Assignment 4

Module 3 : 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. 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

5. 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

6. 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

7. Describe the steps involved in troubleshooting a computer that fails to boot into the operating system.
   Ans: Steps in troubleshooting a PC that fails to boot:
   - Check power connections
   - Reseat RAM and GPU
   - Disconnect drives and test POST
   - Clear CMOS
   - Boot in Safe Mode
   - Run Startup Repair

Section 4: Practical Application

8. Demonstrate how to troubleshoot network connectivity issues on a Windows computer using the ipconfig command.
   Ans: Troubleshooting using ipconfig:
   - ipconfig /all to verify IP settings
   - ipconfig /release and /renew
   - ipconfig /flushdns
   - Ping gateway, DNS, external IP

Section 5: Essay

9. Discuss the importance of effective communication skills in a helpdesk or technical support role.
   Ans: Effective communication helps gather accurate information, reduce misunderstandings, guide users properly, and provide clear explanations, ensuring fast and efficient issue resolution.