Answers: 14.2.1.2 Lab - Troubleshoot Operating System Problems

Introduction

In this lab, you will diagnose the cause of various operating system problems and solve them.

Recommended Equipment

- A computer with Windows installed
- Windows installation media

Scenario

You must solve operating system problems for a customer. Make sure you document and solve the problems, and then document the solutions.

There are several possible errors. Follow through the lab, solving one problem at a time until you can successfully start the computer, the desktop contains the appropriate open programs, and the display is set to the native resolution or the resolution given to you by your instructor.

Step 1: Start the computer.

a. Start the computer.

Does the computer boot properly?

b. If the computer started Windows, log on to the computer using a **Standard User** account provided by your instructor.

Were you able to log in?

If you are unable to log in, log in as an administrator and change the credentials of the standard user.

Step 2: Troubleshoot the operating system problems.

a. If the computer did not start Windows, troubleshoot the operating system until the computer successfully boots. Because all hardware is correctly connected, you do not need to troubleshoot hardware in this lab.

b. If the operating system is missing the required files to boot the computer, you can replace these files by booting the computer with the Windows installation media, or the F8 key. Use the Startup Repair option to replace any missing files.

c. Is the mouse working properly?

If the mouse is not working properly, modify the mouse settings so that it works correctly.

d. Is the keyboard working properly?

If the keyboard is not working properly, modify the keyboard settings so that it works correctly.

e. Is the resolution of the screen the native resolution or the resolution chosen by your instructor?

If the screen resolution is not native or the resolution chosen by your instructor, configure Windows to display the desktop at the native resolution of the monitor or the resolution chosen by your instructor.

f.   What problems did you find?

g.   What steps did you take to determine the problems?

h.   What is causing the problems?

i.   List the steps taken to fix the problems.