IT Basics Final Module Assessment

**Questions 1-12 will use the following scenario:**

**“My computer won’t turn on,” is a call that you might receive more often than expected. Answer questions 1-12 related to troubleshooting a hardware issue and give an example of each using the issue. (We will again be using the simplest solution but you will need to think of other possible issues to complete all of the steps. The issue will be very simple so don’t overthink it. This scenario is designed to see how you work through the process.) Some of the questions will ask follow-up questions such as the first question's answer is followed-up with the second question of how you would do that.**

1. What is the first step of the hardware troubleshooting process?

Identify the problem

2. How would you do that? Give at least one example.

Ask user if there have been any changes recently

3. What is the second step of the hardware shooting process?

Establish a theory of Probable Cause

4. What are some possibilities of probable cause? (List at least two.)

unplugged power cable/no Voltage from Outlet

unseated Hardware componets

5. What is the third step of the hardware troubleshooting process?

Test the Theory to Determine the cause

6. How could you do that?

Use MultiMeter to test AC voltage from the outlet

7. What is the fourth step of hardware troubleshooting?

Establish a Plan of action and Implement the solution

8. In the previous step, you found the computer was unplugged. What would you do?

Plug power cable back into the Power Supply or into the Outlet

9. What is the fifth step of hardware troubleshooting?

Verify Full System Functionality and Implement Preventive Measures

10. What would you do in this scenario?

Have the User login to the workStation and see if everything is working correctly

11. What is the sixth and final step of hardware troubleshooting?

Document Findings

12. What should you include?

Documenting troubleshooting steps, changes, updates, theories and research

**Questions 13-15 will use the following scenario:**

**A user calls saying their computer is on but they can’t see anything on their screen. When talking with the user and trying to identify the problem, you verify that both the computer and monitor are turned on.**

13. You replace the VGA cable connecting the computer to the monitor and there is still no picture.

You test the monitor on another computer, and it is working.

When changing the monitor cable, you notice it is plugged directly into the motherboard I/O panel. What is a possible fix to get a picture on the monitor based on the latest information? (Something you might add?)

ReBoot the computer so it sends a Video signal out to the onBoard graphics card or Plug the VGA cable to the graphics card on the PCI SLot

14. What is a common troubleshooting technique for computer software?

Open up the Task Manger

15. Why?

To see which program is using alot of the RAM

**The remaining questions are multiple choice questions. Please 1) answer the question and 2) provide rationale for your response. In 1-3 sentences, explain why you chose that answer.**

16. What is the following computer component?



a. RAM or DIMM or Memory

b. Network Interface Card or NIC

c. CPU

d. Graphics card or video card

**RATIONALE:**

The Picture above is a CPU.

The text on it states its an Intel i7.

I have rebuilt computers and I am familiar with what it looks like, it is missing a Heat sink that goes on top of it.

17. What is the following computer component?



a. RAM or DIMM or Memory

b. Network Interface Card or NIC

c. CPU

d. Graphics card or video card

**RATIONALE:**

The Picture above are 2 sticks of RAM.

RAM sticks has a notch on the shinny side.

Older models have the notches in the middle, newer models have the notches off center.

18. What is the following computer component?



a. RAM or DIMM or Memory

b. Network Interface Card or NIC

c. CPU

d. Graphics card or video card

**RATIONALE:**

**The picture above is a Graphics Video card.**

**I can see the NVidia logo.**

**Most viedo cards are manufatucted with their own Cooling fans.**

19. What is the following computer component?



a. RAM or DIMM or Memory

b. Network Interface Card or NIC

c. CPU

d. Graphics card or video card

**RATIONALE:**

**The Picture above shows a NIC card.**

**NIC cards have a port where Cate5 ends are plugged into.**

**This is a PCI slotted network card.**

20. Which computer component goes in the below motherboard slot?



a. RAM or DIMM or Memory

b. Network Interface Card or NIC

c. CPU

d. Graphics card or video card

**RATIONALE:**

**The picture above are slots for the RAM Sticks.**

**These RAM Slots have a barrier in the middle, to insure the RAM gets installed correctly.**

**RAM slots lock the RAM sticks on both ends to scure it to the motherboard.**

21. Which computer component goes in the below motherboard slot?



a. RAM or DIMM or Memory

b. Network Interface Card or NIC

c. CPU

d. Graphics card or video card

**RATIONALE:**

**The CPU goes into that motherboard slot.**

**The small little holes is where the CPU pins goes into.**

**The arm on the left of the picture is what locks down and secure the CPU to the MB.**

22. Which two computer components go in the below motherboard slot? (Select two answers.)



a. RAM or DIMM or Memory

b. Network Interface Card or NIC

c. CPU

d. Graphics card or video card

**RATIONALE:**

**The NIC card and the Graphics cards goes into the expansion PCI slots.**

**The NIC card goes into either of the bottom white slots.**

**The Higher end Graphic cards will use up both the top Yellow PCI slots. all other video cards will be seated into the bigger of the two yellow PCI slots.**