

Helpdesk and Troubleshooting

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

Answer: b) Identifying the problem

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

Answer: c) Multimeter

3. Which Windows utility can be used to view system logs, monitor performance, and diagnose hardware and software issues?

Answer: c) Event Viewer

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.

Answer: 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.

Answer: 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.

Answer: True

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

Answer:

1. Check power supply and cables.
2. Listen for beep codes or examine LED indicators.
3. Check BIOS/UEFI settings.
4. Try booting into Safe Mode.
5. Use system recovery tools (Startup Repair, System Restore).
6. Boot from installation media and attempt repair.
7. Check hard drive status.
8. Consult logs or use hardware diagnostics if available.

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

Answer:

Effective communication helps ensure accurate problem identification, builds trust with users, reduces frustration, improves user satisfaction, and enables better documentation and teamwork in resolving issues.