# Assignment module 4: 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 - C. Multimeter

3. Which Windows utility can be used to view system logs, monitor

performance, and diagnose hardware and software issues?

Ans -  A. Task Manager

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 -  False

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 -  1. Check the power supply.

2. Listen for beep codes.

3. Remove or replace hardware components.

4. Boot into safe mode or recovery mode.

5. Repair or reinstall the operating system.

Section 4: Practical Application

8. Demonstrate how to troubleshoot network connectivity issues on a

Windows computer using the ipconfig command.

Ans - 1. Run ipconfig and look for your default gateway IP address.

2. Open a web browser and enter the default gateway IP address in the address bar.

3. If you can't access the router configuration page, try resetting the router.

4. If you can access the router configuration page, check the WAN settings and

make sure they match your ISP's requirements.

Section 5: Essay

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

or technical support role.

Ans -  Effective communication ensures that customers understand the support process, troubleshooting steps, and any other relevant information. Clear communication helps avoid misunderstandings and frustration.Customer support often involves dealing with frustrated or dissatisfied customers.Technical skills is to help communicate important information as effectively as possible so that people can do their jobs better.Communication skills enable professionals to build a customer relationship, respond to their inquiries quickly and effectively, and provide them with a positive customer experience. Specifically, strong communication skill help you connect more deeply with customers. Facilitate understanding of customer needs.