

System Troubleshooting

Sr	Questions	Answers Choice
1	What is the "3-2-1 backup rule?"	<p>A. 3 backups, 2 devices, 1 recovery option</p> <p>B. 3 types of backup, 2 administraitons , 1 cloud service</p> <p>C. 2 copies of data, 2 different storage types 1 offsite copy</p> <p>D. 3 files, 2 backups, 1 test restore</p>
2	Which of the following is a example of preventive maintenance for a computer system.	<p>A. Replacing a faulty hard drive</p> <p>B. Removing malware after infection</p> <p>C. Restarting the sytem when it freezes</p> <p>D. Applying software updaes regularly</p>
3	Why is documenting findings, actions and outcomes important in trouleshooting?	<p>A. It helps solve problems faster</p> <p>B. It allows for more efficient testing</p> <p>C. It provides a record for future reference</p> <p>D. It ensures the solution is implemented correctly</p>
4	Which command is used to check network connectivity between two styems.	<p>A. Tracert</p> <p>B. Ping</p> <p>C. Ipconfig</p> <p>D. Netstat</p>
5	Which of the following is an example of ensuring data integrity through troubleshooting.	<p>A. Updating the operating system regularly</p> <p>B. Identifying a softwre bug that causes incorrect database results.</p> <p>C. Using a ooling apad to prevent laptop overheating</p> <p>D. Updating the operating system regularly</p>
6	Why is troubleshooting important in computing systems?	<p>A. It ensures hardware compoents are alsyws up to data</p> <p>B. It prevents the need for data backups</p> <p>C. It eliminates the need for software updates</p> <p>D. It helps keep systems runnign smoothly and securely</p>
7	Which method of backup allows you to restore the sytem to a specific point in time.	<p>A. Cloud sync</p> <p>B. Full backup</p> <p>C. System restore point</p> <p>D. Incremenatl backup</p>
8	Which diagnostic command displays the IP address , subnet mask, and default gateway of a system.	<p>A. Tracert</p> <p>B. Netstat</p> <p>C. Ipcofig</p> <p>D. Nslookup</p>
9	After implementaing a solution what is the next step in the troubleshooting process?	<p>A. Document Findings, Actions, and outcomes</p> <p>B. Establish a plan of action to resolve the problem</p> <p>C. Veriry full system funcionality</p> <p>D. Test the etheory to determine the cause.</p>
10	What does trouleshooting help prevent by quickly identifying and resolving issues?	<p>A. Downtime and lost productivity</p> <p>B. The need for regular maintenances</p> <p>C. The need for professional help</p> <p>D. the need for software updates</p>
11	What is the purpose of establishing a plan of actionis troubleshooting?	<p>A. To identify the problem</p> <p>B. To decide on the steps needed to resolve the issue</p> <p>C. To verify full system functionality</p> <p>D. To determine the cause of the problem</p>

12	Which of the following is the best practice for data backup frequency?	<ul style="list-style-type: none"> A. Once a year B. After every system update C. Regular and scheduled backups D. Only after system crash
13	Which of the following is the first step in troubleshooting a system issue?	<ul style="list-style-type: none"> A. Replace hardware components B. Identify the problem C. Reinstall the operating system D. Run a system update
14	Which of the following is an example of identifying a problem in troubleshooting.	<ul style="list-style-type: none"> 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. Writing down that a laptop battery was replaced D. Coming up with a plan to replace a laptop battery
15	Which type of backup creates a complete copy of all data, regardless of previous backups?	<ul style="list-style-type: none"> A. Differential Backup B. Incremental backup C. Full backup D. Snapshot Backup
16	Which backup type only saves files that have changed since the last backup?	<ul style="list-style-type: none"> A. Cloud backup B. Full backup C. Incremental Backup D. Differential Backup
17	Which of the following is a potential risk of not backing up data?	<ul style="list-style-type: none"> A. Data loss due to hardware failure or malware attack B. Increased system performance C. Faster system boot times D. Improved file accessibility
18	Which term refers to the process of restoring data from a backup?	<ul style="list-style-type: none"> A. Data Retrieval B. Data Validation C. Data Restoration D. Data Synchronization
19	Which of the following is the primary purpose of data backup?	<ul style="list-style-type: none"> 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
20	Which approach is best when troubleshooting an unknown issue on a system.	<ul style="list-style-type: none"> A. Guess the problem and take action B. Change multiple system settings at once C. Apply a systematic step-by-step approach D. Format the system immediately