and having momentary freeze-ups that it does not usually have. The problem seems to be system-wide and not restricted to a particular application. What is the first thing to ask the user as to whether they have tried it?

1 point



Adding more RAM



Reinstalling Windows



Identified the bottleneck with a resource monitor



Upgrade their HDD to an SSD