

System Troubleshooting

Sr	Questions	Answers Choice
1	Which of the following is NOT a bacuup storageage option?	A. Local disk B. Word processor C. Cloud storage D. Extenal hard drive
2	Which of the following is the first step in troubleshooting a system issue?	A. Replace hardware componets B. Identify the problem C. Reinstall the operiting system D. Run a system update
3	What is the "3-2-1 backup rule?"	A. 3 backups, 2 devices, 1 recovery option B. 3 types of backup, 2 administraions , 1 cloud service C. 2 copies of data, 2 different storage types 1 offsite copy D. 3 files, 2 backups, 1 test restore
4	Which type of backup creates a complete copy of all data, regardieess of previous backups?	A. Differnetial Backup B. Incremental backup C. Full backup D. Snapshot Backup
5	Which types of eero occurs whe a progrm tries to access an area of memory it is not allowe to?	A. I/O Error B. Stack Overflow C. Runtime Error D. Segmentation Fault
6	Why is troubleshooting important in computing systems?	A. It ensures hardware compoents are alsyws up to data B. It prevents the need for data backups C. It eliminates the need for software updates D. It helps keep systems runnign smoothly and securely
7	Why is documenting findings, actions and outcomes important in trouleshooting?	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
8	What tool is commonly used to chek system log files for errors?	A. Event Viewer B. Task Maanger C. Control Panel D. File explorer
9	What does trouleshooting help prevent by quickly identifying and resolving issues?	A. Downtime and lost productivity B. The need for regular maintenences C. The need for professional help D. the need for software updates
10	What is the ain advantage of cloud based backups over local backups?	A. the ar efree of cost B. The require no internet connection C. They provide offsite data storae and disaster recovery D. They increase disk space n local drives
11	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
12	Whcih 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. Witting down that a laptop battery

		was replaced D. Coming up with a plan to replace a laptop battery
13	Which diagnostic command displays the IP address , subnet mask, and default gateway of a system.	A. Tracert B. Netstat C. Ipconfig D. Nslookup
14	Which of the following is teh primary purpose of data beackup?	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
15	After implementaing 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. Veriry full system funcionality D. Test the etheory to determine the cause.
16	Which of the following is NOT a common troubleshooting tool?	A. Disk Cleanup B. System Restore C. Word Processor D. Debugger
17	Which command is used to check network connectivity between two styems.	A. Tracert B. Ping C. Ipconfig D. Netstat
18	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 sytem boot times D. Improved file accessibility
19	Which method of backup allows you to restore the sytem to a specific point in time.	A. Cloud sync B. Full backup C. System restore point D. Incremenatl backup
20	What is the first step in the systematic process of troubleshooting?	A. Establish a Theory of Probable Cause B. Implement the solution C. Document Finding Actin, and Outcomes D. Identify Problem