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**Assignment module 4 : Troubleshooting And Helpdesk**

* **Section 1 : Multiple Choice**

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

**Ans:** Identifying the problem

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

**Ans :** Multimeter

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

**Ans :** Task Manager

* **Section 2 : True or False**

1. **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

1. **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

1. **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 answers**

1. **Describe the steps involved in troubleshooting a computer that fails to boot**

**into the operating system.**

**Ans :**

* Check the power supply
* Check cables
* Unplug devices
* Listen for beep codes
* Boot into safe mode
* Repair or reinstall the operating system
* Check the CMOS battery

**Section 4 : Practical Application**

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

**Ans.**

1. Open the Command Prompt as an administrator
2. Type ipconfig to view the current network settings
3. Analyze the output to check the IP address, subnet mask, and default gateway
4. If the computer's IP address starts with 169, it's not receiving a valid IP address
5. To get a new IP address, type ipconfig /release and then ipconfig /renew
6. If the computer still can't get a valid IP address, try connecting it directly to the modem with an ethernet cable
7. If the computer can connect directly to the modem, the problem is likely with the router

* **Section 5 : Essay**

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

**Ans :Active listening :**

Helps you show that you understand what others are saying and is an important part of effective communication.

**Emotional intelligence :**

Helps you recognize others' feelings and keep your composure, which builds trust and keeps communication focused.

**Patience :**

Helps you understand customers' problems better and provide greater service.

**Adaptability :**

Helps you adjust to changing circumstances.

**Time management :**

Helps you make the most of your time to provide the best value to customers.