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

b) Identifying the problem

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

c) Multimeter

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

c) Event Viewer

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.

-->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.

-->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.

-->True

7. Describe the steps involved in troubleshooting a computer that fails to

boot into the operating system.

-->Check Power & Connections: Ensure the computer is plugged in and powered on. Look for error messages or beeping sounds.

Access BIOS/UEFI: Restart and enter the BIOS/UEFI (usually by pressing F2, F12, DEL, or ESC) to check if the storage drive is detected.

Boot into Safe Mode: If Windows fails to start, try booting into Safe Mode by pressing F8 (older versions) or using recovery options in Windows 10/11.

Check for Bootable Devices: Ensure the correct boot drive is set in BIOS/UEFI and disconnect external drives to rule out interference.

Use Startup Repair: If Safe Mode doesn't work, use Windows Recovery Mode to run Startup Repair.

Check Hardware Issues: Faulty RAM or hard drive issues can prevent booting. Use diagnostic tools like chkdsk and memtest86.

Reinstall OS (if necessary): If all else fails, back up data (if possible) and reinstall the operating system.

8. Demonstrate how to troubleshoot network connectivity issues on a

Windows computer using the ipconfig command.

-->Open Command Prompt: Press Win + R, type cmd, and hit Enter.

Check IP Configuration: Run ipconfig /all to display network adapter details. Look for an IP address, subnet mask, and gateway.

Renew IP Address: If no valid IP is assigned, run ipconfig /release followed by ipconfig /renew.

Flush DNS Cache: Run ipconfig /flushdns to clear old DNS records and resolve website access issues.

Check Connectivity: Use ping 8.8.8.8 to test internet connectivity or ping [router IP] to check local network connection.

Restart Network Adapter: Run netsh interface set interface "Wi-Fi" admin=disable and then enable to restart the network adapter.

9. Discuss the importance of effective communication skills in a helpdesk

or technical support role.

-->Understanding User Issues: Good communication helps in diagnosing user-reported problems accurately.

Clear Instructions: Technical solutions should be explained in simple terms, avoiding jargon.

Active Listening: Helps in identifying the root cause of an issue without making assumptions.

Professionalism & Patience: Users may be frustrated, so remaining calm and courteous is essential.

Documentation & Follow-ups: Properly documenting solutions and following up ensures long-term issue resolution.