

System Troubleshooting

Sr	Questions	Answers Choice
1	What is the most likely cause of a "blue screen of death" on Windows?	A. Incorrect user login B. Insufficient disk space C. Critical system error or hardware failure D. Outdated software
2	Which command is used to check network connectivity between two systems.	A. Tracert B. Ping C. Ipconfig D. Netstat
3	Why is documenting findings, actions and outcomes important in troubleshooting?	A. It helps solve problems faster B. It allows for more efficient testing C. It provides a record for future reference D. It ensures the solution is implemented correctly
4	After implementing a solution what is the next step in the troubleshooting process?	A. Document Findings, Actions, and outcomes B. Establish a plan of action to resolve the problem C. Verify full system functionality D. Test the theory to determine the cause.
5	Which term refers to the process of restoring data from a backup?	A. Data Retrieval B. Data Validation C. Data Restoration D. Data Synchronization
6	Which of the following is the best practice for data backup frequency?	A. Once a year B. After every system update C. Regular and scheduled backups D. Only after system crash
7	If an application is unresponsive which key combination is used to force-close it on Windows?	A. Ctrl+Alt+Tab B. Alt+F4 C. Ctrl+Shift+Del D. Shift+ESc
8	Which of the following is NOT a common troubleshooting tool?	A. Disk Cleanup B. System Restore C. Word Processor D. Debugger
9	Which of the following is the primary purpose of data backup?	A. to archive old files B. To free up disk space C. To increase system performance D. To recover data in case of loss or corruption
10	Which step involves coming up with a theory about what might be causing a problem?	A. Test the theory to Determine the cause B. Establish a theory of probable cause C. Implement the solution D. Verify full system functionality
11	Which diagnostic command displays the IP address, subnet mask, and default gateway of a system.	A. Tracert B. Netstat C. Ipconfig D. Nslookup
12	What is the purpose of establishing a plan of action in troubleshooting?	A. To identify the problem B. To decide on the steps needed to resolve the issue C. To verify full system functionality D. To determine the cause of the problem
13	Why is effective troubleshooting important for maintaining systems?	A. It helps save money on repairs B. It allows for more frequent system updates C. It ensures systems operate

		smoothly and efficiently D. It prevents the need for professional help
14	What tool is commonly used to check system log files for errors?	A. Event Viewer B. Task Manager C. Control Panel D. File Explorer
15	Which of the following is an example of identifying a problem in troubleshooting.	A. Testing a laptop battery by plugging in the power cord B. Noticing that a laptop does not turn on when the power button is pressed C. Noticing that a laptop battery was replaced D. Coming up with a plan to replace a laptop battery
16	Which method of backup allows you to restore the system to a specific point in time.	A. Cloud sync B. Full backup C. System restore point D. Incremental backup
17	Why is troubleshooting important in computing systems?	A. It ensures hardware components are always up to date B. It prevents the need for data backups C. It eliminates the need for software updates D. It helps keep systems running smoothly and securely
18	Which backup type only saves files that have changed since the last backup?	A. Cloud backup B. Full backup C. Incremental Backup D. Differential Backup
19	Which type of backup creates a complete copy of all data, regardless of previous backups?	A. Differential Backup B. Incremental backup C. Full backup D. Snapshot Backup
20	Which of the following is a potential risk of not backing up data.?	A. Data loss due to hardware failure or malware attack B. Increased system performance C. Faster system boot times D. Improved file accessibility