IT Fundamentals Pro: Chapter 4.7 Software Troubleshooting

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Grade	**11/12**
Unit of Study	**Information Technology Fundamentals**
Length of Unit	**46 Min**

Missouri Learning Standards	
15.1202-E1: Identify, install, and configure common operating systems (e.g., Windows XP Pro, Windows Server 2003, Linux, and UNIX)	15.1202-E2: Analyze and modify system configuration files
15.1202-E3: Perform and interpret diagnostics	15.1202-E5: Utilize existing technical resources for problem resolution (e.g., news groups, online references, service manuals, and read me files

Unit 4.7: Learning Targets

I can:
- Identify common steps to follow in troubleshooting software problems.
- Configure compatibility settings for Windows applications.
- Use Windows Task Manager to:
  - o View information on running processes.
  - o Prevent applications from running at system startup.
  - o Close unresponsive apps.
- Repair a Windows program in Apps & features.

Intervention and Enrichment

Assessments

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MLS (Learning Goal)	Description or Location
• 15.1202-E1 • 15.1202-E2 • 15.1202-E3 • 15.1202-E5	Ch. 4 Exam
	ITF+ (FC0-U61) Exam

Vocabulary			
Software Crash	System Slowness	System Crash	Malicious Software Infection
Task Manager			

Instructional Materials

Video/Demo
4.7.3 Manage Applications
4.7.5 Repair Programs

Lab/Activity
4.7.4 Manage Applications
4.7.6 Repair Programs

Additional Instructional Resources

4.7.1 Software Troubleshooting Steps
4.7.2 Using Task Manager

Reflections for Future Revisions