



Name of the Bundle	Advanced Bundle V2	Subject	System Administration
Topic	Windows OS (Common problems and Troubleshooting)	Last updated on	07 February 2026

1. What is the first step in troubleshooting a Windows problem?

- A. Reinstall Windows
- B. Identify the problem
- C. Format the hard disk
- D. Ignore it

Ans: B. Identify the problem

Explanation: The first step is to identify what the issue is before trying solutions.

2. What is a common cause of a slow Windows computer?

- A. Too much free RAM
- B. Running too many programs
- C. Fresh installation
- D. Using antivirus

Ans: B. Running too many programs

Explanation: Multiple programs running can slow down the system.

3. Which tool is used to monitor running programs and performance?

- A. Device Manager
- B. Task Manager
- C. Disk Cleanup
- D. Registry Editor

Ans: B. Task Manager

Explanation: Task Manager shows CPU, memory usage, and running programs.



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4. What is the blue screen of death (BSOD)?

- A. Normal shutdown
- B. Critical system error
- C. Update notification
- D. Login screen

Ans: B. Critical system error

Explanation: BSOD indicates a serious system or hardware failure.

5. Which tool helps check the disk for errors?

- A. Event Viewer
- B. Disk Cleanup
- C. Check Disk (chkdsk)
- D. Task Manager

Ans: C. Check Disk (chkdsk)

Explanation: Chkdsk scans and repairs disk errors.

6. What does Disk Cleanup do?

- A. Removes viruses
- B. Deletes temporary and unnecessary files
- C. Formats hard disk
- D. Installs updates

Ans: B. Deletes temporary and unnecessary files

Explanation: Disk Cleanup frees up disk space by removing unwanted files.



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7. What is the purpose of System Restore?

- A. Backup personal files
- B. Revert the system to a previous working state
- C. Install new software
- D. Delete viruses

Ans: B. Revert the system to a previous working state

Explanation: System Restore fixes problems by restoring system settings.

8. Which tool shows Windows error messages and logs?

- A. Task Manager
- B. Event Viewer
- C. Disk Management
- D. Control Panel

Ans: B. Event Viewer

Explanation: Event Viewer logs application, system, and security errors.

9. What is a common cause of a printer not working?

- A. Wrong IP address
- B. Out of paper or offline
- C. Low RAM
- D. Hard disk error

Ans: B. Out of paper or offline

Explanation: Printers may fail due to paper issues or an offline status.



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10. Which Windows feature helps uninstall faulty programs?

- A. Control Panel > Programs and Features
- B. Task Manager
- C. Device Manager
- D. Event Viewer

Ans: A. Control Panel > Programs and Features

Explanation: Programs and Features allows uninstalling or repairing software.

11. What is a driver in Windows?

- A. Application program
- B. Software that communicates with hardware
- C. Network cable
- D. Antivirus

Ans: B. Software that communicates with hardware

Explanation: Drivers allow Windows to use hardware devices properly.

12. Which tool updates device drivers?

- A. Disk Cleanup
- B. Device Manager
- C. Task Manager
- D. Event Viewer

Ans: B. Device Manager

Explanation: Device Manager allows updating or reinstalling drivers.



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13. Which problem is caused by outdated drivers?

- A. Faster system
- B. Hardware is not working properly
- C. Increased disk space
- D. Virus infection

Ans: B. Hardware not working properly

Explanation: Outdated drivers can prevent hardware from functioning correctly.

14. Which tool repairs corrupt system files?

- A. sfc /scannow
- B. Disk Cleanup
- C. Task Manager
- D. Device Manager

Ans: A. sfc /scannow

Explanation: SFC scans and repairs missing or corrupted system files.

15. What is Safe Mode used for?

- A. Normal startup
- B. Troubleshooting Windows problems
- C. Install games
- D. Create new user accounts

Ans: B. Troubleshooting Windows problems

Explanation: Safe Mode starts Windows with minimal drivers to fix issues.



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16. Which tool checks for malware and viruses?

- A. Windows Defender
- B. Disk Cleanup
- C. Event Viewer
- D. Task Scheduler

Ans: A. Windows Defender

Explanation: Windows Defender protects against viruses and malware.

17. What should you do if Windows won't boot?

- A. Ignore it
- B. Use Startup Repair or Safe Mode
- C. Delete the hard disk
- D. Install new software

Ans: B. Use Startup Repair or Safe Mode

Explanation: Startup Repair or Safe Mode can help fix boot issues.

18. What is a common network problem in Windows?

- A. Slow CPU
- B. No internet connection
- C. Full disk
- D. Keyboard not working

Ans: B. No internet connection

Explanation: Network troubleshooting fixes connectivity problems.



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19. Which tool shows connected network adapters?

- A. Device Manager
- B. Network and Sharing Center
- C. Task Manager
- D. Registry Editor

Ans: B. Network and Sharing Center

Explanation: It displays available networks and network adapters.

20. What causes "Application not responding" errors?

- A. Too many programs are running
- B. Antivirus installed
- C. Printer offline
- D. Event Viewer logs full

Ans: A. Too many programs are running

Explanation: High CPU or memory usage can freeze applications.

21. Which tool cleans temporary Internet files?

- A. Disk Cleanup
- B. Task Manager
- C. Device Manager
- D. Event Viewer

Ans: A. Disk Cleanup

Explanation: Removes temporary Internet and system files to free space.



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22. What should you do if a program crashes frequently?

- A. Ignore it
- B. Update or reinstall the program
- C. Delete system files
- D. Disable printer

Ans: B. Update or reinstall the program

Explanation: Updating or reinstalling often fixes application crashes.

23. Which command-line tool repairs a Windows image?

- A. sfc /scannow
- B. DISM
- C. ipconfig
- D. chkdsk

Ans: B. DISM

Explanation: DISM repairs the Windows image when system files are corrupted.

24. Which type of problem can a firewall prevent?

- A. Unauthorized network access
- B. Printer not working
- C. Slow CPU
- D. Disk errors

Ans: A. Unauthorized network access

Explanation: A firewall blocks malicious network traffic.



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25. What is the purpose of Windows Updates in troubleshooting?

- A. Install games
- B. Fix bugs and security issues
- C. Remove files
- D. Change wallpaper

Ans: B. Fix bugs and security issues

Explanation: Updates often fix system problems and improve stability.

26. Which Windows tool is used to repair corrupted system files?

- A. Device Manager
- B. SFC / DISM
- C. Task Manager
- D. Services

Ans: B. SFC / DISM

Explanation: sfc /scannow scans and repairs system files; DISM fixes the Windows image.

27. Which type of problem is indicated by a blue screen (BSOD)?

- A. Hardware or system crash
- B. Slow internet
- C. Printer offline
- D. Software update

Ans: A. Hardware or system crash

Explanation: A blue screen shows critical system errors or driver conflicts.



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28. Which tool is used to update or fix hardware drivers?

- A. Event Viewer
- B. Device Manager
- C. Disk Cleanup
- D. Task Manager

Ans: B. Device Manager

Explanation: Manages, updates, or disables hardware drivers.

29. Which Windows feature restores lost files after accidental changes?

- A. Disk Cleanup
- B. System Restore
- C. Safe Mode
- D. Event Viewer

Ans: B. System Restore

Explanation: Restores system files and settings without affecting personal files.

30. Which Windows tool helps fix network connectivity issues?

- A. Network Troubleshooter
- B. Device Manager
- C. Task Manager
- D. Event Viewer

Ans: A. Network Troubleshooter

Explanation: Diagnoses and fixes internet and network-related problems automatically.



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31. What is the cause of "Printer offline" errors?

- A. Incorrect printer driver or connectivity issue
- B. Blue screen
- C. Full disk
- D. Slow startup programs

Ans: A. Incorrect printer driver or connectivity issue

Explanation: Ensuring proper driver installation and connection resolves the problem.

32. What causes most application crashes in Windows?

- A. Outdated software or system conflicts
- B. High RAM
- C. Windows Update
- D. Antivirus installed

Ans: A. Outdated software or system conflicts

Explanation: Crashes occur due to incompatibility, missing files, or bugs.

33. Which step should you try if a program fails to open?

- A. Reinstall the software
- B. Delete system files
- C. Ignore it
- D. Reinstall Windows

Ans: A. Reinstall the software

Explanation: Reinstallation fixes missing or corrupt files.



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34. Which tool helps disable unnecessary startup programs?

- A. Task Manager
- B. Device Manager
- C. Event Viewer
- D. Registry Editor

Ans: A. Task Manager

Explanation: The Startup tab lets you enable/disable programs to improve performance.

35. Which problem is caused by malware?

- A. Slow system and unauthorized behavior
- B. High disk cleanup
- C. Faster performance
- D. Proper printer printing

Ans: A. Slow system and unauthorized behavior

Explanation: Malware can slow performance, display pop-ups, or compromise security.

36. Which problem occurs if Windows updates fail?

- A. Security vulnerabilities
- B. High performance
- C. Faster startup
- D. Correct network settings

Ans: A. Security vulnerabilities

Explanation: Missing updates can expose the system to malware and security issues.



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37. Which troubleshooting step should be done first for a printer not working?

- A. Check the physical connection and power
- B. Open Event Viewer
- C. Check Safe Mode
- D. Run CHKDSK

Ans: A. Check the physical connection and power

Explanation: Ensures the printer is ready and connected before other fixes.

38. What is a common cause of a black screen on startup?

- A. Corrupted system files or hardware issues
- B. Disk cleanup
- C. Fast performance
- D. Printer offline

Ans: A. Corrupted system files or hardware issues

Explanation: Can be fixed by Safe Mode, System Restore, or repair tools.

39. Which tool can monitor which program is using too much CPU or RAM?

- A. Task Manager
- B. Device Manager
- C. Event Viewer
- D. Registry Editor

Ans: A. Task Manager

Explanation: Shows resource usage and helps identify slowdowns.