Chapter 4: System Troubleshooting

MCQ's Question from the Chapter "System Troubleshooting":

EXERCISE MCQs with Answers

1. What is the first step in the systematic process of troubleshooting?
A) Establish a Theory of Probable Cause
B) Implement the Solution
C) Identify Problem ✓
D) Document Findings, Actions, and Outcomes

2. Why is effective troubleshooting important for maintaining systems?
A) It helps save money on repairs
B) It prevents the need for professional help
C) It ensures systems operate smoothly and efficiently ✓
D) It allows for more frequent system updates

3. 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

4. After implementing a solution, what is the next step in the troubleshooting process?
A) Document Findings, Actions, and Outcomes
B) Test the Theory to Determine the Cause
C) Verify Full System Functionality ✓
D) Establish a Plan of Action to Resolve the Problem

5. Which of the following is an example of identifying a problem in troubleshooting?
A) Testing a laptop battery by plugging in the power cord
B) Coming up with a plan to replace a laptop battery
C) Noticing that a laptop does not turn on when the power button is pressed ✓
D) Writing down that a laptop battery was replaced

6. Why is documenting findings, actions, and outcomes important in troubleshooting?
A) It helps solve problems faster
B) It provides a record for future reference ✓
C) It allows for more efficient testing
D) It ensures the solution is implemented correctly

7. What is the purpose of establishing a plan of action in troubleshooting?
A) To identify the problem
B) To verify full system functionality
C) To determine the cause of the problem
D) To decide on the steps needed to resolve the issue

8. Why is troubleshooting important in computing systems?
A) It ensures hardware components are always up to date
B) It prevents the need for data backups
C) It helps keep systems running smoothly and securely ✓
D) It eliminates the need for software updates

9. What does troubleshooting help prevent by quickly identifying and resolving issues?
A) The need for professional help
B) The need for software updates
C) Downtime and lost productivity ✓
D) The need for regular maintenance

10. Which of the following is an example of ensuring data integrity through troubleshooting?
A) Identifying a software bug that causes incorrect database results ✓
B) Replacing a faulty printer
C) Using a cooling pad to prevent laptop overheating
D) Updating the operating system regularly

Answer Key:

1 → C - 2 → C - 3 → B - 4 → C - 5 → C - 6 → B - 7 → D - 8 → C - 9 → C - 10 → A

Additional MCQs with Answers

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1. Introduction to Troubleshooting

Q1. What does troubleshooting mean in computing?
A) Replacing faulty hardware B) A systematic process to find and fix problems ✓
C) Installing new software D) Updating drivers

Q2. Why do systems need troubleshooting?
A) To keep them clean B) To maintain smooth and reliable operation ✓
C) To install new parts D) To replace old computers

Q3. Which of the following is NOT part of troubleshooting?
A) Identifying problems B) Fixing faults
C) Playing games ✓ D) Verifying results

Q4. Which one is the main goal of troubleshooting?
A) To find bugs only B) To keep the system working correctly ✓
C) To make computers faster than others D) To avoid using antivirus

Q5. Which is an example of troubleshooting in daily life?
A) Checking why a mobile phone is not charging ✓ B) Buying a new laptop
C) Installing games D) Watching videos

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2. Troubleshooting Process

Q6. Which step comes right after identifying the problem?
A) Establish a theory of cause ✓ B) Verify functionality
C) Document results D) Replace hardware

Q7. What is the last step of troubleshooting?
A) Testing solutions B) Documenting findings ✓
C) Identifying problem D) Establishing theory

Q8. Which step checks if the system is fully functional after fixing?
A) Verify full functionality ✓ B) Implement solution
C) Identify problem D) Document actions

Q9. In which step do you think of possible causes of the problem?
A) Identifying problem B) Establishing a theory ✓
C) Implementing solution D) Documenting

Q10. Why is testing important in troubleshooting?
A) It reduces computer cost B) It confirms whether the solution really works ✓
C) It avoids documentation D) It prevents updates

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3. Common Hardware Problems

Q11. Which is a common input device problem?
A) Printer not printing B) Keyboard keys not responding ✓
C) Speaker volume low D) Monitor displaying

Q12. Which device problem is related to storage?
A) Printer not printing B) Hard disk not detected ✓
C) Mouse not moving D) Monitor flickering

Q13. Which problem is related to output devices?
A) Keyboard not typing B) Mouse not working
C) Monitor showing blank screen ✓ D) Hard disk not detected

Q14. Which of the following can cause booting failure?
A) Power supply issues ✓ B) Installing a new game
C) Opening multiple windows D) Using headphones

Q15. A printer showing "paper jam" is an example of which problem?
A) Software problem B) Output device problem ✓
C) Input device problem
D) Virus problem

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4. Common Software Problems

Q16. Which one is a common software problem?
A) Monitor flickering B) Hard disk not spinning
C) Application crashing ✓ D) Keyboard not typing

Q17. Viruses are classified as:
A) Hardware issues B) Software issues ✓
C) Storage devices D) Input devices

Q18. A "Blue Screen of Death" is related to:
A) Keyboard B) Operating system error ✓
C) Hard disk D) Power supply

Q19. Missing drivers cause:
A) Hardware not working properly ✓ B) Power supply failure
C) Virus infection D) Faster speed

Q20. Which of these is an example of a software fix?
A) Replacing monitor B) Reinstalling corrupted program ✓
C) Cleaning keyboard D) Changing hard disk

5. Troubleshooting Tools

Q21. Which tool is used to measure voltage and resistance?
A) Antivirus B) Multimeter ✓
C) Task Manager D) Logic probe

Q22. Which software helps detect viruses?
A) Diagnostic software B) Antivirus ✓
C) Multimeter D) Oscilloscope

Q23. Task Manager is used to:
A) Repair hardware B) Monitor and close running applications ✓
C) Install drivers D) Replace memory

Q24. Which tool is not a hardware tool?
A) Multimeter B) Antivirus ✓
C) Spare parts D) Cables

Q25. Which tool checks system performance and detects overheating?
A) Task Manager ✓ B) Antivirus
C) Multimeter D) Printer

6. Maintenance and Safety

Q26. Which is an example of preventive maintenance?
A) Cleaning dust from the system ✓ B) Replacing a burnt motherboard
C) Installing a new game D) Fixing virus infection

Q27. Corrective maintenance means:
A) Preventing problems before they happen B) Fixing problems after they occur ✓
C) Updating operating system D) Buying new computers

Q28. Why should a computer be shut down before repair?
A) To save electricity B) To avoid electric shocks ✓
C) To speed up booting D) To remove viruses

Q29. Which one ensures safe handling of components?
A) Touching them with wet hands B) Using proper grounding ✓
C) Shaking them hard D) Storing them in heat

Q30. Which one is NOT a safety precaution?

A) Using antivirus software ✓ B) Avoiding electric shocks

C) Cleaning system from dust D) Handling components carefully

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