

11.6.3 Optional Lab: Troubleshooting Hardware Problems in Windows 7

Introduction

Print and complete this lab.

In this lab, the instructor will introduce various hardware problems, and you will diagnose the cause of these problems then fix them.

Recommended Equipment

The following equipment is required for this exercise:

- A computer running Windows 7

Scenario

You must solve hardware problems for a customer. You may need to troubleshoot both software and hardware used by the computer. Make sure you document and solve the problems, and then document the solutions.

There are several possible errors. Solve one problem at a time until you can successfully start the computers and all devices are fully functional. You may need to ask the instructor for hardware when needed.

Step 1

Start the computer.

Did the computer boot successfully?

If the computer started Windows 7, log on with the Administrator account.

Test all internal and external hardware devices.

Did all devices operate properly?

If the computer successfully started and all devices are fully functional, you have successfully solved all hardware problems. Hand the lab into your instructor.

If you could not successfully start the computer and all devices are not fully functional, continue troubleshooting the problem.

Students start by troubleshooting the computer for problems. Answer the following questions after each problem is solved.

What problem did you find?

1)

2)

3)

4)

5)

6)

7)

8)

9)

What steps did you take to determine the problem?

1)

2)

3)

4)

5)

6)

7)

8)

9)

What is causing the problem?

1)

2)

3)

4)

5)

6)

7)

8)

9)

List the steps taken to fix the problem.

1)

2)

3)

4)

5)

6)

7)

8)

9)