Module:4 A+ - Troubleshooting and Helpdesk

Section 1: Multiple Choice

1. What is the first step in the troubleshooting process?

a) Implementing a solution

b) Identifying the problem

c) Testing the solution

d) Documenting the solution

2. Which of the following tools is commonly used to diagnose hardware issues by testing electrical connections?

a) Loopback plug

b) Toner probe

c) Multimeter

d) Cable tester

3. Which Windows utility can be used to view system logs, monitor performance, and diagnose hardware and software issues?

a) Task Manager

b) Device Manager

c) Event Viewer

d) Control Panel

Section 2: True or False

4. 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.

ANS: True

5. 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.

ANS: True

6. 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.

ANS: True

Section 3: Short Answer

7. Describe the steps involved in troubleshooting a computer that fails to boot into the operating system.

ANS: If computer us fails to boot into OS, then remove the RAM and clean it then reseat the into RAM slot. After that boot into BIOS and verify the boot sequence and check that hard disk is detected. If it still fails to boot then go to advanced option and start boot repair. If nothing works then reinstall the windows

Section 4: Practical Application

8. Demonstrate how to troubleshoot network connectivity issues on a Windows computer using the ipconfig command.

ANS:

- Open CMD and run ipconfig /all.
- Release the current IP by ipconfig /release.
- Renew the IP by ipconfig /renew.
- Clear the DNS cache ipconfig /flushdns.
- Then ping the router ping 192.168.1.1.
- Then ping the www.google.com.
- Reset the network by netsh winsock reset.

Section 5: Essay

9. Discuss the importance of effective communication skills in a helpdesk or technical support role.

ANS: Good communication is super important in a helpdesk or tech support job because it helps solve problems faster and makes customers feel heard. When support agents listen carefully and ask the right questions, they can understand the issue better and give the right solution. Using simple words instead of confusing technical terms makes it easier for people to follow instructions. It also helps keep customers calm, no one likes dealing with tech issues, so a friendly and patient attitude goes a long way. when instructions are clear, problems get fixed quicker, saving time for both the customer and the support team. Writing clear reports also helps the team stay organized and solve issues more efficiently.