

# 1.04 Troubleshooting Discussion Scoring Guide

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## Total Points: 30

Technology is everywhere and makes our lives easier. However, nothing runs perfectly all the time! Computer hardware, software, and other electronics malfunction occasionally, and basic troubleshooting skills can help us resolve these issues quickly most of the time.

Go to the **1.04 Troubleshooting Discussion** and write a post describing a tech problem you resolved recently.

1. What was malfunctioning (hardware, software, peripherals, or something else)? Were you experiencing problems with network connectivity, malware, or something else?
2. What steps did you take to diagnose the problem?
3. What did you do to troubleshoot and resolve the issue? Were you successful?
4. What can you do to prevent this problem from occurring again in the future? Be specific about what maintenance practices might eliminate this from happening again.

After submitting your original post, read over your classmates' posts. Comment on at least two classmates' posts. Your responses might include:

- offering feedback about other ways to resolve their issue,
- suggesting other ways to prevent this problem from happening again,
- remarking on things they did to fix the problem that you were impressed/surprised by or that you disagree with, or
- comparing their issue to a similar one you've dealt with before.

## Scoring Guide:

- **20 points for an original posting that fully addresses the prompt**
- **10 points for a thoughtful response to at least two classmates**