



IT Chapter 4: Basics of Preventive Maintenance and Troubleshooting

Online Study Questions

4.1 Explain the purpose of preventive maintenance	
	<p>1. Preventive maintenance is used to reduce problems in what two areas?</p>
	<p>2. What might cause overheating in hardware?</p>
	<p>3. Many organizations don't allow updates immediately when they are released. What are they worried the updates might cause problems with?</p>
	<p>4. What two things might a high-traffic network need to be scanned for?</p>
	<p>Removing _____ _____ or unwanted files</p>
4.2 Identify the steps of the troubleshooting process	
	<p>5. What is the first step?</p>
	<p>1. Gather _____ from the customer</p>
	<p>6. What is the fifth step?</p>
	<p>5. Evaluate the _____ and implement the solution</p>
4.2.1 Explain the purpose of data protection	
	<p>7. What is the FIRST thing a technician should try to protect when troubleshooting?</p>
	<p>8. What is a copy of the data on a computer hard drive that is saved to media such as a CD, DVD, or tape drive?</p>
	<p>9. What four things should you verify with the customer about their backups?</p>
	<ul style="list-style-type: none"> • Date of the last _____
	<ul style="list-style-type: none"> • _____ of the backup
	<ul style="list-style-type: none"> • _____ integrity of the backup

		<ul style="list-style-type: none"> • Availability of all backup media for a data _____
	10. What should you make the customer sign if they don't have a current backup and you are not able to create one?	_____ _____ form
4.2.2	Gather data from the customer	
	11. Why should you NOT use industry jargon when talking to customers?	They won't _____ what you're saying
	12. What type of questions are used to obtain general information?	
	13. What type of questions require a "yes" or "no" answer?	
	14. Why should you write down anything that you think may be important for you or another technician?	Often, the _____ can lead to the solution of a difficult or complicated problem.
4.2.3	Verify the obvious issues	
	15. If the problem is not resolved when you verify the obvious issues, what process should you try next?	
4.2.4	Try quick solutions first	
	16. What should you do (but rarely ever is done) with every "solution" that you try?	
	17. What is a "quick fix" that involves cables?	(1) check that they're _____
		(2) remove and _____
4.2.5	Gather data from the computer	
	18. What are the four types of data you can gather from the computer?	1. _____ messages
		2. _____ sequences

		3.
		4.
	19. When system, user, or software errors occur on a computer, what is updated with information about the errors?	
	20. What will show you all the devices configured on a computer?	
	21. What punctuation mark indicates an error?	
	22. What punctuation mark indicates a disabled device?	
	23. Who determines the Beep Code sequence for hardware failures?	
	24. What does one beep indicate as the system proceeds through POST?	System is _____ properly
	25. What does multiple beep codes indicate?	
	26. Where would you look to find a solution if the computer boots and stops after the POST?	
	27. Where can you find diagnostic tools?	
4.2.6	Evaluate the problem and implement the solution	
	28. Can you find possible solutions in a computer manual?	Yes No
	29. Can you find possible solutions on a Technical website?	Yes No
	30. . If you implement a possible solution and it does not work, what should you do?	_____ the solution and try another.
4.2.7	Close with the customer	
	31. What two ways should you communicate the problem and solution with the customer?	_____ and in _____

	32. T/F It is not necessary to verify the solution with the customer.	True False
	33. What three pieces of information should be included in the documentation?	1. The _____ of the problem
		2. The _____ to resolve the problem
		3. The components used in the _____
	Activity: Complete the matching activity in Figure 2	
4.3	Summary	
	Online Quiz – 5 questions	