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# HW5

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# CTEC402

**Chapter 5**

**Part1: Grade (5 points): Thinking Critically**

These questions are designed to prepare you for the critical thinking required for the A+ Core 2 exam and may use information from other chapters or from the web.

1. A user complains that her computer is performing slowly. She tells you the problem started about a week ago when new database software was installed. The software runs in the background to update a database synced between the user’s workstation and database server. Which is the best tool or method to use to determine if the new software is hogging computer resources?
   1. Uninstall the database software and see if performance improves.
   2. Use Performance Monitor and Process counters to observe performance.
   3. Use the Performance tab of Task Manager to observe database software activity.
   4. Install more memory to improve system resources to handle the new software.

Answer: C.

1. You have exhausted your knowledge of a problem and it still is not solved. Before you escalate it, what else can you do?
   1. Go back through the problem one more time, looking for what you overlooked.
   2. Explain to the user that you cannot solve his problem but you will find someone who can.
   3. Ask a knowledgeable coworker for help.
   4. Interview the user one more time to make sure you correctly understand the problem.

Answer: C.

1. You are having difficulty uninstalling freeware a user accidentally installed while surfing the web. You look online and see the software is designed to work in an x86-based version of Windows. In which folder should you expect to find the program files for the software?
   1. C:\Windows
   2. C:\Program Files (x86)
   3. C:\Program Files
   4. It depends on the version of Windows installed.

Answer: B.

1. You are troubleshooting an application problem and want to eliminate faulty memory as a source of the problem. Which command do you use?
   1. Mdsched.exe
   2. Taskmgr.exe
   3. Msconfig.exe
   4. Sfc /scannow

Answer: A.

1. When a user, Belinda Lim, signs in to Windows, she cannot see her Documents folder in File Explorer and some of her Windows user settings are lost. You suspect her user profile is corrupted. Which tool or method should you use first to investigate and/or solve the problem? Second?
   1. Check the C:\User\Belinda Lim\Documents folder.
   2. Check the C:\Users\Belinda Lim\Documents folder.
   3. Use the chkdsk command.
   4. Use the sfc command.

Answers: B and D

1. An application is frozen and you cannot close its application window. What is the first thing you should do to end the process? Second thing?
   1. Use the tasklist command.
   2. Use Task Manager.
   3. Reboot the system.
   4. Use the taskkill command.

Answers: D.

1. How can you eliminate the possibility that an application error is caused by another application or service running in the background?

Answer: Boot into Safe Mode or perform a clean boot to disable non-essential services and check if the application error persists.

1. How does Windows know which application to use to open a file when you double-click the file in File Explorer or Windows Explorer?

Answer: Windows uses file associations, stored in the system registry, to match file extensions with the default applications set to open those file types.

1. When Windows first starts and the user signs in, a message about a missing DLL appears. Which tool or method should you use first to solve the problem? Second?
   1. Use Task Manager to identify the startup process.
   2. Use the Services console to stop the process that needed the DLL.
   3. Search the web on the error message to better understand the problem.
   4. Use Component Services to register the DLL.

Answers: C and A

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: You can assume that a background service or driver that does not run in Safe Mode is interfering with the application in normal mode.

1. A user tells you that Microsoft Word gives errors when saving a file. What should you do next?
   1. Install Windows updates that also include patches for Microsoft Word.
   2. Ask the user when the problem first started.
   3. Ask the user to save the error message as a screenshot the next time the error occurs and email it to you.
   4. Use Task Manager to end the Microsoft Word program.

Answer: B.

1. When trying to improve performance of a slow system, you notice in Task Manager that the superfetch service is using a high percentage of CPU time. What is your next best step?

Answer: A.

1. Disable superfetch to improve performance.
2. Update Windows to improve superfetch performance.
3. Superfetch is an essential Windows process and should not be disabled. Move on to other solutions to improve performance.
4. Ask the user if he uses the superfetch service. If he doesn’t, uninstall it.
5. You need to install a customized console on 10 computers. What is the best way to do that?
   1. When installing the console on the first computer, write down each step to make it easier to do the same chore on the other nine.
   2. Create the console on one computer and copy the .mmc file to the other nine.
   3. Create the console on one computer and copy the .msc file to the other nine.

Answer: B.

1. What is the name of the program file that you can enter in the Windows search or Run box to execute Event Viewer? What process is running when Event Viewer is displayed on the screen? Why do you think the running process is different from the program file name?

Answers: The program file is eventvwr.msc. When Event Viewer is displayed, the process running is different because the .msc file is a console file that opens the MMC framework, allowing access to Event Viewer and other management tools.

1. When cleaning up the startup process, which of these should you do first?
   1. Use the Registry Editor to look for keys that hold startup processes.
   2. Run System Configuration to see what processes are started.
   3. After you have launched several applications, use Task Manager to view a list of running tasks.
   4. Run the Defrag utility to optimize the hard drive. Best answer: B.
2. Using the Internet, investigate each of the following startup processes. Identify the process and write a one-sentence description.
   1. Acrotray.exe
   2. Ieuser.exe

Possible answers: **Acrotray.exe:** A background process associated with Adobe Acrobat used for PDF-related tasks.

**Ieuser.exe:** A process related to Internet Explorer user settings, helping with compatibility and security.

1. Using Task Manager, you discover an unwanted program that is launched at startup. Of the items listed below, which ones might lead you to the permanent solution to the problem? Which ones would not be an appropriate solution to the problem? Explain why they are not appropriate.
   1. Look at the registry key that launched the program to help determine where in Windows the program was initiated.
   2. Use Task Manager to disable the program.
   3. Search Task Scheduler for the source of the program being launched.
   4. Use System Configuration to disable the program.
   5. Search the startup folders for the source of the program.

Answer: **Appropriate solutions: (a)** Look at the registry key, (c) Search Task Scheduler, (e) Search the startup folders.

**Not appropriate solutions: (b)** Use Task Manager to disable (temporary fix, not a permanent solution), (d) Use System Configuration (doesn't remove the source).

1. List the program file name and path for the following utilities. (*Hint*: You can use Explorer or a Windows search to locate files.)
   1. Task Manager

Answer: **Task Manager:** C:\Windows\System32\Taskmgr.exe

**System Configuration:** C:\Windows\System32\Msconfig.exe

**Services Console:** C:\Windows\System32\Services.msc

**Microsoft Management Console:** C:\Windows\System32\Mmc.exe

**Registry Editor:** C:\Windows\System32\Regedit.exe

* 1. System Configuration
  2. Services Console
  3. Microsoft Management Console
  4. Registry Editor

1. A customer reports that his recently purchased computer does not consistently run his old applications. Application errors occur intermittently, and data files get corrupted. He has tried uninstalling and reinstalling the apps, and the problems persist. As you troubleshoot the problem, you reboot the system and get a BSOD error. The customer tells you the BSOD has occasionally appeared. Which subsystem is most likely causing the problem? What is the next best step?
   1. Windows is corrupted; reinstall Windows.
   2. Windows Update is not working; use System Restore.
   3. Memory is faulty; run Memory Diagnostics.
   4. Applications are faulty; uninstall and reinstall the applications causing errors.

Answer: C.

**Part2: Grade (10 points): All hands on project must show all steps by including screen shot from your own system**

Hands-On Project 5-5

**Part3: Grade (5 points) : Remember you must show all steps**

Real Problem 5-3

# REQUIREMENTS

- Any assignment received after the time of the class is considered late **(NO EXCUSES)** and is graded with 0