

ASSIGNMENT 4

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

(In the troubleshooting process, the very first step is to clearly identify and define the problem before taking any further action)

2. Which of the following tools is commonly used to diagnose hardware issues by testing electrical connections?
 - a) Loopback plug
 - b) Toner probe
 - c) Multimeter
 - d) Cable tester

ANS: c) Multimeter

(A multimeter is a tool commonly used to diagnose hardware issues by testing electrical connections.)

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: c) Event Viewer

(Event Viewer is the Windows utility designed to view system logs, monitor performance, and diagnose both hardware and software issues)

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 and cables
2. Disconnect external devices
3. Listen and look for error signs
4. Run Startup Repair
5. Check boot order in BIOS/UEFI
6. Repair boot records
7. Check hard drive and system files
8. Scan for viruses
9. Restore or reset

Section 4: Practical Application

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

ANS :

1. **Open Command Prompt**
 - Press Windows + R, type cmd, and press Enter.
2. **Check your IP settings**
 - Type ipconfig and press Enter.
3. **Release and renew IP address**
 - Type ipconfig /release and press Enter (this drops your current IP).
 - Type ipconfig /renew and press Enter (this asks for a new IP).
4. **Check connectivity**
 - Make sure you have a valid IP and default gateway.
 - If you still can't connect, try unplugging and replugging cables or restarting your router.

Section 5: Essay

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

ANS :

- Listen carefully to understand the user's problem.
- Ask clear questions to get the right information.
- Be polite and patient to make users feel comfortable.
- Explain technical problems in simple words.
- Give clear instructions that users can follow easily.
- Tell users what will happen next and how long it may take.
- Write clear notes about problems and solutions for your team.
- Being friendly and clear helps users feel supported.
- Good communication helps solve problems faster.
- Communication skills are as important as technical knowledge.