

IT Essentials 5.0

12.1.1.8 Lab - Troubleshooting Hardware Problems in Windows XP

Introduction

Print and complete this lab.

In this lab, the instructor will introduce various hardware problems. The student will diagnose the causes and solve the problems.

Recommended Equipment

The following equipment is required for this exercise:

- A computer running Windows XP

Scenario

You must solve hardware problems for a customer. You may need to troubleshoot both software and hardware used by the computer. Make sure you document and solve the problems, and then document the solutions.

There are several possible errors. Solve one problem at a time until you can successfully start the computer and all devices are fully functional.

Step 1

Start the computer.

Did the computer boot successfully?

If the computer started Windows XP, log on with the Administrator account.

Test all internal and external hardware devices.

Did all devices operate properly?

If the computer successfully started and all devices are fully functional, you have successfully solved all hardware problems. Hand the lab into your instructor.

If you could not successfully start the computer and all devices are not fully functional, continue troubleshooting the problem.

Students start by troubleshooting the computer for problems. Answer the following questions after each problem is solved. The instructor may inform you of the number of troubleshooting problems to complete.

Problem 1

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 2

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 3

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 4

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 5

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 6

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 7

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 8

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 9

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.

Problem 10

What problem did you find?

What steps did you take to determine the problem?

What is causing the problem?

List the steps taken to fix the problem.