**Assignment: Troubleshooting and Helpdesk Q1: 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 of the following best describes the purpose of a VPN (Virtual Private Network)?

ANS - Encrypting network traffic to prevent eavesdropping

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

ANS - Event Viewer

**Q2: 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 Answer**

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

ANS –

STEP:-

* open Windows Recovery Mode.
* Choose an option screen, select Troubleshoot.
* Select Troubleshoot screen, select Reset this PC.

# Demonstrate how to troubleshoot network connectivity issues on a Windows computer using the ip config command.?

# ANS -

1.Open windows menu and type cmd in search.

2 .Right-click on the Command Prompt app and select Run as administrator.

Open the Command Prompt by clicking the Start button, typing "cmd" in the search box, and pressing Enter.

3.Reset your ip address :

If something looks off,try resetting your network connection.

* 1. Clear the DNS cache:

Sometimes,your computer remembers old and broken website addresses.you can clear with

Ipconfig/flushdns

5.Try a ping test :

Ping 8.8.8.8

This checks if you can reach google dns server

Then try :

Ping google.com

Q-5 Essay

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

ANS –

Effective communication is vital for help desk and technical support roles because it helps ensure clear and positive interactions with customers and colleagues. Here are some ways effective communication skills are important in these roles:

1.Explaining technical information

Help desk analysts need to be able to explain complex technical information in simple terms so that customers can understand and resolve issues.

2.Providing instructions

Help desk managers need to be able to clearly provide instructions to clients, colleagues, and their team on how to solve technical issues.

3.Active listening

Active listening is important when diagnosing problems over the phone or through a help desk chat.

4.Confidence

Confidence in communication can help convey to clients that you are an expert in your domain.