Tutorial 1 ***Troubleshooting Computer Problems***

1. What is the main advantage to selecting the most effective approach to solving a problem?
2. Name the 3 main approaches to solving a problem with a computer
3. Which approach should be used when the problem is suspected to be hardware?
4. What is considered to be the simplest approach to use?
5. Which approach strongly depends on having previous experience?
6. A system comprising a chain of 8 process boxes (numbered left to right) has been tested with an input on the left and the output on the right is in error.
   1. Sketch the process boxes and number them.
   2. Using the “Half-Split” technique explain what you would do to prove that the fault lies within box 7
   3. How many measurements had to be made to determine the faulty process box
   4. How many measurements would need to be made if the faulty box was box 4?
7. Why is it that using the top-down approach would only usually affect one user?
8. Which approach should be used by a PC Helpdesk?
9. What 3 factors would help choose the approach to finding the problem?
10. List 8 steps that would normally be taken to solve a computer problem regardless of the approach
11. Give 2 reasons why documentation important in troubleshooting?
12. Name 2 tools that could be used to help solve a problem
13. Give 2 advantages to keeping and maintaining a fault database
14. Search online to find a debugging tool that you could use to help solve a start-up problem with Windows 7
15. Search online to find a debugging tool that could help solve a wireless network problem with Windows 7