

PC Troubleshooting Review

1. What is the sequence for setting up a network printer on a personal computer? Number the procedure 1 through 7.

<input type="checkbox"/>	Create a new port and Standard TCP/IP port
<input type="checkbox"/>	Enter IP address
<input type="checkbox"/>	Select Add a printer in the Devices and Printer window
<input type="checkbox"/>	Add a local printer
<input type="checkbox"/>	Send a test page to the printer
<input type="checkbox"/>	Add description and location
<input type="checkbox"/>	Select the printer manufacturer and model number

2. What is the first item we should check if the computer does not connect to the Internet?
3. We are just about to load a new application software package that we may not want on the personal computer. What can we do right before adding the package to return the pc to its previous state?
4. We just transported a personal computer from Building A to Building B. When we place the tower in position and turn the system on, we hear a number of beeps. The computer will not POST. What could we do next?
5. One of our accountants accidentally loaded a Browser toolbar and wants it removed from her application. How is this properly done?
6. The processor fan is making high pitched noises. What should we do to the processor fan?
7. One of our technicians wanted to add RAID 1 functionality to the Windows 7 personal computer? Why doesn't this option appear when working in the Disk Management window?

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8. Where can the technician go when the second hard drive added to the personal computer does not appear on the Disk Management window even though we have confirmed that the SATA data and power cables are connected?
9. What are the four Adobe products we should add to a newly loaded personal computer so the user can easily use their products?
10. Where can we locate drivers for a device in a personal computer?
11. A user is dissatisfied with the slow startup of their computer. Where can we go to disable the programs that are loaded when the computer is turned on?
12. An administrator wants to have her Microsoft Office Outlook email account open every morning initially when she turns on her computer. How can we accomplish this task?
13. What would a PC technician use the following utilities for?
 - a. Disk Cleanup
 - b. Disk Defragmenter
 - c. Registry Cleaner
 - d. Chkdsk
 - e. Internet Options
14. A user turns on the computer for the first time and the icons on the computer display is very large. What should the technician check?

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15. The owners of a mortgage company wants to convert their 12 Windows XP computers to Windows 8. What two considerations can a PC technician make when upgrading older personal computers that can only support 2 GB of RAM?

16. To setup a Restore Point on a personal computer, we should _____ the Antivirus program.

17. A personal computer that joins a domain needs a unique computer _____.

18. What Windows tool would we use to upgrade from Windows 7 Home Edition to Windows 7 Professional?

19. What dialog box in Windows will allow the PC tech to address the Applications tab, Process tab, Services tab, Performances tab, Networking and User tabs?