

## Worksheet 11.1.1: Troubleshooting Basics

1. Troubleshooting is a process of diagnosing a \_\_\_\_\_ and finding and implementing the correct \_\_\_\_\_, which results in restoring the system to its original operational state.
2. The Troubleshooting Cycle
  - a. \_\_\_\_\_ the problem
  - b. Gather \_\_\_\_\_
  - c. \_\_\_\_\_ a solution
  - d. \_\_\_\_\_ a solution
  - e. Is the problem solved?
    - Yes – you are done
    - No – undo changes and \_\_\_\_\_ steps 1-4
  - f. \_\_\_\_\_
3. Why is using the structured approach provided by the troubleshooting cycle beneficial in solving computer related problems?

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