

MODULE 3:- TROUBLESHOOTING AND HELP DESK

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**

ANSWER:- B) IDENTIFYING THE PROBLEM

-> IT MEANS YOU LOOK CAREFULLY AND COLLECT INFORMATION TO SEE WHAT'S NOT WORKING PROPERLY. ONCE YOU KNOW WHAT THE PROBLEM IS, THEN YOU CAN THINK ABOUT HOW TO FIX IT.

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

-> A MULTIMETER IS A TOOL USED TO CHECK IF ELECTRICITY IS FLOWING PROPERLY IN A DEVICE. IT HELPS FIND PROBLEMS BY MEASURING THINGS LIKE VOLTAGE, CURRENT, AND RESISTANCE

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

-> IT SHOWS DETAILED MESSAGES ABOUT PROBLEMS, WARNINGS, AND SYSTEM ACTIVITY, WHICH HELPS YOU FIND AND FIX ISSUES ON YOUR COMPUTER.

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

ANS:- SAFE MODE IS A SPECIAL WAY TO START YOUR COMPUTER WITH ONLY THE THINGS IT REALLY NEEDS. IT

**HELPS YOU FIND AND FIX PROBLEMS
WHEN YOUR COMPUTER ISN'T
WORKING PROPERLY.**

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

**-> A SYSTEM RESTORE POINT SAVES
YOUR COMPUTER'S SETTINGS AND
IMPORTANT FILES. IF SOMETHING
GOES WRONG, LIKE AFTER A BAD
UPDATE OR SOFTWARE PROBLEM,
YOU CAN GO BACK TO HOW IT WAS
BEFORE.**

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

-> PING CHECKS IF YOUR COMPUTER CAN REACH ANOTHER DEVICE ON THE NETWORK. IT SENDS A SMALL MESSAGE AND WAITS FOR A REPLY TO SEE IF THE CONNECTION IS WORKING PROPERLY.

SECTION 3: SHORT ANSWER

7. DESCRIBE THE STEPS INVOLVED IN TROUBLESHOOTING A COMPUTER THAT FAILS TO BOOT INTO THE OPERATING SYSTEM.

ANS:- 1.CHECK THE POWER – MAKE SURE THE POWER SUPPLY IS WORKING AND ALL CABLES ARE CONNECTED PROPERLY.

2. LISTEN FOR BEEP SOUNDS – THESE SOUNDS CAN TELL IF THERE'S A HARDWARE ISSUE.

3. CHECK THE MONITOR AND DISPLAY CABLES – MAKE SURE THE SCREEN IS CONNECTED CORRECTLY.

4. REMOVE ALL EXTRA DEVICES – UNPLUG USB DRIVES, PRINTERS, OR ANYTHING NOT NEEDED.

5. GO TO BIOS/UEFI SETTINGS – CHECK IF THE COMPUTER IS TRYING TO START FROM THE RIGHT DEVICE.

6. TRY SAFE MODE – THIS STARTS WINDOWS WITH ONLY THE BASICS AND MAY HELP FIX THE PROBLEM.

7. USE STARTUP REPAIR – A WINDOWS TOOL THAT CAN FIX PROBLEMS STOPPING IT FROM STARTING.

8. USE SYSTEM RESTORE – GO BACK TO A TIME WHEN THE COMPUTER WAS WORKING FINE.

9. CHECK HARDWARE PARTS – TEST THINGS LIKE RAM, HARD DRIVE, OR GRAPHICS CARD.

10.REINSTALL WINDOWS – IF NOTHING ELSE WORKS, INSTALL THE OPERATING SYSTEM AGAIN

SECTION 4: PRACTICAL APPLICATION

8. DEMONSTRATE HOW TO TROUBLESHOOT NETWORK CONNECTIVITY ISSUES ON A WINDOWS COMPUTER USING THE IPCONFIG COMMAND.

ANS:- 1.PRESS WINDOWS + R ON YOUR KEYBOARD, TYPE CMD , AND PRESS ENTER TO OPEN THE COMMAND PROMPT.

2.TYPE IPCONFIG AND PRESS ENTER TO SEE YOUR COMPUTER’S NETWORK DETAILS, LIKE ITS IP ADDRESS.

3.TO REMOVE THE CURRENT IP, TYPE IPCONFIG /RELEASE – THIS DISCONNECTS YOUR IP ADDRESS.

4.THEN TYPE IPCONFIG /RENEW – THIS ASKS THE NETWORK TO GIVE YOUR COMPUTER A FRESH IP ADDRESS.

**5.IF WEBSITES ARE NOT OPENING,
TYPE IPCONFIG /FLUSHDNS – THIS
CLEARS OLD OR BROKEN WEBSITE
DATA.**

**6.NOW, CHECK IF THE INTERNET IS
WORKING BY TYPING PING
GOOGLE.COM – IF IT REPLIES, YOUR
INTERNET IS FINE.**

**7.IF IT DOESN'T WORK, TYPE PING
8.8.8.8 – THIS CHECKS IF YOUR BASIC
NETWORK CONNECTION IS WORKING
WITHOUT USING ANY WEBSITE NAME.**

SECTION 5: ESSAY

**9. DISCUSS THE IMPORTANCE OF
EFFECTIVE COMMUNICATION SKILLS IN
A HELPDESK
OR TECHNICAL SUPPORT ROLE.**

**ANS:- 1.UNDERSTAND THE PROBLEM
CLEARLY:
GOOD COMMUNICATION HELPS THE
SUPPORT PERSON UNDERSTAND
EXACTLY WHAT THE USER'S
PROBLEM IS.**

**2.EXPLAIN IN SIMPLE WORDS:
TECH PEOPLE SHOULD TALK IN EASY
LANGUAGE SO USERS CAN
UNDERSTAND, EVEN IF THEY DON'T
KNOW MUCH ABOUT COMPUTERS.**

**3.MAKE USERS FEEL CONFIDENT:
TALKING POLITELY AND KINDLY
HELPS USERS FEEL CALM AND
TRUST THAT THEIR PROBLEM WILL
BE FIXED.**

**4.SOLVE PROBLEMS FASTER:
GIVING CLEAR AND SIMPLE STEPS
AVOIDS CONFUSION AND HELPS FIX
THE ISSUE QUICKLY.**

**5.SHOW PROFESSIONAL BEHAVIOR:
SPEAKING WELL AND
RESPECTFULLY GIVES A GOOD
IMAGE OF THE COMPANY.**

**6.WRITE CLEAR NOTES:
WRITING THE PROBLEM AND
SOLUTION CLEARLY HELPS IF THE
SAME ISSUE HAPPENS AGAIN LATER**