ASSIGNMENT MODULE 4 **:Troubleshooting And Helpdesk**

Section 1: Multiple Choice

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

ANS - Identifying the problem

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

ANS – Multimeter

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

ANS- Event Viewer

Section 2 : True Or False

1. : 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

1. 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

1. 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

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

ANS- The steps involved in troubleshooting a computer that fails boot into OS are as follows :

* Check power supply and cables
* Supervise hardware connections like RAM, HDD , GPU
* Listen error beep
* Run in safe mode
* Run startup repair or system restore

Section 5: Essay

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

ANS- Importance of effective communication skills in a helpdesk or technical support role:

* Build trust with users
* Helps to understand and resolve issues
* Reduce frustration and improves satisfaction of user
* Enables clear documentation and ticket updates
* Encourages for teamwork and collab with tech staff