

## Troubleshooting Lesson Review Quiz

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_ GRADE: \_\_\_\_\_

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

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

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

True       False
- Restarting the computer when all else fails is an important tip in troubleshooting.

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

True       False