Assignment: troubleshooting and Helpdesk

Section 1: Multiple choice

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

B) identifying the problem

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

C) Multimeter

1. Which of the following best describes the purpose of a VPN ?
2. Encrypting network traffic to prevent eavesdropping.
3. performance and diagnose hardware and software issues?

C ) Event viewer

Section 2: true or false

5) 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 with the operating system.

True

6) true or false : A system restore point is a snapshot of the computes 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 problem occur.

True

7) 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.

True

Section 3: Short answer

8) describe the steps involved in troubleshooting a computer that fails to boot into the operating system.

Power on computer

Bios performs post

Disk- loading of OS- RAM

STEP:-

Open windows recovery mode.

Choose an option screen , select troubleshoot.

Select troubleshoot screen , select reset this PC.

9) demonstrate how to troubleshoot network connectivity issues on a windows computer using the IP config command.

* Open windows menu and type CMD in search .
* Right – click on the command prompt app and select run as administrator.

Example full CMD:-

C: \> ipconfig

Windows io configuration

Ethernet adapter Ethernet :

IPV4 address. . . . . . . . . . . . . . . . . . : 192.168.1.101

Subnet Mask . . . . . . . . . . . . . . . . . . : 255.255.255.0

Default Gateway . . . . . . . . . . . . . . . : 192.168.1.1

C: \> ipconfig / release

C: \> ipconfig / renew

C: \> ipconfig / Flushdns

* Open the command prompt by clicking the start button , typing “CMD” in the search box, and pressing enter.
* Look for any error messages or issues in the output. If there are any ,they may indicate the cause of the connectivity issue .
* If the output shows that the computer is connected is connected to network, but cannot access the internet, try the following
* Verify that the network adapter is enabled and has the correct setting.
* If the issue persists and the computer is still not connected to the network contact the network administrator or the ISP for assistance .
* Provide details about the problem including the computers make and model , the and any error message or connection issues.

Section :5 essay

10) Discuss the importance of effective communication skills in a helpdesk or technical support role ?

* Effective communication is vital for help desk and technical support roles because it helps ensure clear and positive interactions with customers and colleagues.
* Hear are some ways effective communication skills are important in these roles.

Example :-

1. Explaining technical information

* Help desk analysts need to be able to explain complex technical information in simple terms so that customers can understand and resolve issues.

1. Providing instruction

* Help desk managers need to be able to clearly provide instruction to clients, colleagues and their team on how to solve technical issues.

1. Active listening

* Active listening is important when diagnosing problem over the phone or through a help desk chat.

1. Confidence

* Confidence in communication can help convey to clints that you are an expert in your domain.