# Week 4 – Troubleshooting

1. Which of the following common tasks are performed during preventive maintenance?

(Choose three.)

A. Check and secure loose cables.

B. Update the RAM.

C. Clean the mouse and keyboard.

D. Update drivers.

E. Reinstall the operating system.

F. Install additional peripherals.

2. In which of the following situations is it recommended to ask the customer to sign a

liability release form before attempting any kind of repair? (Choose two.)

A. The technician needs to share the responsibility with the customer.

B. The information on the computer is critical.

C. The technician is unable to back up the customer information.

D. The information in the backup is confidential.

E. The customer is unable to provide a backup.

3. What is the first step in the troubleshooting process?

A. Gather data from the computer.

B. Gather data from the customer.

C. Verify the obvious issues.

D. Evaluate the problem and implement the solution.

E. Close with the customer.

F. Try quick solutions.

4. Which type of question allows the customer to completely describe the problem?

A. Closed-ended

B. Open-ended

C. Specific

D. Technical

5. What is the last step in the troubleshooting process?

A. Gather data from the computer.

B. Gather data from the customer.

C. Verify the obvious issues.

D. Evaluate the problem and implement the solution.

E. Close with the customer.

F. Try quick solutions.

1. Which of the following tools and test equipment is routinely magnetized and should be used with caution around magnetic media?
2. Screwdrivers
3. PSU tester
4. Cable tester
5. Pliers

# Answers

1. B, C, D

2. C, E

3. B

4. B

5.E

6.A