

✓Section 1: Multiple Choice

1. What is the first step in the troubleshooting process?
2. ➤b) Identifying the problem
3. Tool used to test electrical connections:
➤c) Multimeter
4. Windows utility to view logs and diagnose issues:
➤c) Event Viewer

✓Section 2: True or False

4. Safe Mode is a diagnostic mode in Windows.
➤True
5. System restore point helps revert system settings.
➤True
6. Ping checks network connectivity using ICMP.
➤True

✓Section 3: Short Answer

7. Steps to troubleshoot a computer that fails to boot into the OS:

1. **Check power** – Ensure cables and power supply are working.
2. **Listen/look for error beeps/messages** – Note any BIOS/POST errors.
3. **Try Safe Mode** – Press F8 or Shift+F8 during boot.
4. **Run Startup Repair** – Use Windows recovery options.
5. **Check BIOS/UEFI settings** – Make sure the boot drive is selected.
6. **Use System Restore** – Revert to a previous restore point.
7. **Check hardware** – Try removing RAM, HDD, etc., to isolate the issue.

✓Section 4: Practical Application

8. Troubleshoot network issues using ipconfig on Windows:

1. Open Command Prompt

→ Press **Windows + R**, type `cmd`, then press Enter.

2. Check current IP settings:

→ Type `ipconfig` and press Enter.

→ Check if you have a valid IP address.

3. If IP looks wrong (like 169.254.x.x):

→ Type `ipconfig /release`

→ Then type `ipconfig /renew`

4. To view detailed info (DNS, gateway, etc.):

→ Type `ipconfig /all`

5. To flush DNS cache (if websites not loading):

→ Type `ipconfig /flushdns`