

4.6 Device Driver Troubleshooting

As you study this section, answer the following questions:

- What are the first items you should check when you have installed a new device and it is not working properly?
- How do you verify that a device is recognized and enabled in Device Manager?
- What should you do if the system crashes during startup before you can log on?
- If you cannot boot the system into Safe Mode, what steps should you take to boot the system?
- Once you get a system started after reducing it to a minimal state, how do you identify a component that has a problem?

In this section, you will learn to:

- Update and roll back device drivers
- Enable and disable devices in Device Manager
- Use the Last Known Good configuration, Safe Mode, and restore points to recover from device-related errors
- Update hardware device firmware

Key terms for this section include the following:

Term	Definition
Roll back	Revert a system that has received an update or other change to its previous state.

This section helps you prepare for the following certification exam objectives:

Exam	Objective
CompTIA 220-1102	<p>1.5 Given a scenario, use Microsoft operating system features and tools.</p> <ul style="list-style-type: none">■ Administrative<ul style="list-style-type: none">■ Computer Management■ Device Manager■ Local Users and Groups■ Local Security Policy■ Performance Monitor■ Services■ System Configuration■ Task Scheduler■ Component Services■ Data Sources■ Print Management■ Windows Memory Diagnostics■ Windows Firewall■ Advanced Security

3.1 Given a scenario, troubleshoot Microsoft Windows OS problems.

- Common solutions
 - Roll back updates
 - Roll back devices drivers

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