

# **MODULE - 4**

## **Section 1:**

- 1) B.) Identifying the problem
- 2) C.) Multimeter
- 3) C.) Event Viewer

## **Section 2:**

4. ) True
5. ) True
6. ) Ture

## **Section 3 :**

7. ) When a computer fails to boot into the operating system, you should first make sure it has power and all cables are connected properly. Look and listen for any signs like beeping sounds or no display. Remove any external devices that could interfere. You can try entering the BIOS to check if the hard drive is detected. If possible, boot into Safe Mode or use recovery tools like Startup Repair or System Restore. If that doesn't help, there may be a hardware issue like a faulty hard drive or RAM.

## **Section 4 :**

8. ) To fix network problems on a Windows computer, you can use the **ipconfig** command.

First, open **Command Prompt** and type **ipconfig**. This shows your computer's IP address and connection details.

If there's a problem, try these:

- **ipconfig /release** – removes the current IP address.
- **ipconfig /renew** – gets a new IP address.
- **ipconfig /flushdns** – clears saved website info to fix browsing issues.

## **Section 5 :**

**9.)** Effective communication skills are very important in a helpdesk or technical support role because they help you explain technical problems in a simple way that anyone can understand. You need to listen carefully to users, understand their issues, and respond politely and clearly.

Good communication builds trust, reduces frustration, and helps solve problems faster. It also makes users feel heard and supported, even if they are stressed or upset. Whether you're talking in person, on the phone, or by email, being patient, friendly, and clear is key to providing great support.