**Week 06 Journal - Class Handout + Chapter 16 from A+ textbook** Seraphim Gerber

A utility program is an often built-in type of system software that allows a user to perform maintenance-type tasks related to managing a computer, its devices, or its programs. One of these utility programs is file manager, which allows you to manage your files in ways such as organizing, renaming, copying, deleting, moving, and creating shortcuts. Another utility is a search utility, which allows you to locate a file on your computer based on specified criteria. There are more such as image viewer, disk cleanup, uninstaller, disk defragmenter, backup and restore utilities, screen saver, personal firewall, antivirus, file compression, and media player, which are mostly explained by their names.

To manage your computer, the Computer Management console is the best tool. It has three major categories: System Tools, Storage, and Service and Applications. System Tools includes Task Scheduler, Event Viewer, Shared Folders, Local Users and Groups, Performance, and Device Manager, all of which are important for Windows computers. The Storage category includes only the Disk Management tool, which is used to manage hard drives including volumes or partitions. The Services and Applications section has a multitude of options depending on the computer, such as Telephony, WMI Control, Services, and Indexing Services. The most commonly used option is Services, which lists the services installed on the computer.

Windows can be booted using several different methods, some of which require additional BIOS/UEFI configuration. The system volume is the active drive partition that has the files needed to load the operating system. The boot volume is the partition or logical drive where the operating system files are located. The system volume and boot volume can be located on the same partition. For a computer to boot, an operating system requires specific files known as system files or startup files.

When Windows fails to boot properly, there is a Windows Advanced Boot Options menu used to troubleshoot issues. Tools in it include Last Known Good Configuration, Safe Mode, Windows Recovery Environment, and Startup Repair.

The System Configuration utility, used by the msconfig command, is used to troubleshoot Windows startup programs by disabling specific startup programs one at a time or several at once, reducing the chance of making typing errors, deleting files, or other misfortunes. Only an administrator can access the System Configuration utility.

Task Manager is a Windows-based utility that shows applications loaded into memory, processes currently running, processor usage, and memory details. Task Manager is most commonly used to stop programs that no longer respond. It is also used as an overview for the system’s performance or memory usage.

**Have you ever had to use the Recovery Console to boot your computer? If so, discuss your experience with the tool: Was it easy to use? Were you able to solve the problem?**

Yes, and it was somewhat easy since the options were clear and I was able to troubleshoot the issue and fix it.

**What is the usefulness of a tool like Windows Task Manager? Have you ever used this tool in the past, and for what purposes?**

Windows Task Manager has proven to be very useful for me as I often have applications that quit responding and cannot be terminated unless through the Task Manager. I also find it is a good way to get out of a frozen screen by hitting Ctrl + Alt + Del and opening the Task Manager.