

Worksheet 12.4.1: Troubleshooting Software

Match each term with its description

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| _____ | 1. Clean Boot | a. A file that has a list of DOS statements that are executed when the computer is first started. |
| _____ | 2. Patch | b. An error that occurs when two programs that are running at the same time try to use the same area in memory. |
| _____ | 3. Boot Disk | c. Software that is still in the initial phase of testing within the software production house. |
| _____ | 4. Config.sys | d. A diagnostic state of Windows that allows you to fix problems that prevent you from starting Windows normally. |
| _____ | 5. Autoexec.bat | e. Software used to “quick-fix” a bug in a program. |
| _____ | 6. REM | f. Memory and hard drive space used by Windows. |
| _____ | 7. Safe Mode | g. A disk containing a rudimentary operating system used to start a computer. |
| _____ | 8. Registry | h. A way of starting a computer with a minimal set of drivers and programs. |
| _____ | 9. Device Manager | i. The second release of a program intended for the public to test. |
| _____ | 10. Resources | j. A file that contains statements for loading memory drivers and that tells the operating system where key DOS files are located |
| _____ | 11. GPF | k. A command used to make remarks in DOS startup files. |
| _____ | 12. Beta Release | l. Files that contain information about user settings and configuration information for applications. |
| _____ | 13. Alpha Release | m. A part of Windows that provides you with a visual presentation of physical devices that are used in your system |