**PRACTICAL QUESTION**

1. The printer is not working.

a) Check if the printer is turned on. If not, turn it on and try again.

b) Check if the printer has paper. If not, put paper in the paper tray and try printing again.

c) Check if the printer has a paper jam. If so, remove the paper, close the printer, and try printing again.

1. Ensure that all printer cables are properly connected.
2. Turn off the printer and turn on again.
3. Check to see if a new printer driver is needed. Do this by going to the manufacturer’s website to search for your printer model and checking for any updated driver. Seek assistance from your system administrator before installing any drivers.
4. The computer is frozen. A program is not responding.

a) Push the ctrl, alt, and Delete keys at the same time. Then , start the Task Manager, highlight the program’s name, and hit the End Task button.

b) Perform a hard reboot by simply pressing the on/off button to turn off the computer manually. This action should only be dome as a last resort if you have and unresponsive program or critical error. This process could cause data loss or corruption.

c) Once the computer is responding again. Run a virus check.

1. New hardware or software is working incorrectly.

a) Verify your computer meets the requirements of the program or utility.

b) Uninstall and install the program.

c) There could be a conflict with another installed program and you should contact your system administrator.

1. The operating system will not start.

a) Reboot the computer.

b) Remove all non-bootable media from the drives.

c) Restore windows using the system restore tool.

d) Perform a repair installation on the operating system.

e) Replace the power supply, RAM, hard drive, or motherboard with one that works.

f) Boot the computer in safe mode and address all events in the event log.

1. The computer displays and “invalid Boot Disk” error after the POST

a) Remove all media from the drives.

b) Change the boot order in BIOS to start with the boot drive.

c) Reconnect the hard drive cables or reset the hard drive jumpers.

d) Run virus removal software.

e) Replace the hard drive.

1. The computer displays an “inaccessible Boot Device” error after the POST

a) Use the last known good configuration to boot the computer.

b) Boot the computer in safe mode and load a restore point from before the installation of new hardware.

c) Restore the BOOTMGR file from windows 7 or windows latest version.

1. A service failed to start when the computer booted.

a) Enable the service.

b) Set the service to automatic.

c) Re-enable or re-install the required service.

1. A program listed in the registry in not found.

e) Re-install the program.

f) Re-install the program and run the un-install program again.

g) Run chkdsk /F /R to fix the hard drive file entries.

h) Scan for and remove the virus.

1. The computer displays a black or blue screen of death (BSOD)

a) Research the STOP error and the name of the module that produced the error.

b) Replace any failing devices with known-good devices.

1. The computer locks up without any error messages.

a) Check and reset the CPU and FSB settings.

b) Check and replace any cooling devices as necessary .uninstall the software update or perform a system restore.

c) Research the STOP error and the name of the module that produced the error.

d) Replace any failing devices with known-good devices.

1. An application does not install.

a) Obtain anew installation disk or delete the file and download the installation file again.

b) Run the installation application under compatibility mode.

c) Close application before installing a new program.

d) Install hardware that meets the minimum installation requirements.

1. The computer is running slowly and has a delayed response.

a) Restart the process with services.msc

b) If the process is not needed, end the process with task manager.

c) Restart the computer