**Assignment: Troubleshooting and Helpdesk**

**Module 4: Section 1: Multiple Choice**

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

b) Identifying the problem.

**2.** **Which of the following tools is commonly used to diagnose hardwareissues by testing electrical connections?**

Ans: multi meter

**3. Which of the following best describes the purpose of a VPN (Virtual Private Network)?**

b) Connecting multiple LANs (Local Area Networks) over a wide area network (WAN).

4. **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**

**5**. **True or False: 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**.

Ans: True.

Reason: 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.

**6** **True or False: A system restore point is a snapshot of the computer 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.

Reason: A system restore point is a snapshot of your computer's system files, settings, and registry that can be used to revert the system to an earlier point in time.

**7.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

The ping command is a command-line utility that utilizes ICMP (Internet Control

Message Protocol) echo requests and replies to test network connectivity.

**Section 3: Short Answer**

**8. Describe the steps involved in troubleshooting a computer that failstoboot into the operating system.**

Ans: To troubleshoot a computer that won't boot, start with basic checks like disconnecting external devices and performing a hard reset.

**Section 4: Practical Application**

**9. Demonstrate how to troubleshoot network connectivity issues onaWindows computer using the ipconfig command.**

Ans: o troubleshoot network issues with ipconfig, open Command Prompt as an administrator and run ipconfig /all to view your network configuration. Check if you have a valid IP address (not a 169.254.x.x address), f you need to request a new IP address, use ipconfig /release followed by ipconfig /renew.

**Section 5: Essay**

**10. Discuss the importance of effective communication skills in a helpdeskor technical support role**.

Ans: Communication plays a key role in troubleshooting and problem-solving. IT professionals often work on resolving critical issues under tight deadlines**.**