

## Hardware Troubleshooting Techniques

LAB 9 A  
(10 points)

Name: \_\_\_\_\_ Date: \_\_\_\_\_

(2 points)

1. The first step in troubleshooting a software problem is to reboot the computer and try to re-create the problem. Most of the time, this will solve a problem. Why do you think that is true?

(8 points)

2. You are sitting at home playing a video game and your mom yells into your room that your Aunt is on the phone and wants to talk to you. You get on the phone, and your Aunt is freaking out, because she just spent 3 hours working on a word processing document and it won't save to her thumb drive so that she can take it to work tomorrow. In detail, list the steps you would perform to help her solve her problem over the phone: