

## Worksheet 5.6.6: Troubleshooting Windows Installation

1. Isolate the problem as either \_\_\_\_\_ or \_\_\_\_\_ related.
2. If, after installing the OS and not receiving a successful boot, first attempt to restart the machine using the \_\_\_\_\_ button.
3. To learn more about setup errors, refer to the \_\_\_\_\_ .TXT file that comes with the Windows installation disks or CD.
4. The computer's System Properties gives \_\_\_\_\_ categories of information, each represented by a tab.
5. The \_\_\_\_\_ in Windows provides a graphical interface representation of the devices configured in the system.
6. A device \_\_\_\_\_ is software specially designed to enable the computer to use the hardware or devices installed within the system.
7. What is a Windows startup disk?

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8. To create a Windows 98 startup disk, double-click on \_\_\_\_\_ from the control panel window.
9. In addition to the critical operating system files copied to the Windows 98 startup disk during creation, what three important disk utilities for troubleshooting are added?

_____ Scandisk.exe	_____ Msd.exe	_____ Mem.exe
_____ Win.com	_____ Autoexec.bat	_____ Format.exe
_____ Win.ini	_____ System.ini	_____ Fdisk.exe
_____ Config.sys	_____ Bootlog.txt	_____ Setup.txt

10. When the "Save Uninstall Information" option is selected during Windows 98 setup, setup creates the \_\_\_\_\_ .dat and \_\_\_\_\_ .ini files that contain the uninstall information.