

IT Essentials 5.0

12.4.1.8 Lab - Troubleshooting Laptop Problems in Windows XP

Introduction

Print and complete this lab.

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

Recommended Equipment

The following equipment is required for this exercise:

- A laptop computer running Windows XP

Scenario

You have been sent out to solve laptop problems for a customer. You may need to troubleshoot both software and hardware used by the laptop. 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 the laptop boots without errors, plays audio, and the touchpad functions correctly.

Note: It is important that you solve only one problem at a time. Troubleshoot, solve, and document only one problem before moving onto the next 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.