

## COMPUTER SCIENCE

## Unit no 04: System Troubleshooting

**Short Answer questions:****Q.1 What is the first step in the systematic process of troubleshooting, and why is it important?**

Ans: The first step in troubleshooting is to identify the problem. This means recognizing that something is not working as it should. For example, if you press the power button and your laptop does not turn on, the problem is clear that it won't start.

**Q.2 After identifying the problem, what is the next step in troubleshooting, and how does it help in resolving the issue?**

Ans: Once you have identified the problem, the next step is to come up with a theory about what might be causing it. This involves thinking about what could have gone wrong. For example, if your laptop does not turn on, possible causes might be a dead battery, a faulty power cord, or an internal hardware issue.

**Q.3 Describe the importance of testing a theory during the troubleshooting process. Provide an example.**

Ans: After establishing a theory, you need to test it to see if it is correct. This involves checking if the suspected cause is actually the reason for the problem. For example, if you think the laptop's battery is dead you can test this theory by plugging in the power cord and seeing if the computer turns on.

**Q.4 Explain what the "Implement the Solution" step entails in a troubleshooting.**

Ans: Once you have a plan, you need to put it into action. This means doing whatever is necessary to fix the problem. For example, if your plan is to replace the battery, you would buy a new battery and install it in your laptop.

**Q.5 Why is it necessary to verify full system functionality after implementing a solution?**

Ans: After implementing the solution, you need to check to make sure that the problem is fully resolved and the system is working properly again. For example, once you replace the battery, you should check to see if the laptop turns on and operates as expected without plugging in the power cord.