Assignment module 4: Troubleshooting and Helpdesk

Section 1: Multiple Choice

1. What is the first step in the troubleshooting process?

Ans :- Identifying the problem

1. Which of the following tools is commonly used to diagnose hardware issues by testing electrical connections?

Ans :- Multimeter

1. Which windows utility can be used to view system logs, monitor performance, and diagnose hardware and software issues?

Ans :- Event viewer

Section 2: True or False

1. True or false: safe mode is 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

1. 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

1. 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

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

Ans :- There are some steps in troubleshooting a computer that fails to boot into the operating system are as follow:-

1. First we see that to Identifying a problem in computer to execute or operate a PC.
2. Then we will see that to research that what we can solve the problem in it.
3. Then we see that what is probable causing in the computer to establishing a theory on it.
4. Then take a plan to action on the command to the Computer.
5. Then Implement it on the computer.
6. Then verify that the function are working or not in the computer.
7. Then do the solution in document way.

Section 4: Practical Application

1. Demonstrate how to troubleshooting network connectivity issues on a windows computer using the ipconfig command.

Ans :-There are some point to demonstrate troubleshooting network connectivity issues on a windows computer using the ipconfig command are as follow:-

1. First we Run the command prompt as a administrator.
2. Then analyze the network is configuring with ipconfig.
3. Then we will see that to identify the issues by the potential of the command.
4. Then give the renew IP address.

Section 5: Essay

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

Ans :- There are some point of the importance of effective communication skills in a helpdesk or technical support role are as follow :-

1. First we see understand the problem happen in the computer from the customer.
2. Then we will build a trust with the customer for trusting as to give as computer to build into it.
3. And then managing there expectation.
4. Then we work on the computer to build into it.
5. Then give the documentation and report of the computer.