



# Personal Computer Troubleshooting Assignment Checklist

**Area**      **Competency**  
**K.**          **PC Troubleshooting**

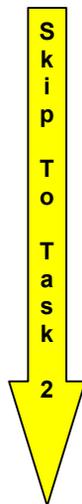
<u>Task</u>	<u>Task/Skill</u>	<u>Started</u> mm/dd/yy ( / / )	<u>Completed</u> mm/dd/yy ( / / )
<b>1.</b>	<b>PC Troubleshooting and Repair</b>		

After you play the Introduction Video, print out the Personal Computer Troubleshooting Study Guide and Assignment Checklist. You and your instructor will use the Assignment Checklist to record your progress through this section. **Start at sub-task "a" and proceed through this portion of the checklist. Once you've completed the Pre-Test go directly to Task 2 – Troubleshooting Hardware.**

In this module, you will complete a series of troubleshooting exercises. Study each of these lessons carefully while taking notes using your Study Guide. You should be able to use this information to troubleshoot a defective computer as well as define key terms regarding PC troubleshooting. When you are finished with each lesson complete the Personal Computer Troubleshooting exam.



<u>Sub</u>	<u>Init</u>	<u>Time</u>	<u>Type of Task</u>	<u>Task Description</u>
a.	( )	1 Min	<b>Computer Aided Instruction</b> Source: CSS Course – PC Troubleshooting	<b>Introduction</b>
b.	( )	1 Min	<b>Computer Aided Instruction</b> Source: CSS Course – PC Troubleshooting	<b>Instructions</b>
c.	( )	2 Min	<b>Computer Aided Instruction</b> Source: CSS Course - PC Troubleshooting	<b>Assignment Checklist</b>
d.	( )	10 Min	<b>Pre-Test</b> Source: CSS Course - PC Troubleshooting	<b>PC Troubleshooting</b>
e.	( )	20 Min	<b>Exercise</b> Source: CSS Course - PC Troubleshooting	<b>Review</b>
f.	( )	10 Min	<b>Performance Test</b>	<b>Notebook Review</b>
g.	( )		<b>Notes</b> Source: CSS Course - PC Troubleshooting	<b>Study Guide</b>
h.	( )	15 Min	<b>Exam</b> Source: CSS Course - PC Troubleshooting	<b>PC Troubleshooting</b>



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 Lastname, First

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 Student Number

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 Period

*Complete each subtask in the order presented. Your supervisor will initial each subtask as it's successfully completed. You must indicate the task start and completion dates. Submit this form to the instructor as each task area is completed to receive credit.*

Task    Task/Skill  
**2**    **Troubleshooting Hardware**

Once you've completed this section, you'll demonstrate how to solve common problems that affect personal computers. You'll complete a series of hands-on exercises using your CSS Computer Trainer. Although these lessons feature the CSS Computer Trainer as the patient, the troubleshooting methods taught here apply to all personal computer systems. Using diagnostics software, tools, test equipment, and troubleshooting procedures you will check every PC component for proper operation. Please realize that computer troubleshooting is a difficult skill to master and the only way you'll learn how to troubleshoot is through hands-on experience. You'll get plenty of that while performing the following exercises.

<u>Sub</u>	<u>Init</u>	<u>Time</u>	<u>Type of Task</u>	<u>Task Description</u>
a.	( )	10 Min	<b>Reading</b> Source: Basic Troubleshooting Guide	<b>Basic Troubleshooting</b>
	( )	20 Min	<b>Exercise</b> Source: Basic Troubleshooting Guide Unit: Exercise 1	<b>Basic Troubleshooting</b>
b.	( )	10 Min	<b>Reading</b> Source: PC Power Supply Troubleshooting Guide	<b>PC Power Supply</b>
	( )	20 Min	<b>Exercise</b> Source: PC Power Supply Troubleshooting Guide Unit: Exercise 1	<b>PC Power Supply Servicing Information</b>
	( )	20 Min	<b>Exercise</b> Source: PC Power Supply Troubleshooting Guide Unit: Exercise 2	<b>PC Power Supply Troubleshooting and Repair</b>
c.	( )	10 Min	<b>Reading</b> Source: PC Mainboard Troubleshooting Guide	<b>PC Mainboard</b>
	( )	20 Min	<b>Exercise</b> Source: PC Mainboard Troubleshooting Guide Unit: Exercise 1	<b>PC Mainboard Diagnostics</b>
	( )	20 Min	<b>Exercise</b> Source: PC Mainboard Troubleshooting Guide Unit: Exercise 2	<b>PC Mainboard Troubleshooting</b>
	( )	20 Min	<b>Exercise</b> Source: PC Mainboard Troubleshooting Guide Unit: Exercise 3	<b>Keyboard Controller Troubleshooting</b>
	( )	20 Min	<b>Exercise</b> Source: PC Mainboard Troubleshooting Guide Unit: Exercise 4	<b>System RAM Troubleshooting</b>
	( )	20 Min	<b>Exercise</b> Source: PC Mainboard Troubleshooting Guide Unit: Exercise 5	<b>Cache Memory Troubleshooting</b>

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- |           |     |        |                 |   |
|-----------|-----|--------|-----------------|---|
|           | ( ) | 20 Min | <b>Exercise</b> | <b>CMOS Configuration Troubleshooting</b>           |
|           |     |        | <b>Source:</b>  | PC Mainboard Troubleshooting Guide                  |
|           |     |        | <b>Unit:</b>    | Exercise 6  |
|           | ( ) | 20 Min | <b>Exercise</b> | <b>Serial Port Troubleshooting</b>                  |
|           |     |        | <b>Source:</b>  | PC Mainboard Troubleshooting Guide                  |
|           |     |        | <b>Unit:</b>    | Exercise 7  |
|           | ( ) | 20 Min | <b>Exercise</b> | <b>Parallel Port Troubleshooting</b>                |
|           |     |        | <b>Source:</b>  | PC Mainboard Troubleshooting Guide                  |
|           |     |        | <b>Unit:</b>    | Exercise 8  |
|           | ( ) | 20 Min | <b>Exercise</b> | <b>USB Port Troubleshooting</b>                     |
|           |     |        | <b>Source:</b>  | PC Mainboard Troubleshooting Guide                  |
|           |     |        | <b>Unit:</b>    | Exercise 9  |
|           | ( ) | 20 Min | <b>Exercise</b> | <b>NIC Troubleshooting</b>                          |
|           |     |        | <b>Source:</b>  | PC Mainboard Troubleshooting Guide                  |
|           |     |        | <b>Unit:</b>    | Exercise 10   |
| <b>d.</b> | ( ) | 10 Min | <b>Reading</b>  | <b>Keyboard</b>                                     |
|           |     |        | <b>Source:</b>  | Keyboard Troubleshooting Guide                      |
|           | ( ) | 10 Min | <b>Exercise</b> | <b>Keyboard Servicing Information</b>               |
|           |     |        | <b>Source:</b>  | Keyboard Troubleshooting Guide                      |
|           |     |        | <b>Unit:</b>    | Exercise 1  |
|           | ( ) | 15 Min | <b>Exercise</b> | <b>Keyboard Troubleshooting</b>                     |
|           |     |        | <b>Source:</b>  | Keyboard Troubleshooting Guide                      |
|           |     |        | <b>Unit:</b>    | Exercise 2  |
| <b>e.</b> | ( ) | 10 Min | <b>Reading</b>  | <b>Mouse</b>  |
|           |     |        | <b>Source:</b>  | Mouse Troubleshooting Guide                         |
|           | ( ) | 10 Min | <b>Exercise</b> | <b>Mouse Servicing Information</b>                  |
|           |     |        | <b>Source:</b>  | Mouse Troubleshooting Guide                         |
|           |     |        | <b>Unit:</b>    | Exercise 1  |
|           | ( ) | 15 Min | <b>Exercise</b> | <b>Mouse Troubleshooting</b>                        |
|           |     |        | <b>Source:</b>  | Mouse Troubleshooting Guide                         |
|           |     |        | <b>Unit:</b>    | Exercise 2  |
| <b>f.</b> | ( ) | 10 Min | <b>Reading</b>  | <b>PC Video and Interface</b>                       |
|           |     |        | <b>Source:</b>  | PC Video and Interface Troubleshooting Guide        |
|           | ( ) | 10 Min | <b>Exercise</b> | <b>PC Video and Interface Servicing Information</b> |
|           |     |        | <b>Source:</b>  | PC Video and Interface Troubleshooting Guide        |
|           |     |        | <b>Unit:</b>    | Exercise 1  |

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 Lastname, First

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- |           |     |        |   |   |
|-----------|-----|--------|---|---|
|           | ( ) | 15 Min | <b>Exercise</b><br><b>Source:</b><br><b>Unit:</b> | <b>PC Video and Interface Troubleshooting</b><br>PC Video and Interface Troubleshooting Guide<br>Exercise 2 |
| <b>g.</b> | ( ) | 10 Min | <b>Reading</b><br><b>Source:</b>                  | <b>PC Audio Interface</b><br>PC Audio Interface Troubleshooting Guide                                       |
|           | ( ) | 10 Min | <b>Exercise</b><br><b>Source:</b><br><b>Unit:</b> | <b>PC Audio Interface Servicing Information</b><br>PC Audio Interface Troubleshooting Guide<br>Exercise 1   |
|           | ( ) | 15 Min | <b>Exercise</b><br><b>Source:</b><br><b>Unit:</b> | <b>PC Audio Interface Troubleshooting</b><br>PC Audio Interface Troubleshooting Guide<br>Exercise 2         |
| <b>h.</b> | ( ) | 10 Min | <b>Reading</b><br><b>Source:</b>                  | <b>Hard Disk Drive</b><br>Hard Disk Drive Troubleshooting Guide   |
|           | ( ) | 10 Min | <b>Exercise</b><br><b>Source:</b><br><b>Unit:</b> | <b>Hard Disk Drive Servicing Information</b><br>Hard Disk Drive Troubleshooting Guide<br>Exercise 1         |
|           | ( ) | 15 Min | <b>Exercise</b><br><b>Source:</b><br><b>Unit:</b> | <b>Hard Disk Drive (IDE) Troubleshooting</b><br>Hard Disk Drive Troubleshooting Guide<br>Exercise 2         |
| <b>i.</b> | ( ) | 10 Min | <b>Reading</b><br><b>Source:</b>                  | <b>Floppy Disk Drive</b><br>Floppy Disk Drive Troubleshooting Guide   |
|           | ( ) | 10 Min | <b>Exercise</b><br><b>Source:</b><br><b>Unit:</b> | <b>Floppy Disk Drive Servicing Information</b><br>Floppy Disk Drive Troubleshooting Guide<br>Exercise 1     |
|           | ( ) | 15 Min | <b>Exercise</b><br><b>Source:</b><br><b>Unit:</b> | <b>Floppy Disk Drive Troubleshooting</b><br>Floppy Disk Drive Troubleshooting Guide<br>Exercise 2           |
| <b>j.</b> | ( ) | 10 Min | <b>Reading</b><br><b>Source:</b>                  | <b>CDROM Disk Drive</b><br>CDROM Disk Drive Troubleshooting Guide   |
|           | ( ) | 10 Min | <b>Exercise</b><br><b>Source:</b><br><b>Unit:</b> | <b>CDROM Disk Drive Servicing Information</b><br>CDROM Disk Drive Troubleshooting Guide<br>Exercise 1       |
|           | ( ) | 15 Min | <b>Exercise</b><br><b>Source:</b><br><b>Unit:</b> | <b>CDROM Disk Drive Troubleshooting</b><br>CDROM Disk Drive Troubleshooting Guide<br>Exercise 2             |

**Task 3 Troubleshooting Software**

After completing this lesson, you'll demonstrate how to troubleshoot and repair both operating system and application software malfunctions. Software troubleshooting is the flipside to hardware troubleshooting. Essentially, they are two sides of the same PC troubleshooting coin. Therefore, it's important to note that software problems often appear to be hardware problems and visa versa. That might be the most important troubleshooting skill you can master... Telling the difference. Again... The secret to computer troubleshooting is hands-on experience. You'll complete a series of exercises that will give the experience you'll need to recognize and solve common OS and application software problems.

<u>Sub</u>	<u>Init</u>	<u>Time</u>	<u>Type of Task</u>	<u>Task Description</u>
a.	( )	15 Min	<b>Reading</b> Source: Operating System Troubleshooting Guide	<b>OS Troubleshooting</b>
	( )	30 Min	<b>Exercise</b> Source: Operating System Troubleshooting Guide Unit: Exercise 1	<b>System Configuration Utility</b>
	( )	30 Min	<b>Exercise</b> Source: Operating System Troubleshooting Guide Unit: Exercise 2	<b>Control Panel Utilities</b>
	( )	30 Min	<b>Exercise</b> Source: Operating System Troubleshooting Guide Unit: Exercise 3	<b>Device Drivers</b>
	( )	30 Min	<b>Exercise</b> Source: Operating System Troubleshooting Guide Unit: Exercise 4	<b>System Recovery</b>
b.	( )	15 Min	<b>Reading</b> Source: Software Troubleshooting Guide	<b>Software Troubleshooting</b>
	( )	30 Min	<b>Exercise</b> Source: Software Troubleshooting Guide Unit: Exercise 1	<b>Application Software Configuration</b>
	( )	30 Min	<b>Exercise</b> Source: Software Troubleshooting Guide Unit: Exercise 2	<b>Application Software Recovery</b>

**Task 4 Advanced Troubleshooting**

It's time to test the strength of your troubleshooting steal. In this lesson you will face a series of troubleshooting challenges. Each challenge takes the form of a performance test you must pass. Your supervisor will install a defective computer component into a working desktop computer for you to find. You will apply the troubleshooting techniques you've just learned to identify the defective component and then repair it by replacing it with a working part. The Faulted Component Guide will show you how to create reversible defects into working computer components. These components can then be used in the Advanced Troubleshooting Challenges.

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<u>Sub</u>	<u>Init</u>	<u>Time</u>	<u>Type of Task</u>	<u>Task Description</u>
a.	( )	10 Min	<b>Reading</b> Source: Troubleshooting Challenges Guide	<b>Troubleshooting Challenges</b>
	( )	15 Min	<b>Performance Test</b> Source: Troubleshooting Challenges Guide Unit: Malfunction 1	<b>Defective Keyboard</b>
	( )	15 Min	<b>Performance Test</b> Source: Troubleshooting Challenges Guide Unit: Malfunction 2	<b>Defective Mouse</b>
	( )	15 Min	<b>Performance Test</b> Source: Troubleshooting Challenges Guide Unit: Malfunction 3	<b>Defective Power Supply</b>
	( )	15 Min	<b>Performance Test</b> Source: Troubleshooting Challenges Guide Unit: Malfunction 4	<b>Defective Memory Module</b>
	( )	15 Min	<b>Performance Test</b> Source: Troubleshooting Challenges Guide Unit: Malfunction 5	<b>Defective Video Interface Board</b>
	( )	15 Min	<b>Performance Test</b> Source: Troubleshooting Challenges Guide Unit: Malfunction 6	<b>Defective Sound Board</b>
	( )	15 Min	<b>Performance Test</b> Source: Troubleshooting Challenges Guide Unit: Malfunction 7	<b>Defective NIC</b>
	( )	15 Min	<b>Performance Test</b> Source: Troubleshooting Challenges Guide Unit: Malfunction 8	<b>Defective Floppy Disk Drive</b>
	( )	15 Min	<b>Performance Test</b> Source: Troubleshooting Challenges Guide Unit: Malfunction 9	<b>Defective Hard Disk Drive</b>
	( )	15 Min	<b>Performance Test</b> Source: Troubleshooting Challenges Guide Unit: Malfunction 10	<b>Defective CDROM Disk Drive</b>
b.	( )	10 Min	<b>Reference</b> Source: Faulted Parts Guide	<b>Faulted Parts</b>



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