**ITM-301 Homework #8 (Chapter 12 & 14)**

* **Due Date: November 10, 2014 @ 11:59PM**

Reviewing the Basics

1. **What are the six steps that you can use to solve any computer problem?**

Answer: step 1: interview the user and back up data

step 2: examine the system and make your best guess

step 3: test your theory

step 4: plan your solution and then fix the problem

step 5: verify the fix and take preventative action

step 6: document what happened

1. **Blue screen errors happen when, which type of processes encounter an error?**

Answer: it happens when processes running in kernel mode encounter a problem and Windows must stop.

1. **What is the command to use the System File Checker to immediately verify system files? To verify system files on the next restart?**

Answer: sfc /scannow is the command to use the System File Checker to immediately verify system files. sfc /scanonce is the command to verify system files on the next restart.

1. **What GUI tool can you use to stop a program that is hung?**

Answer: Task Manager can end it.

1. **If an application works when the system is loaded in Safe Mode, but does not work when Windows is loaded normally, what can you assume?**

Answer: If the application works in Safe Mode, then you can assume the problem is not with the application, but with the operating system, device drivers, or other applications that load at startup which are conflicting with the application.

1. **What test does startup BIOS perform when you first turn on a computer to verify it can communicate with essential hardware devices?**

Answer: POST (Power-On Self-Test).

1. **Where is the master boot record (MBR) located?**

Answer: first sector of the hard drive.

1. **Where does Windows store device driver files?**

Answer: C:\Windows\System32\Drivers (it is assumed that Windows is installed in C:\Windows.)

1. **A blue screen error halts the system while it is booting, and the booting starts over in an endless loop of restarts. How can you solve this problem using the Advanced Boot Options screen?**

Answer: Press F8 before Windows loads and the Advanced Boot Options Menu appears. Then, choose the option of Disable automatic restart on system failure.

1. **What is the name of the log file and its location that were created when you enabled boot logging from the Advanced Boot Options startup menu?**

Answer: C:\Windows\Ntbtlog.txt