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

LIVEWORKSHEETS