



Computer Networking Virtual Learning

# CCNA- 4.5 - Device Driver Troubleshooting

May 1, 2020

Lesson: 5/1/2020

## Objective/Learning Target:

- Update and roll back device drivers
- Enable and disable devices in Device Manager
- Use the Last Known Good configuration, Safe Mode, and restore points to recover from device-related errors
- Update hardware device firmware



# Focus Questions

- What are the first items you should check when you have installed a new device and it is not working properly?
- How do you verify that a device is recognized and enabled in Device Manager?
- What should you do if the system crashes during startup before you can log on?
- If you cannot boot the system into Safe Mode, what steps should you take to boot the system?
- Once you get a system started after reducing it to a minimal state, how do you identify a component that has a problem?



# Learning Tasks

- Navigate to TestOut.com & log on using your credentials
- Navigate to PC Pro Chapter 4 - Peripheral Devices, Section 6 - Device Driver Troubleshooting
- Review Vocabulary words for 4.6 before starting into Section
- Read Fact Sheets located in sections 4.6.4, 4.6.5
- Watch videos located in sections 4.6.1, 4.6.2
- Complete Lab Sim located in section 4.6.4, 4.6.4
- Answer/Review Practice Questions located in section 4.6.6



# Time Breakdown

Videos = 15 Minutes

Fact Sheets = 5 minutes

Lab Simulation = 10 minutes

Practice Questions = 10 minutes

**Total Time = 40 minutes**

Reference: [TestOut PC Pro Lesson Plan Document](#)