

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. 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.

Answer: True

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.

Answer: 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.

Answer: True

Section 3: Short Answer

7. Describe the steps involved in troubleshooting a computer that fails to boot into the operating system.

Answer:

- Check the power supply and connections.
- Verify that monitor and peripherals work.
- Enter BIOS/UEFI and check if the hard drive is detected.
- Boot in Safe Mode to check for software issues.
- Use Startup Repair or System Restore.
- Reinstall OS or replace faulty hardware if needed.

Section 4: Practical Application

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

Answer:

- Open Command Prompt (cmd).
- Type ipconfig to check IP, gateway, and subnet mask.
- Use ipconfig /release and ipconfig /renew to refresh IP.
- Use ipconfig /flushdns to clear DNS cache.
- Ping gateway or a website to test connectivity.
- Check Wi-Fi/cable or router if still disconnected.

Section 5: Essay

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

Answer:

Effective communication is essential for helpdesk technicians. It helps users understand technical problems and builds trust.

Key aspects:

- Active listening and empathy.
- Clear, non-technical explanations.
- Proper documentation of issues.
- Professionalism and patience.

Strong communication improves user satisfaction and promotes a positive image of the IT team.