

Troubleshooting Lesson Review Quiz

NAME: _____ DATE: _____ GRADE: _____

Instructions: Shade or write the correct letter with the answer in the box provided

1. What is Computer Troubleshooting?
 - (a) A process to correct problems with computer hardware and software.
 - (b) It is a form of problem solving
 - (c) Getting into trouble on the computer
 - (d) A and B only
2. What can you do if the Power button will not start the computer?
 - (a) Check to see if the power cord is plugged in.
 - (b) Check outlet to see if it is working.
 - (c) Check surge protector to see if it is turned on.
 - (d) All of the above
3. Your WORD application (program) is running slowly. What can you do?
 - (a) Close and reopen the application.
 - (b) Update the application
 - (c) A and B only
 - (d) Delete the application
4. What can you do when "All programs on the computer run slowly"?
 - (a) Run a virus scanner software
 - (b) Try deleting any files or programs you don't need.
 - (c) Run Disk Defragmenter on your PC.
 - (d) All of the above.
5. How do you help someone if their program/application is frozen?
 - (a) Force quit the application (Ctrl+Alt+Delete)
 - (b) Restart the computer.
 - (c) A and B only
 - (d) None of the above
6. What is a malware?
 - (a) A typing program
 - (b) A destructive program
 - (c) A gaming program
 - (d) An antivirus program
7. You don't have to write down the steps you have tried in trouble shooting.

☐ True

☐ False
8. It is important to take notes about error messages to help you solve the problem.

☐ True

☐ False
9. Restarting the computer when all else fails is an important tip in troubleshooting.

☐ True

☐ False
10. Always checking the cables to see if they are connected is important in troubleshooting.

☐ True

☐ False