

## **Assignment 4**

### **Module -4: Troubleshooting And Helpdesk**

#### **Section 1: Multiple Choice**

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

- a) Implementing a solution
- b) Identifying the problem
- c) Testing the solution
- d) Documenting the solution

**Ans :** b) Identifying the problem

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

- a) Loopback plug
- b) Toner probe
- c) Multimeter
- d) Cable tester

**Ans :** c) Multimeter

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

- a) Task Manager
- b) Device Manager
- c) Event Viewer
- d) Control Panel

**Ans :** c) Event Viewer

#### **Section 2: True or 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.

**Ans :** 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.

**Ans :** 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.

**Ans :** True

### **Section 3: Short Answer**

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

**Ans :**

1. Check Power Supply
2. Check Display
3. Boot into Safe Mode
4. Check BIOS/UEFI Settings
5. Run Startup Repair
6. Use System Restore
7. Check Hard Drive
8. Last Option is Reinstall Windows

### **Section 4: Practical Application**

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

**Ans :**

1. Open Command Prompt.
2. Type ipconfig to check IP address.
3. If IP shows 169.254.x.x, there is a DHCP problem.
4. Type ipconfig /release to release IP.
5. Type ipconfig /renew to renew IP.
6. Type ipconfig /flushdns to clear DNS cache.
7. Use ping 8.8.8.8 to test internet connectivity.

## **Section 5: Essay**

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

**Ans :**

- Effective communication is very important in technical support because ,
  1. Understanding the Problem
  2. Explaining Solutions Clearly
  3. Reducing Stress and Frustration
  4. Faster Problem Resolution
  5. Proper Documentation