

## Lab 5.6.1: Troubleshooting 101

**Estimated time:** 20 Minutes

### Objective

Upon completion of this lab, you will have learned some basic troubleshooting skills.

### Equipment

This lab requires a pen or pencil.

### Scenario

The questions below will assist with problem solving.

### Procedures

Troubleshooting is an important part of a technician's job. Troubleshooting must be approached in a systematic way. One way to do this is by looking at the most obvious things first. Overlooking the obvious can cost time and money. Remember that every time a technician goes into the computer, there is a risk of damaging the computer.

#### Step 1

Write down the steps a technician should take if a printer is not printing. Put them in order, starting with what a technician should check first.

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#### Step 2

Write down the steps a technician should take if a file cannot be saved onto a floppy diskette. Put them in order, starting with what a technician should check first.

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### Step 3

Write down the steps a technician should take if a monitor is not displaying anything. Put them in order, starting with what a technician should check first.

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### Step 4

Write down the steps a technician should take if the computer will not turn on. Put them in order, starting with what a technician should check first.

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### Troubleshooting

When approaching a computer that is reportedly “broken”, try to rule out the obvious first. Make sure the unit is turned on and that all components are plugged in properly. Also, it may help to ask the user of the system what was the last thing they were doing on the computer before it failed.

### Reflection

Troubleshooting requires a systematic approach to solve problems. Choose a problem that is not computer related. An example might be the toaster does not toast bread. List the steps that should be taken to solve this problem. Is a systematic approach useful in solving non-computer related problems?

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