



Province of the  
**EASTERN CAPE**  
EDUCATION

**DIRECTORATE SENIOR CURRICULUM MANAGEMENT (SEN-FET)**

**HOME SCHOOLING SELF-STUDY WORKSHEET ANSWER SHEET 23**

<b>SUBJECT</b>	COMPUTER APPLICATIONS TECHNOLOGY	<b>GRADE</b>	12	<b>DATE</b>	06/05/20
<b>TOPIC</b>	System Software Troubleshooting your computer	<b>TERM 2 REVISION</b>		<b>TERM 3 CONTENT</b>	✓

1. Choose a term or concept from Column B that matches the description in Column A. Write only the letter next to the question number.

*Answer: 1.1 B      1.2 A      1.3 C*

2. Answer the following questions:

- a. Explain the process of fragmentation and defragmentation.

*Answer: When you save a file onto your computer, the computer breaks the file up into smaller pieces. This is done so that the file can be stored on your hard drive. Unfortunately, the file pieces are not always stored in the same location, but rather spread over several locations. When this happens, it is known as fragmentation.*

*Fragmentation occurs from files being constantly written, deleted and resized, and can lead to several problems. These include a slow computer, long boot-up times, random computer crashes and the computer freezing. In order to prevent these problems from happening, you can defragment your hard drive. This process reorganises your hard drive by taking all the pieces of data that are spread across your hard drive and reorganising it so that the pieces are closer to each other.*

- b. Explain how a troubleshooting wizard works.

*Answer: Troubleshooting wizards are system utilities that come standard with your operating system. The tool allows you to quickly check if your operating system or hardware is functioning as required. If a problem is encountered, the wizard will attempt to fix it. If the wizard cannot fix the problem, it will ask you some questions in order to determine the cause of the problem. Examples of problems that can be fixed using the troubleshooting wizards include network connection problems, printing problems and software compatibility problems.*