**Troubleshooting and Helpdesk**

Section 1: Multiple choice

Q-1: what is the first step in the troubleshooting?

Ans: identify the problem

Q-2: which of the following tool is commonly use to diagnose hardware issue by testing electrical connections?

Ans: Multimeter

Q-3: which of the following best describe the purpose of a VPN (virtual private network)?

Ans: Authenticating users and controlling access to network resource

Q-4: which window utility can be used to view system logs, monitor performance and diagnose hardware and software issue?

Ans: Event viewer

Section 2: True or False

Q-5: safe mode is diagnostic mode in windows that loads only essential system service and drivers allowing users to troubleshoot and fix problem with the operating system

Ans: True

Q-6: A system restore point is the snapshot of the computer’s system files, registry and configuration setting at a specific point in time, which can be used to revert the system to a previous state if problem occurs

Ans: True

Q-7: ping is a command-line utility used to test network connectivity by sending ICMP echo request to a target device and waiting for ICMP echo replies

Ans: True

Section 3: Short Answer

Q-8: Describe the steps involving in troubleshooting a computer that fails to boot into the operating system.

Ans:

* Check for power and connections
* Check for external device
* Check the BIOS setting
* Check the errors and the beep codes
* Use recovery option
* Check hardware components
* Reinstall the operating system

Section 4: Practical Application

* Done practical in the lab.

Section 5: Essay

* Done in lab.