

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: 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.

Ans: True

5. A system restore point is a snapshot of the computer's system files and configuration settings.

Ans: True

6. Ping is a command-line utility used to test network connectivity.

Ans: True

Section 3: Short Answer

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

Ans:

- Step 1: Check power connection and cables.
- Step 2: Listen for beep codes (they indicate hardware problems).
- Step 3: Enter BIOS to ensure storage drive is detected.
- Step 4: Boot using Safe Mode or a recovery disk.
- Step 5: Repair startup files using Windows Recovery or reinstall OS if needed.

Section 4: Practical Application

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

Ans:

- Step 1: Open Command Prompt.
- Step 2: Type 'ipconfig' to view IP details.
- Step 3: If no IP is assigned, type 'ipconfig /release' and then 'ipconfig /renew'.
- Step 4: Type 'ping www.google.com' to test internet access.
- Step 5: If still not working, reset network using 'netsh winsock reset'.

Section 5: Essay

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

Ans:

- Communication helps understand user problems clearly.
- Builds trust and keeps users calm and cooperative.
- Allows technicians to explain solutions in simple terms.
- Prevents confusion and ensures faster issue resolution.
- Good communication also improves teamwork and customer satisfaction.