

Assignment Module 4: Troubleshooting and Helpdesk

Section 1: Multiple Choice

1. What is the first step in the troubleshooting process?
Answer: b) Identifying the problem
2. Which of the following tools is commonly used to diagnose hardware issues by testing electrical connections?
Answer: c) Multimeter
3. Which Windows utility can be used to view system logs, monitor performance, and diagnose hardware and software issues?
Answer: c) Event Viewer

Section 2: True or False

4. **True:** 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.
5. **True:** 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.
6. **True:** 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.

Section 3: Short Answer

7. Steps to troubleshoot a computer that fails to boot into the operating system:

- Check if the computer is properly powered on.
- Restart the computer and enter BIOS/UEFI to check if the hard drive is detected.
- Boot into Safe Mode to see if the issue is software-related.
- Use Windows Startup Repair or System Restore if available.
- Reinstall the operating system if no other solutions work.

Section 4: Practical Application

8. Troubleshooting network connectivity using ipconfig:

- Open Command Prompt by typing cmd in the search bar.
- Type ipconfig and press Enter to view network details.
- Check if the IP address is assigned properly.
- If there is no connection, type ipconfig /release and ipconfig /renew to refresh the IP.
- Test network connectivity by using ping google.com.

Section 5: Essay

9. Importance of Effective Communication in Helpdesk Support:

Effective communication is key in helpdesk roles because it helps solve user issues quickly and clearly. Technicians must listen carefully, ask the right questions, and explain solutions in simple terms. Good communication reduces confusion, builds trust, and improves customer satisfaction.

Whether giving instructions over the phone or writing an email, clear and polite communication makes troubleshooting easier and faster.