Chapter # 9
Chapter 9 – Managing and Implementing TMG Server

✅ **Part I: Short Questions**

Q1. Define Troubleshooting.

- Troubleshooting is the process of **diagnosing and fixing problems** in computer systems, networks, or hardware.

Q2. What are the 7 troubleshooting steps?

1. Identify the problem.
2. Gather information.
3. Develop possible causes.
4. Test each cause.
5. Implement solution.
6. Verify system functionality.
7. Document the process.

Q3. Define common access user issue in troubleshooting.

- Problems faced by users while accessing files, folders, printers, or network resources.
- Example: "Access Denied" error.

Q4. How to open disk management?

- Press **Win + R → type diskmgmt.msc → Enter**.

Q5. Enlist the types of Windows events.

1. Information
2. Warning
3. Error
4. Success Audit
5. Failure Audit

Q6. Describe the types of Windows events.

- **Information:** Successful operations.
- **Warning:** Potential issues (low disk space).
- **Error:** Serious problems (service crash).
- **Success Audit:** Successful security events (login).
- **Failure Audit:** Unsuccessful security events (login failure).

Q7. What is Windows event in Troubleshooting?

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- An event is a **record of system activity** that helps in diagnosing problems.

Q8. What is Windows Event Log?

- A log file that stores all system, application, and security events.

Q9. What is Windows Event Viewer?

- A Windows tool to **view and analyze event logs** for troubleshooting.

Q10. How to open Event Viewer?

- Press **Win + R → type eventvwr → Enter**.

Q11. Why a disk's status is offline or missing?

- Causes:

  - Disk corruption.

  - Loose cable connection.

  - Hardware failure.

  - Disk disabled in Disk Management.

Q12. Describe hardware troubleshooting.

- The process of diagnosing and fixing **hardware issues** like faulty RAM, hard drive failure, or overheating.

Q13. What is the purpose of hardware troubleshooting?

- To ensure computer hardware works correctly and system performance remains stable.

Q14. What is connectivity troubleshooting?

- Identifying and fixing issues in network communication between devices.

Q15. How would you troubleshoot network connectivity?

1. Check cables and NIC.

2. Verify IP address with ipconfig.

3. Ping gateway and other devices.

4. Check DNS settings.

5. Restart router or switch.

Q16. Describe troubleshooting of disk management.

- Steps:

1. Check if disk is online in Disk Management.

2. Reconnect cables.

3. Initialize or format disk if new.

4. Replace if disk is damaged.

Q17. What is computer communication and connectivity?

- The process where computers exchange information using protocols like TCP/IP over a network.

Q18. What is troubleshooting in communication?

- Diagnosing problems in computer communication such as IP conflicts, DNS errors, or firewall restrictions.

Q19. What is the cause of network connection failure?

- Faulty cable or NIC.

- Wrong IP/DNS configuration.

- Router or switch failure.

- Firewall blocking connections.

Q20. What is Print Management?

- A Windows feature for managing printers, print queues, and print drivers in a network.

✅ **Part II: Long Questions**

Q1. Explain Troubleshooting of Auditing User Access of Files, Folders and Printers.

- **Steps:**

    1. Enable **Auditing Policy** in Group Policy.

    2. Configure auditing on files, folders, and printers.

    3. Monitor logs in **Event Viewer → Security Logs**.

- Helps track unauthorized access attempts and maintain security.

Q2. Explain the features of Event Viewer.

- Event Viewer allows:

    1. Viewing system, application, and security events.

    2. Filtering events for quick troubleshooting.

    3. Exporting logs for analysis.

    4. Monitoring login failures, software crashes, and warnings.

Q3. Explain Hardware Troubleshooting.

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- **Steps:**

  1. Identify hardware issue (e.g., beeping sound indicates RAM issue).

  2. Check connections and power supply.

  3. Replace faulty hardware components.

  4. Run diagnostic tools.

- Ensures hardware reliability and system uptime.

Q4. Explain Disk Management Troubleshooting.

- **Common Issues:**

  o Disk offline/missing.

  o Drive letter conflict.

  o Partition not accessible.

- **Solutions:**

1. Use diskmgmt.msc to manage partitions.

2. Bring disk online.

3. Assign drive letter.

4. Format/initialize new disks.

Q5. Explain the term of connectivity and describe network connectivity.

- **Connectivity:** Ability of devices to communicate over a network.

- **Network Connectivity:** Ensures PCs, servers, and devices can exchange data using IP addressing and routing.

- Troubleshooting involves checking **IP config, DNS, cables, firewall rules, and router status**.

🎇 **Extra Important Questions**

Q1. What is the difference between System Log and Security Log in Event Viewer?

- **System Log:** Records system-related events like driver errors.

- **Security Log:** Records login attempts and access auditing.

Q2. What is BSOD (Blue Screen of Death)?

- A Windows error screen caused by hardware failure or driver crash.

Q3. What is Ping Command used for?

- To check **network connectivity** between devices.

Q4. What is Loopback Address?

- IP 127.0.0.1, used to test TCP/IP stack of local computer.

Q5. What is the difference between Preventive Maintenance and Corrective Maintenance?

- **Preventive:** Regular tasks to avoid problems (updates, cleaning).

- **Corrective:** Fixing issues after they occur.