



Computer Networking Virtual Learning

ITE - 12.14 - Operating System Troubleshooting

April 23, 2020



Lesson: 4/23/2020

Objective/Learning Target:

- Troubleshoot application crashes
- Run an application with elevated privileges on the system
- Troubleshoot hung applications
- Configure application priority and processor affinity
- Troubleshoot services and devices that fail to start on boot
- Troubleshoot system crashes



Focus Questions

- An application displays an error message about missing files when you try to start it. What should you do?
- An application displays an error message about insufficient privileges when you try to start it. What should you do?
- A service fail to start when Windows loads. What should you do?
- An application running on the system has hung. What should you do?
- A process requires a higher priority level than the other processes running on the system. What should you do?
- The Windows system generates a BSOD error. What should you do?



Learning Tasks

- Navigate to TestOut.com & log on using your credentials
- Navigate to PC Pro Chapter 12 - System Management, Section 14 - Operating System Troubleshooting
- Review Vocabulary words for 12.14 before starting into Section
- Read Fact Sheets located in sections 12.14.4, 12.14.6
- Watch videos located in sections 12.14.1, 12.14.2, 12.14.3, 12.14.5
- Answer/Review Practice Questions located in section 12.14.7



Time Breakdown

Videos = 30 Minutes

Fact Sheets = 10 minutes

Practice Questions = 5 minutes

Total Time = 45 minutes

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