System Troubleshooting

MCQs and Short Questions

1. The first step of troubleshooting is to:
a) Test the theory
b) Identify the problem
c) Replace the hardware
d) Document the findings

2. A theory of probable cause is:
a) The final solution
b) A guess about what might be causing the problem
c) Documentation of troubleshooting steps
d) A preventive measure

3. After establishing a theory, the next step is to:
a) Verify system functionality
b) Test the theory
c) Document the results
d) Restart the computer

4. The purpose of implementing a solution is to:
a) Collect user feedback
b) Fix the identified problem
c) Increase system speed
d) Replace working hardware

5. Verifying system functionality ensures that:
a) The computer is permanently fixed
b) No more solutions are required
c) The system is working properly after repair
d) The problem is documented

6. Preventing downtime means:
a) Letting the system rest
b) Fixing problems before they occur
c) Replacing every component
d) Restarting the system daily

7. Integrity and reliability of a computer system depend on:
a) Weak security
b) Poor documentation
c) Regular troubleshooting and maintenance
d) Random software updates

8. One of the simplest troubleshooting methods is:
a) Installing new hardware
b) Rewriting all data
c) Restarting the computer
d) Wiping the system

9. Why is documentation important in troubleshooting?
a) To increase system speed
b) For future reference and efficient problem-solving
c) To delete old problems
d) To install new software

10. Downtime occurs when a computer system is:
a) Running fast
b) Connected to the internet
c) Updated
d) Not operational

11. Data integrity means data is:
a) Deleted
b) Encrypted only
c) Accurate and reliable
d) Compressed

12. Troubleshooting helps prevent downtime by:
a) Ignoring problems
b) Identifying and resolving problems quickly
c) Shutting down systems
d) Deleting files

13. Slow system performance may be caused by:
a) Insufficient memory
b) Software conflicts
c) Hardware malfunctions
d) All of these

14. Saving costs through troubleshooting means:
a) Buying new equipment often
b) Reducing expensive repairs and replacements
c) Increasing downtime
d) Shutting down systems

15. Enhancing user experience means:
a) Making systems confusing
b) Making systems unreliable
c) Making systems easy and pleasant to use
d) Slowing system speed

16. Troubleshooting improves user experience by making systems:
a) Unstable
b) Reliable and user-friendly
c) More complex
d) Harder to use

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MCQs and Short Questions

17. Good cable management helps to:
a) Prevent accidents and overheating
b) Slow down the computer
c) Increase dust
d) Reduce storage space

18. Overheating in a computer can be prevented by:
a) Closing all programs
b) Proper ventilation and cooling
c) Using longer cables
d) Keeping the system turned off

19. A common sign of RAM failure is:
a) Frequent system crashes
b) Faster system performance
c) High-quality graphics
d) Smooth multitasking

20. Loose or disconnected cables often cause:
a) Faster internet
b) Device to stop working
c) Higher battery life
d) No effect at all

21. One benefit of proper ventilation is:
a) More heat inside the computer
b) Prevention of dust damaging hardware
c) Faster battery drainage
d) Slower airflow

22. RAM diagnostic tools help to:
a) Clean the computer screen
b) Format the hard disk
c) Test memory for errors
d) Install new software

23. A common symptom of hard disk failure is:
a) Faster loading time
b) Clicking or grinding noises
c) Clear display
d) Increased storage capacity

24. The purpose of data backup is to:
a) Increase internet speed
b) Protect important files from loss
c) Clean the computer screen
d) Add more RAM

25. Which device is commonly used for data backup?
a) USB drive
b) Keyboard
c) Monitor
d) Mouse

26. Backing up data means:
a) Restarting the computer
b) Creating a copy of important files
c) Deleting old files
d) Cleaning hardware

27. Data management mainly helps to:
a) Slow down the computer
b) Organize and store data properly
c) Delete all files
d) Increase viruses

28. Moving large files to an external device helps to:
a) Damage data
b) Slow performance
c) Free up disk space
d) Delete files permanently

29. Cloud storage services are used to:
a) Play games
b) Repair computers
c) Format disks
d) Store data online

30. Data backup is essential to prevent data loss due to:
a) Power failure
b) Hardware failure
c) Disasters
d) All of these

31. Proper data management helps keep the computer:
a) Slower
b) Unsafe
c) Running smoothly
d) Overloaded

System Troubleshooting

MCQs and Short Questions

Q1. What is troubleshooting?
Troubleshooting is the process of identifying, analyzing, and fixing problems in a computer system.

Q2. What is the first step in the systematic process of troubleshooting, and why is it important?
The first step is Identifying the Problem. It is important because it helps you clearly understand what is wrong before you try to fix it.

Q3. After identifying a problem, what is the next step in troubleshooting, and how does it help in resolving the issue?
The next step is establishing a theory of probable cause. It helps by allowing you to think or guess of possible reasons for the problem.

Q4. Describe the importance of testing a theory during the troubleshooting process. Provide an example.
Testing a theory helps confirm whether your suspected cause is actually responsible for the problem. For example If a computer won't turn on, you may think the power cable is loose. Testing this theory by checking and reconnecting the cable helps you confirm whether this is the real issue.

Q5. Explain what the "Implement the Solution" step entails in troubleshooting.
Implement the Solution means to fix the problem once the cause is confirmed. For example this may include repairing hardware or installing updates to restore the system's functionality.

Q6. Why is it necessary to verify full system functionality after implementing a solution?
It is necessary to verify full system functionality to ensure that the problem has been completely fixed and that the system is working as expected.

Q7. Why is gathering information important during troubleshooting?
It helps you understand what is wrong and how the problem occurred.

Q8. Why is documentation important in troubleshooting?
It helps others understand the problem and makes future troubleshooting faster.

Q9. What is the importance of troubleshooting in computing system?
It helps keep our computer system including software, hardware and networks running smoothly.

Q10. What is system downtime?
System downtime is the time when a computer system is not working or operational.

Q11. How does troubleshooting help preventing downtime?
With the help of troubleshooting we can quickly resolve the system problem and reduce the possibilities of downtime.

Q12. Define data integrity.
Data integrity ensures that data is accurate, reliable, and free from corruption.

Q13. How does troubleshooting improve security?
It helps identify weaknesses and security breaches quickly.

Q14. How does troubleshooting enhancing performance of computer system?
Troubleshooting can identify the reasons for slow performance such as insufficient memory, software conflict or hardware malfunctions. After resolving it improve the performance of computer system.

Q15. List any two benefits of troubleshooting.

1. Prevents system downtime
2. Improves system performance

Q16. What is meant by saving costs in troubleshooting?
Reducing expenses by avoiding costly repairs, replacements, and downtime.

Q17. How does troubleshooting enhance user experience?
It makes systems more reliable and reduces frustration.

Q18. Why is troubleshooting an essential skill in computing systems?
Because it helps keep systems efficient, reliable, and productive.

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Q19. What are the common hardware issues in computer system?
The common issues in computer system are Cable disconnection, overheating, and peripheral devices.

Q20. What is cable disconnection issue how cable management is necessary?
Loose or disconnected cables can cause to stop device working. Cable management is the arrangement of cables to prevent damaging, overheating, and accidents.

Q21. What causes computer overheating and how can prevent it?
Poor ventilation, dust buildup, faulty cooling fans becomes the causes of overheating. By keeping the computer well-ventilated, cleaning dust regularly, and ensuring proper airflow.

Q22. What is the issue of RAM failure and how we can fix it?
Frequent system crashes or blue screen of death are common issues in RAM. Use window memory diagnostic or MemTest86 tools can resolve RAM issue.

Q23. What is the Hard disk failure and how we can fix it?
Clicking or strange noises and frequent crashes are causes of Hard disk failure. Use SMART (Self-Monitoring Analysis and Reporting Technology) or CrystalDiskinfo tools can fix the Hard drive issue.

Q24. How we can maintain software?
By keeping software up to date regularly and resolving software conflict issues.

Q25. What is data management?
Data management is the process of storing and organizing data so it is easy to find and use.

Q26. What is a data backup? Why it's important?
A data backup is a copy of important data made to restore it if the original data is lost or damaged. It protects data from loss due to hardware failure or disasters.

Q27. Name two ways to manage storage space.
1. Deleting unnecessary files
2. Moving files to external storage

Q28. What are the Data Backup methods?
1. Using external storage devices
2. Utilizing cloud solution

Q29. What is an external storage device?
A device like an external hard drive or USB used to store data outside the computer.

Q30. How does cloud storage help in backups?
It stores data online, allowing access and recovery from anywhere.