

# Computer Maintenance 2

## Module 13 Homework/Study Guide

Define these terms:

1. **Troubleshooting** –
2. **Event Viewer** –
3. **CompTIA six-step troubleshooting process** –
4. **Open-ended questions** –
5. **Closed-ended questions** –
6. **VGA Mode** -
7. **Stuck pixel** –
8. **Hot pixel** –
9. **Dead pixels** –

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10. **Artifacts** –

11. **Degauss** –

12. **Cable Tester** –

13. **Loopback Plug** –

14. **Toner Probes** –

15. **Ping** –

16. **Ipconfig** –

17. **Tracert** -

18. **Netstat** –

19. **Nbtstat** –

20. **Net** –

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21. What are the steps to troubleshoot video problems?

22. What are the step to start a computer in VGA mode?

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23. How can you check if it's a hardware or software problem with the video?