Tech Support

Chapter 6

Section 2-4

6.2

1. What is virtualization?

2. What is a virtual machine?

3. What is a host machine?

4. What is a hypervisor?

5. What is windows virtual pc?

6. What is the minimum amount of RAM for Hyper V? (Graphic on Left)

6.3

7. What are the benefits of a preventative maintenance plan ?

8. What are device drivers?

9. What are firmware updates?

10. What are restore points?

6.4

11. What is troubleshooting?

12. What is the first step in the Troubleshooting process?

13. What is the difference between an open ended question and closed ended question?

14. What is the second step for troubleshooting? Explain.

15. What is the third step to troubleshooting? Explain.

16. What is step 4 of the troubleshooting process? Explain.

17. What is step 5 of the troubleshooting process? Explain.

18. What is step 6 of the troubleshooting process? Explain.

19. What are some common problems?