

System Troubleshooting

Sr	Questions	Answers Choice
1	Which of the following is NOT a common troubleshooting tool?	A. Disk Cleanup B. System Restore C. Word Processor D. Debugger
2	Which approach is best when troubleshooting an unknown issue on a system.	A. Guess the problem and take action B. Change multiple system setting at once C. Apply a systematic step-by -step approach D. Format the system immediately
3	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
4	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 andefficiently D. It prevents the needfor professional help
5	Which of the following is a example of preventive maintenance for a computer system.	A. Replacing a faulty hard drive B. Removing malware after infection C. Restarting the sytem when it freezes D. Applying software updaes regularly
6	What is the purpose of establishing a plan of actionis 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 deterimine the cause of the problem
7	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
8	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
9	What is the ain advantage of cloud based backups over local backups?	A. the ar efree of cost B. The require no internent connection C. They provide offisite data storae and disaster recovery D. They increase disk space n local drives
10	Which of the following is the first step in troubleshooting a system issue?	A. Replace hardware componets B. Idenfify the problem C. Reinstall the operting system D. Run a system update
11	Wheih 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
		A. Downtime and lost productivity

12	What does trouleshooting help prevent by quickly identifying and resolving issues?	B. The need for regular maintences C. The need for professional help D. the need for software updates
13	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.
14	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 functinality
15	If an application is unresponsive whihc key combination is used to force-close it on Windows?	A. Ctrl+Alt+Tab B. Alt+F4 C. Ctrl+Shift+Del D. Shift+ESc
16	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
17	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
18	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 perforance D. To recover data in case of loss or corruption
19	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
20	Whichbackp type only saves files that have changed since the last backup?	A. Cloud backup B. Full backup C. Ineremental Backup D. Differnetial Backup