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**Assignment module 4: Troubleshooting and**

**Section 1: Multiple Choice**

* **What is the first step in the troubleshooting process?**
* Implementing a solution
* Identifying the problem
* Testing the solution
* Documenting the solution
* **Answer:- b) Identifying the problem**
* **Which of the following tools is commonly used to diagnose hardware Issues by testing electrical connections?**
* Loopback plug
* Toner probe
* Multimeter
* Cable tester
* **Answer:- c) Multimeter**
* **Which Windows utility can be used to view system logs, monitor Performance, and diagnose hardware and software issues?**
* Task Manager
* Device Manager
* Event Viewer
* Control Panel
* **Answer:- c) Event Viewer**
* **Section 2: True or False**
* True or False: Safe Mode is a diagnostic mode in Windows that loads Only essential system services and drivers, allowing users to Troubleshoot and fix problems with the operating system.
* **Answer:- True**
* True or False: A system restore point is a snapshot of the computer’s System files, registry, and configuration settings at a specific point in Time, which can be used to revert the system to a previous state if Problems occur.
* **Answer:- True**
* True or False: Ping is a command-line utility used to test network Connectivity by sending ICMP echo requests to a target device and Waiting for ICMP echo replies.
* **Answer:- True**
* **Section 3: Short Answer**
* **Describe the steps involved in troubleshooting a computer that fails to Boot into the operating system.**
* **Answer:-** Troubleshooting a computer that fails to boot into the operating system involves a systematic approach. Here are the steps:
* Step 1: Initial Checks (Pre-Boot)\*
* Step 2: Boot Process Observation\*
* Step 3: Basic Troubleshooting
* Step 4: Hardware Troubleshooting
* Step 5: Operating System
* Step 6: Advanced Troubleshooting
* Step 7: Reinstallation or Recovery
* **Section 4: Practical Application**
* **Demonstrate how to troubleshoot network connectivity issues on a Windows computer using the ipconfig command.**
* **Answer:-** Troubleshoot network connectivity issues on a Windows computer using the ipconfig command, you can try these steps:
* Run the ipconfig command to find your DNS server IP addresses
* Open a command prompt or terminal window and type “nslookup” followed by the website’s domain name
* If the DNS server can’t resolve the domain name, try switching to a different DNS server
* **troubleshoot network connectivity issues:**
* **Tracert**
* Traces the route from a computer to a host server
* **Nslookup**
* Provides information about your system’s DNS server, including its domain name and IP address
* **Get-DnsClientCache**
* Audits your DNS cache to provide troubleshooting clues about recent web, email, or other application connections
* Angry IP Scanner
* Scans an entire subnet to find IP addresses of devices
* **Nmap**
* Scans the entire network for various ports and the services that are running on them
* **Route**
* Updates the routing table manually
* **Section 5: Essay**
* **Discuss the importance of effective communication skills in a helpdesk Or technical support role.**
* **Answer:-** Effective communication skills are essential for help desk and technical support roles because they help build trust, resolve issues, and ensure customer satisfaction. Here are some reasons why effective communication skills are important:
* **Resolving issues:** Effective communication helps resolve issues efficiently.
* **Customer satisfaction:** Effective communication helps ensure customer satisfaction.
* **Collaboration:** Good communication helps foster better collaboration among team members.
* **Understanding expectations:** Good communication helps team members understand each other’s expectations.
* **Problem-solving Help desk analysts need to be able to solve problems, prioritize queries, and react quickly to complex issues.**
* **Adaptability**
* Customer service agents need to be able to switch between communication channels and messaging styles.
* **Patience**
* Help desk agents need to be patient with customers who are confused and frustrated.
* **Time management**
* Support desk technicians need to make the most of their time to provide the greatest value to their end consumers.