*Assignment module 4: 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

ANS: B) Identifying the problem

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

a) Loopback plug

b) Toner probe

c) Multi meter

d) Cable tester

ANS: 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

ANS: b) Device Manager

***Section 2: True or False***

4. 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.

ANS: True

5. 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.

ANS: TRUE

6. 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.

ANS: True

**Section 3: Short Answer**

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

ANS: 1) Check power supply

2) Inspect hardware connections

3) Listens for Beeps

4) Access BIOS/UEFI

5) Run Startup Repair

6) Check for hardware failures

7) Reinstall the OS

**Section 4: Practical Application**

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

ANS : DO DONE IN LAB

**Section 5: Essay**

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