**Assignment module 4: Troubleshooting and**

**Section 1: Multiple Choice**

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

Ans-**b) Identifying the problem**

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

Ans- **c) Multimeter**

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

Ans- **c) 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**

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**

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**

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

Ans**- To troubleshoot a computer that won't boot into the operating system, follow these steps:**

1. **Check Power**
2. **Listen for Beep Codes**
3. **Access BIOS/UEFI**
4. **Safe Mode**
5. **Startup Repair/System Restore**
6. **Inspect Hardware**
7. **Reinstall OS**

**Section 4: Practical Application**

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

Ans**- To troubleshoot network connectivity on a Windows computer using the ipconfig command**:

1. **Open Command Prompt**
2. **Check Configuration**
3. **Identify Issues**
4. **Release/Renew IP**
5. **Detailed Info**
6. **Test Connectivity**
7. **Check Internet Access**
8. **Flush DNS**

**Section 5: Essay**

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

Ans - **Effective communication skills are essential in helpdesk and technical support roles as they bridge the gap between technical knowledge and user understanding. Clear and empathetic communication helps reduce user frustration and ensures accurate problem resolution.**

**Active listening allows technicians to grasp user issues, while simple explanations build trust. Additionally, concise written communication is crucial for maintaining consistency. Strong communication fosters teamwork, aids in issue escalation, and enhances customer satisfaction. In summary, effective communication is key to applying technical skills successfully in a user-centered environment.**