

Hardware Troubleshooting Techniques

LAB 9 B

(15 points)

(5 points)

1. 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. List the "Logical reasoning" steps you would use to help her solve the problem over the phone:

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

STEP 6

Systems Hardware Class

Newton Falls Exempted Village Schools

(5 points)

2. You are sitting and class. The teacher gave you some free time to work on homework since she has some computer work to finish up before the end of the day. As you sit there watching the clock for the bell to work, you notice your teacher getting a little frustrated. She looks over at you, knowing that you are part of the district's "Tech Team" and asks you to come over and take a look at the a problem she is having trying to print out her grades. List the "logical reasoning" steps to solving the problem:

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

STEP 6

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(5 points)

3. You are working on a project for class at your friend's house. When you go to save the file to a CD, it does not seem to be burning correctly. You have about 15 minutes to get home, and this a project that Mr. Donley has asked you for about 27 times. If you don't turn in the project the next day in class, his blood-pressure may just go off the charts causing him to have a massive coronary, and you really don't want this on your conscious for the rest of your life. List the "logical reasoning" steps to solving the problem:

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

STEP 6