# ASSIGNMENT-4

## MCQ'S

1. What is the first step in the troubleshooting process?
   Answer:           b)           Identifying           the           problem

2. Tool used to diagnose hardware issues by testing electrical connections?
   Answer: c) Multimeter

3. Windows utility to view system logs and diagnose issues?
   Answer: c) Event Viewer

## TRUE AND FALSE

4. **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**
   ANSWER: True

5. **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**
   ANSWER: True

6. **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.**
   ANSWER: True

## ANSWER IN SHORT

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

Ans: Steps to troubleshoot a computer that fails to boot:

Step   1:   Check   power   supply   and   confirm   the   PC   turns   on.
Step   2:   Check   monitor,   cables,   keyboard,   and   hardware   connections.
Step   3:   Observe   error   messages   or   beep   codes   during   startup.
Step   4:   Enter   BIOS/UEFI   and   verify   boot   order   and   hard   drive   detection.
Step   5:   Try   booting   into   Safe   Mode   or   Startup   Repair.

Step 6: Use System Restore or repair tools to fix system files.
Step 7: Reinstall the operating system if the problem continues

## PRACTICAL APPLICATION

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

Ans: Steps to troubleshoot network connectivity using ipconfig:

Step 1: Open Command Prompt (Press Win + R → type cmd → Enter).

Step 2: Type ipconfig and press Enter.
Check if the computer has a valid IP address.
• If IP starts with 169.254.x.x, it means no proper network connection.

Step 3: Type ipconfig /release and press Enter.
This removes the current IP address.

Step 4: Type ipconfig /renew and press Enter.
This requests a new IP address from the router.

Step 5: Type ipconfig /all to view full network details.
Check Default Gateway and DNS are present.

Step 6: Type ipconfig /flushdns and press Enter.
This clears DNS cache and fixes website loading issues.

Step 7: Restart the browser and test the internet connection.

## ESSAY

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

**Ans:** Effective communication is very important in a helpdesk or technical support role because technicians interact with users who may not have technical knowledge. Good communication helps in clearly understanding the user's problem, asking the right questions, and providing simple step-by-step solutions. It reduces confusion, saves time, and prevents repeated issues. Clear and polite communication also builds trust, improves customer satisfaction, and creates a positive image of the organization. Additionally, proper documentation and communication within the support team ensure faster problem resolution and better teamwork.