



INDIAN SCHOOL MUSCAT
CLASS: XI
SENIOR SECTION -2020-21
DEPARTMENT OF COMPUTER SCIENCE



INFORMATION TECHNOLOGY (802)
TROUBLESHOOTING HARDWARE, SOFTWARE AND NETWORKING

1. List some troubleshooting steps that you should keep in mind.
2. What steps would you take if the monitor is not showing any display, or the screen is blank?
3. What would you do when your keyboard or mouse is not responding/working properly?
4. What troubleshooting step will you take when the printer is not responding?
5. How can you check the IP address of a printer connected through a wireless connection?
6. What steps do you need to take to change the default printer?
7. What could be the reasons for the print jobs being sent to the wrong printer?
8. What checks would you undertake when the speaker is not working?
9. What are the troubleshooting steps taken when an application freezes?
10. What could be the possible cause for all the applications to be running slow?
11. How can one free disk space on the computer?
12. How do we remove temporary files?
13. Why is disk defragmentation required? How can we achieve disk defragmentation?
14. What steps do we take to remove unused shortcuts and program services?
15. How can we check the network connectivity of your system?
16. Explain how you would check the validity of the IP address.
17. How will you check whether the network fly lead is working properly?
18. Describe the procedure to check whether the network card is working properly.