

## System Troubleshooting

Sr	Questions	Answers Choice
1	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>B. Noticing that a laptop does not turn on when the power button is pressed</b> C. Writing down that a laptop battery was replaced D. Coming up with a plan to replace a laptop battery
2	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 <b>D. It helps keep systems running smoothly and securely</b>
3	Why is effective troubleshooting important for maintaining systems?	A. It helps save money on repairs B. It allows for more frequent system updates <b>C. It ensures systems operate smoothly and efficiently</b> D. It prevents the need for professional help
4	Which command is used to check network connectivity between two systems.	A. Tracert <b>B. Ping</b> C. Ipconfig D. Netstat
5	What is the most likely cause of a "blue screen of death" on Windows?	A. Incorrect user login B. Insufficient disk space <b>C. Critical system error or hardware failure</b> D. Outdated software
6	Which of the following is the first step in troubleshooting a system issue?	A. Replace hardware components <b>B. Identify the problem</b> C. Reinstall the operating system D. Run a system update
7	Which backup type only saves files that have changed since the last backup?	A. Cloud backup B. Full backup <b>C. Incremental Backup</b> D. Differential Backup
8	What is the "3-2-1 backup rule?"	A. 3 backups, 2 devices, 1 recovery option <b>B. 3 types of backup, 2 administrators, 1 cloud service</b> C. 2 copies of data, 2 different storage types 1 offsite copy D. 3 files, 2 backups, 1 test restore
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 <b>D. To recover data in case of loss or corruption</b>
10	What does troubleshooting help prevent by quickly identifying and resolving issues?	<b>A. Downtime and lost productivity</b> B. The need for regular maintenances C. The need for professional help D. the need for software updates
11	Which of the following is an example of preventive maintenance for a computer system.	A. Replacing a faulty hard drive B. Removing malware after infection C. Restarting the system when it freezes <b>D. Applying software updates regularly</b>
		A. Test the theory to Determine the

12	Which step involves coming up with a theory about what might be causing a problem?	cause <b>B. Establish a theory of probable cause</b> C. Implement the solution D. Verify full system functionality
13	What tool is commonly used to check system log files for errors?	<b>A. Event Viewer</b> B. Task Manager C. Control Panel D. File explorer
14	Which of the following is NOT a backup storage option?	A. Local disk <b>B. Word processor</b> C. Cloud storage D. External hard drive
15	What is the main advantage of cloud based backups over local backups?	A. They are free of cost B. They require no internet connection <b>C. They provide offsite data storage and disaster recovery</b> D. They increase disk space on local drives
16	Which of the following is NOT a common troubleshooting tool?	A. Disk Cleanup B. System Restore <b>C. Word Processor</b> D. Debugger
17	Which diagnostic command displays the IP address, subnet mask, and default gateway of a system.	A. Tracert B. Netstat <b>C. Ipconfig</b> D. Nslookup
18	Which approach is best when troubleshooting an unknown issue on a system.	A. Guess the problem and take action B. Change multiple system settings at once <b>C. Apply a systematic step-by-step approach</b> D. Format the system immediately
19	Which type of backup creates a complete copy of all data, regardless of previous backups?	A. Differential Backup B. Incremental backup <b>C. Full backup</b> D. Snapshot Backup
20	Why is documenting findings, actions and outcomes important in troubleshooting?	A. It helps solve problems faster B. It allows for more efficient testing <b>C. It provides a record for future reference</b> D. It ensures the solution is implemented correctly