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MODULE : 3 TROUBLESHOOTING AND HELPDESK

SECTION 1 :

MULTIPLE CHOICE.

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

**Ans. B) identifying the problem.**

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

**Ans. A) loopback plug**

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

**Ans. C) event viewer**

SECTION 2 : TRUE OR FALSE

4.safe mode is a diagnostic mode in windows that loads only essential system service and drivers, allowing user 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 setting 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 requested to a target device and waiting for ICMP echo replies.

**Ans) true**

**SEC**TION 3 :SHORT ANSWER

7. **ANS.)**

STEP :-

1 CHECKTHE POWER SUPPLY. THE FIRST THING TO DO IS TO MAKE SURE YOUR pc IS GETTINNG ENOUGH POWER…

2 2 listen for beep codes…

3 remove or replace hardware components…

4 boot into safe mode or recovery mode…

5scan for viruses and malware

6 repair or reinstall the operating system…

7 here’s what else to consider.

SECTION 5 : ESSAY

**ANS-7.**