

Solutions for Chapter 1: Windows Versions and Customer Service

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[EOC A HD] Thinking Critically

These questions are designed to prepare you for the critical thinking required for the A+ exams and may use content from other chapters and the web.

1. When Kristy recently started a photography business, she downloaded Photoshop to her computer to edit her photos. She notices her computer freezes when she is using Photoshop, so she asks you to help her fix the problem. Your research discovers that Photoshop requires a lot of RAM to run smoothly, and you need to know how much RAM Kristy's computer has to see if that is the problem. Which Windows tools from the following list can you use to know how much RAM is installed on a system? Select all that apply.
 - a. System window
 - b. Power Options applet
 - c. System Information window
 - d. Network and Sharing Center

Answers: a. System window; c. System Information window

2. John is traveling for work and is spending a week at a new branch. He needs to print an email, but he isn't able to add the network printer to his computer. He is using a Windows 10 Pro laptop, is connected to the network, and can access the Internet. What is a likely and easy fix to John's problem?
 - a. The computer is not set to find resources shared on the network; use the Settings app to fix the problem.
 - b. The computer is not set to find resources shared on the network; use the Network and Sharing Center to fix the problem.
 - c. John did not correctly authenticate to the Windows domain; use the Settings app to fix the problem.
 - d. The drivers for the network printer need to be updated. Use Device Manager to fix the problem.

Answer: b. The computer is not set to find resources shared on the network; use the Network and Sharing Center to fix the problem.

3. Mary wants her 32-bit installation of Windows 7 Professional to run faster. She has 4 GB of memory installed on the motherboard. She decides more memory will help. She installs an additional 2 GB of memory for a total of 6 GB, but does not see any performance improvement. What is the problem and what should you tell Mary?
- a. She should use Control Panel to install the memory in Windows 7. After it is installed, performance should improve. Tell Mary how to open Control Panel.
 - b. A 32-bit OS cannot use more than 4 GB of memory. Tell Mary she has wasted her money.
 - c. A 32-bit OS cannot use more than 4 GB of memory. Tell Mary to upgrade her system to the 64-bit version of Windows 7 Professional.
 - d. A 32-bit OS cannot use more than 4 GB of memory. Explain the problem to Mary and discuss the possible solutions with her.

Answer: d. A 32-bit OS cannot use more than 4 GB of memory. Explain the problem to Mary and discuss the possible solutions with her.

4. Jack needs to email two documents to a friend, but the files are so large his email server bounced them back as undeliverable. What is your advice?
- a. Tell Jack to open the documents, break each of them into two documents, and then email the four documents separately.
 - b. Tell Jack to put the two documents in a compressed folder and email the folder.
 - c. Tell Jack to put each document in a different compressed folder and email each folder separately.
 - d. Tell Jack to put the documents on a USB drive and snail mail the drive to his friend.

Answer: c. Tell Jack to put each document in a different compressed folder and email each folder separately.

5. Jawana has been working on a paper for her Anatomy class for weeks. One day her little brother was on her computer and accidentally deleted her paper from the Documents folder. How can Jawana recover her deleted paper?

Answer: The paper is likely in the Recycle Bin. She can open the Recycle Bin, find and select her paper, then click **Restore the selected items.**

6. A technician needs to be prepared to launch programs even when utility windows or the Windows desktop cannot load. What is the program name for the System Information utility? What is the program name for the Remote Desktop utility?

Answer: Msinfo32.exe and mstsc.exe

7. Suppose you are a customer who wants to have a computer repaired. List five main characteristics that you would want to see in your computer repair person.

Answers may vary. Here are some possible answers: Have a positive and helpful attitude, own the problem, be dependable, be customer-focused, be credible, maintain integrity and honesty, know the law with respect to your work, act professionally, and perform your work in a professional manner.

8. When you receive a phone call requesting on-site support, what is one thing you should do before you make an appointment?

Answers may vary. Here are some possible answers: Ask questions to identify the problem and ask the caller to check and try some simple things while on the phone with you.

9. You make an appointment to do an on-site repair, but you are detained and find out that you will be late. What is the best thing to do?

Answer: Call the customer and explain the situation. Agree on a new time of arrival.

10. When making an on-site service call, what should you do before making any changes to software or before taking the case cover off a computer?

Answer: Ask the user to describe the problem in detail and ask if all data on the hard drive is backed up. Then ask permission to service the computer.

11. What should you do after finishing your computer repair?

Answer: Verify that everything is working. Then ask the customer to do the same. Fill out the paperwork.

12. What is a good strategy to follow if a conflict arises between you and your customer?

Answer: Stay professional. Allow the customer to vent. Listen carefully. Do what you can to solve the problem. Escalate if necessary.

13. You have exhausted your knowledge of a problem and it still is not solved. Before you escalate it, what else can you do?

Answer: Ask a knowledgeable coworker for help.

14. If you need to make a phone call while on a customer's site and your cell phone is not working, what do you do?

Answer: Ask permission to use the phone.

15. What is one thing you can do to help a caller who needs phone support and is not a competent computer user?

Possible answers: Allow the customer to ask questions. Be patient and take the customer through each step slowly.

16. Describe what you should do when a customer complains to you about a product or service that your company provides.

Answer: Allow the customer to speak and don't become defensive. Take notes and send the information to the right person in your organization. Be an active listener. Show you care.

17. Robert works in a call center and receives a call from Kathy. Kathy says she can no longer access the online reporting application for her weekly reports through her web browser. You ask your boss, and he tells you that the server team changed the application's URL during an upgrade over the weekend. He asks you to make sure all the other technicians are aware of this change. What is the best way to share this information?

- a. Print a flyer with the new URL and post it on the wall in the call center.
- b. Send out a mass email with the new URL to all the technicians.
- c. Update the knowledge base article that contains the application's URL in the call tracking application.
- d. Yell the new URL to all technicians sitting in the call center.

Answer: c. Update the knowledge base article that contains the application's URL in the call tracking application.

[EOC A HD] Hands-On Projects

Answers will vary.

[EOC A HD] Real Problems, Real Solutions

Answers will vary.