Assignment module 4: Troubleshooting and

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:b) Device Manager

Section 2: True or False

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.

Ans:- 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.

Ans:-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.

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) Inspect hardware connections

3) Listens for beeps

4) access BIOS/UEFI

5) Run startup

Section 4: Practical Application

8. Demonstrate how to troubleshoot network connectivity issues on a

Windows computer using the ipconfig command.

Ans:- done in lab

Section 5: Essay

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

Ans:-Effective communication skills are essential in helpdesk or technical support roles for several reasons:

1. understanding Problems: Clear communication helps support staff accurately grasp users’ issues, leading to quicker resolutions.
2. Clear Instructions: Being able to explain solutions in simple terms ensures users can follow guidance without confusion.
3. Building Trust: Good communication fosters a positive relationship, making users feel valued and more comfortable.
4. Managing Expectations: Clear communication helps set realistic timelines and outcomes, reducing user frustration.
5. Documentation: Effective communicators create accurate records of interactions, which aids in future support and process improvements.
   * + - In short, strong communication is key to understanding, resolving issues, and providing a positive user experience.