

System Troubleshooting

| Sr | Questions | Answers Choice |
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| 1 | 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 software bug that causes incorrect database results.</p> <p>C. Using a cooling pad to prevent laptop overheating</p> <p>D. Updating the operating system regularly</p> |
| 2 | Which of the following is the first step in troubleshooting a system issue? | <p>A. Replace hardware components</p> <p>B. Identify the problem</p> <p>C. Reinstall the operating system</p> <p>D. Run a system update</p> |
| 3 | Which method of backup allows you to restore the system to a specific point in time. | <p>A. Cloud sync</p> <p>B. Full backup</p> <p>C. System restore point</p> <p>D. Incremental backup</p> |
| 4 | Which type of error occurs when a program tries to access an area of memory it is not allowed to? | <p>A. I/O Error</p> <p>B. Stack Overflow</p> <p>C. Runtime Error</p> <p>D. Segmentation Fault</p> |
| 5 | What is the most likely cause of a "blue screen of death" on Windows? | <p>A. Incorrect user login</p> <p>B. Insufficient disk space</p> <p>C. Critical system error or hardware failure</p> <p>D. Outdated software</p> |
| 6 | Why is effective troubleshooting important for maintaining systems? | <p>A. It helps save money on repairs</p> <p>B. It allows for more frequent system updates</p> <p>C. It ensures systems operate smoothly and efficiently</p> <p>D. It prevents the need for professional help</p> |
| 7 | Which approach is best when troubleshooting an unknown issue on a system. | <p>A. Guess the problem and take action</p> <p>B. Change multiple system settings at once</p> <p>C. Apply a systematic step-by-step approach</p> <p>D. Format the system immediately</p> |
| 8 | Which type of backup creates a complete copy of all data, regardless of previous backups? | <p>A. Differential Backup</p> <p>B. Incremental backup</p> <p>C. Full backup</p> <p>D. Snapshot Backup</p> |
| 9 | What is the first step in the systematic process of troubleshooting? | <p>A. Establish a Theory of Probable Cause</p> <p>B. Implement the solution</p> <p>C. Document Finding Action, and Outcomes</p> <p>D. Identify Problem</p> |
| 10 | If an application is unresponsive which key combination is used to force-close it on Windows? | <p>A. Ctrl+Alt+Tab</p> <p>B. Alt+F4</p> <p>C. Ctrl+Shift+Del</p> <p>D. Shift+Esc</p> |
| 11 | Which of the following is a potential risk of not backing up data? | <p>A. Data loss due to hardware failure or malware attack</p> <p>B. Increased system performance</p> <p>C. Faster system boot times</p> <p>D. Improved file accessibility</p> |
| 12 | Which of the following is NOT a backup storage option? | <p>A. Local disk</p> <p>B. Word processor</p> <p>C. Cloud storage</p> <p>D. External hard drive</p> |
| | | <p>A. Testing a laptop battery by</p> |

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| 13 | Which of the following is an example of identifying a problem in troubleshooting. | <p>plugging in the power cord</p> <p>B. Noticing that a laptop does not turn on when the power button is pressed</p> <p>C. Witting down that a laptop battery was replaced</p> <p>D. Coming up with a plan to replace a laptop battery</p> |
| 14 | What does troubleshooting 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> |
| 15 | 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. Ipconfig</p> <p>D. Nslookup</p> |
| 16 | Which backup type only saves files that have changed since the last backup? | <p>A. Cloud backup</p> <p>B. Full backup</p> <p>C. Incremental Backup</p> <p>D. Differential Backup</p> |
| 17 | Which of the following is the primary purpose of data backup? | <p>A. to archive old files</p> <p>B. To free up disk space</p> <p>C. To increase system performance</p> <p>D. To recover data in case of loss or corruption</p> |
| 18 | What is the main advantage of cloud based backups over local backups? | <p>A. they are free of cost</p> <p>B. They require no internet connection</p> <p>C. They provide offsite data storage and disaster recovery</p> <p>D. They increase disk space on local drives</p> |
| 19 | Which term refers to the process of restoring data from a backup? | <p>A. Data Retrieval</p> <p>B. Data Validation</p> <p>C. Data Restoration</p> <p>D. Data Synchronization</p> |
| 20 | Which of the following is an 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 system when it freezes</p> <p>D. Applying software updates regularly</p> |