NZCC Computer Fundamentals Assessment Form 4 (Simple Problem Solving)

LO3: Trouble-shoot and fix simple or routine computing and connectivity problems

To fill in the form follow this instruction:



## Please fill in this section

Key your Name / or Student ID here: Click here to enter text.

Save your document to your  folder. (If you have not already created this folder, do it now)

**Assessment Conditions:**

* The documents produced during this assessment must be entirely your own work. You signed and returned to EIT an Attestation Form.
* When completing this assessment you must comply with occupational health and safety guidelines in relation to your own working environment and practices.
* This is an open book assignment. Use of workbooks and powerpoint presentations is allowed. No printing is required.
* Your document must be emailed in as per instructions at the end of the assignment.
* Any feedback will be phoned or emailed from [nzcc2@eit.ac.nz](mailto:nzcc2@eit.ac.nz)
* Your Assessment Decision will also be phoned or emailed from [nzcc2@eit.ac.nz](mailto:nzcc2@eit.ac.nz)

Go to the next page to begin your assignment

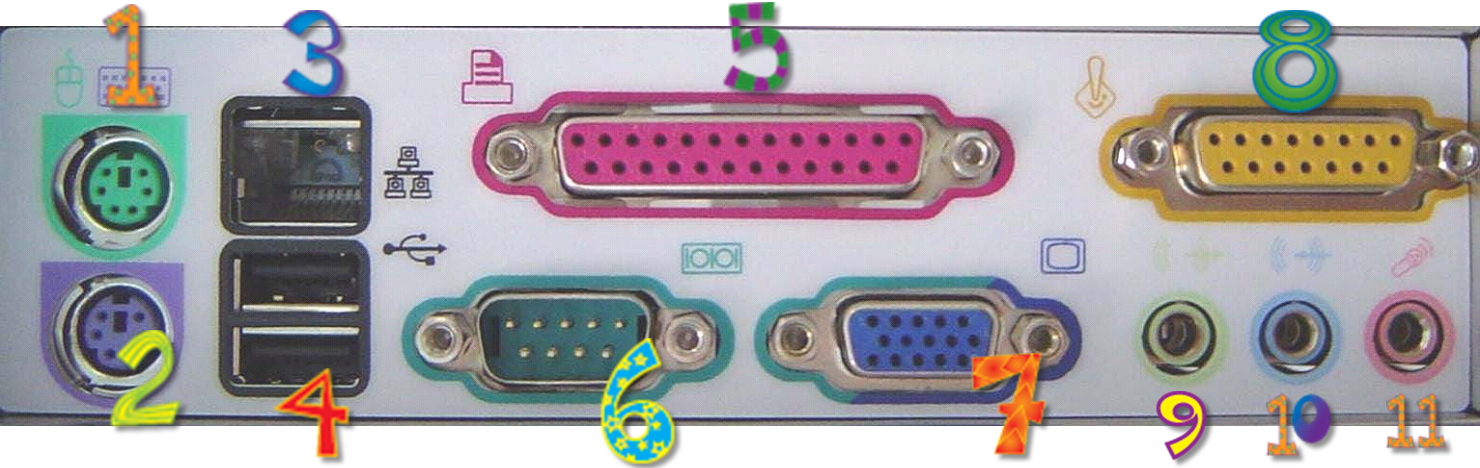
**Task 1**

Sometimes problems will disappear if you re-start or re-boot your computer. Explain these terms:

|  |  |
| --- | --- |
| What happens when you power up (or cold boot) a computer? | **Click here to enter text.** |
| What happens when you Restart (or warm boot) your computer? | **Click here to enter text.** |
| What happens when you Shut Down your computer? | **Click here to enter text.** |

**Task 2**

If one of the components is not working, the first thing to check is whether it is connected correctly.  
Key the correct number into the blank row of the table below to show you understand how to connect computer components



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Plugs into number | Plugs into number | Plugs into number | Plugs into number | Plugs into number |
| Click here to enter text. | **Click here to enter text.** | Click here to enter text. | **Click here to enter text.** | Click here to enter text. |

**Task 3**

The following simple problems need fixing:

|  |
| --- |
| C:\Users\Gayr\AppData\Local\Temp\SNAGHTMLf4ab8d2.PNG Look at the Printer error message: |
| What is the error message telling you?  Click here to enter text. |
| How will you fix the error?  **Click here to enter text.** |

|  |
| --- |
| C:\Users\Gayr\AppData\Local\Temp\SNAGHTMLf4b2056.PNG  Look at the connectivity error message: |
| What is the error message telling you?  Click here to enter text. |
| How will you fix the error?  **Click here to enter text.** |

|  |
| --- |
| j0230448 C:\Users\Gayr\AppData\Local\Temp\SNAGHTMLf4c5711.PNG  When the mouse is moved, the cursor moves in an irregular fashion what could you do to try to fix this? |
| Click here to enter text. |

If the Mouse fault could not be corrected how could you check if the component was faulty?

|  |
| --- |
| **Click here to enter text.** |

**Task 5**

If any component is faulty and you could not find the solution, who would you report to in a work situation?

|  |
| --- |
| Click here to enter text. |

If any component is faulty and you could not find the solution, who would you contact at home?

|  |
| --- |
| **Click here to enter text.** |

**Task 5**

*One has been completed for you*

Use the **CAUSE LIST** to guide you, **identify ONE or more cause** for each of the problems below:

|  |
| --- |
| **CAUSE LIST** |
| **a**  power off to screen |
| **b**  power off to system unit |
| **c**  power off to printer |
| **d**  loose or disconnected plugs between components |
| **e**  faulty component. |

Some situations may have more than one cause, you need to key **CORRECT CAUSES ONLY**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Problem** | | **Key a** | **Key b** | **Key c** | **Key d** | **Key e** |
| 1 | System unit power light is on, but when keys are pushed, no characters appear on the screen | **a** |  |  | **d** | **e** |
| 2 | When you try to print the printer is saying it is **offline** | Click here to enter text. | **Click here to enter text.** | Click here to enter text. | **Click here to enter text.** | Click here to enter text. |
| 3 | Monitor power light is on but nothing appears on the screen | **Click here to enter text.** | Click here to enter text. | **Click here to enter text.** | Click here to enter text. | Click here to enter text. |
| 4 | Nothing is happening! I can’t boot up! | Click here to enter text. | **Click here to enter text.** | Click here to enter text. | **Click here to enter text.** | Click here to enter text. |

**Task 6**

The computer takes so long to do even the simplest things and frequently freezes and this is impacting on the time you have to spend on your computer.

Two things that you could do to improve your hard drive are:

* Disk defragmenter
* Disk clean

Explain what these do to your hard drive.

## Disk Defragmenter 2780 PC4.4

|  |
| --- |
| **Click here to enter text.** |

## Disk clean 2780 PC4.4

|  |
| --- |
| **Click here to enter text.** |

One other thing you could do to improve your computer or device speed is to close programs running in the background.

Choose one of the following devices:

**Choose an item.**

Explain how to turn off programs running in the background:

**Click here to enter text.**

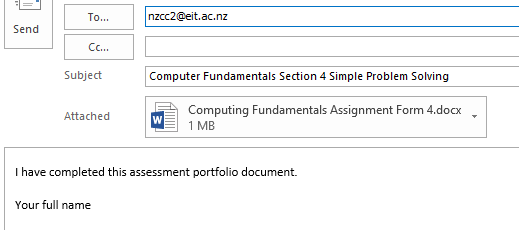
**Task 7**

Explain (in your own words) what you would need to use to clean the following hardware components to improve their efficiency:

|  |
| --- |
| **Monitor or screen:** |
| Click here to enter text. |
| **Mouse:** |
| Click here to enter text. |
| **Keyboard:** |
| Click here to enter text. |

#### At completion of form 3:

* Check that you have keyed your name on the front page.
* Save and close this document.
* This form must be emailed in to [nzcc2@eit.ac.nz](mailto:nzcc2@eit.ac.nz).   
  Subject line: Computer Fundamentals Section 4 Simple Problem Solving  
  Attachment: Computer Fundamentals Assignment Form 4   
  Message to be as shown below including your full name.



* Any feedback will be emailed to you from [nzcc2@eit.ac.nz](mailto:nzcc2@eit.ac.nz)
* Your Assessment Decision will also be emailed to you from [nzcc2@eit.ac.nz](mailto:nzcc2@eit.ac.nz)

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