**1. What do you understand about the role of a Technical Support Engineer?**

**Answer:** The work of a technical support engineer is to maintain and monitor the computers and the networks of an organization. Sometimes, it also includes extending the same help to its customers.

The main job role of IT support is to help customers who have technical queries and solve them. Support is also known as technical support where businesses offer help to their customers in the form of computer services or IT services. The main responsibility of an IT support engineer is to reside frontline and solve technical issues of employees or maybe customers.

**A Technical Support worker is supposed to:**

* Install and configure the hardware, OS, and applications.
* Maintain and monitor systems and networks.
* Log in customer’s and employee’s queries.
* Analyze and discover underlying issues.
* Find and solve the faults related to both hardware and software.
* Test the new technology and evaluate it.
* Perform safety checks, etc.

**2. Why are you interested in Technical Support?**

**Answer:** In the answer, the interviewer will be looking for your passion for the job. Your answers must be sincere and honest and you must have an understanding of the purpose of the job.

You can say that you have always been fascinated by technology and you enjoy working with people. You can also add that you want to use your knowledge to solve the issues of the customers and you enjoy troubleshooting other’s issues.

**3. What is BIOS?**

[BIOS](https://www.lifewire.com/bios-basic-input-output-system-2625820) is abbreviated as a basic input output system and present in all computers. The main purpose of the BIOS is that it ensures that all the components of the computer function together.

All details regarding the hardware components in the system are contained in the BIOS. Special software is another name offered to BIOS as it interfaces the main hardware components of the system with the operating system. The flash memory chip on the motherboard is where it is stored.

The basic Input/Output System or BIOS is found on motherboards as a ROM chip. With it, you can set up and access your system at the most basic level. It also carries the instructions related to loading the basic hardware of your computer.

**BIOS performs four main functions:**

* Before loading the OS, it checks the hardware of your computer to make sure that there are no errors.
* It looks for all the OS available and passes the control to the most capable one.
* Drivers of BIOS give your system the basic operational control over the hardware of your system.
* BIOS setup lets you configure the settings of your hardware like password, date, time, etc.

**4. Mention the difference between RAM and ROM?**

**RAM is a random access memory** that use to store data temporarily. It is the data which the computer working presently. **ROM called read-only memory** which is a permanent type of memory storage for storage of important data. An example can the BIOS.

**10) What is a Microprocessor?**

A microprocessor is a program controlled device. It retrieves the data instructions from memory and decodes them, after decoding, it executes the instruction.

**5. What is Latch?**

It is a temporary storage device controlled by a timing signal, which can store 1 or 0.  It is a D-type flip flop storage device.

**6. Are you aware of the latest Processors?**

**Answers:** With this question, the interviewers are looking to test your technical expertise. You should be aware of the latest processors, and if asked, you should be able to talk about them in detail. You should also be able to tell the differences between them.

**For Example,** Intel Pentium Quad Core I3, I5, and I7 are the latest processors as of today. You will have to keep yourself updated as technology is evolving pretty fast.

**7. What is Cache Memory? What are its advantages?**

**Answer:** Cache memory acts like a buffer between the CPU and RAM and is an extremely fast type of memory. For easy and quick access, the frequently requested instructions and data are stored in cache memory.

It comes with three different levels i.e. L1, L2, and L3. L1 is generally found in the processor chip. It is the smallest and the fastest of all for the CPU to read. It ranges from 8 to 64KB. The other two cache memories are larger than L1 but also takes longer to access.

**8. What is SATA?**

SATA stands for Serial Advanced Technology Attachment.  It is high speed computer bus interface designed to connect the host bus adapters to mass storage devices, such as hard disk drives and optical drives.

**9. What are the qualities that a Good Technical Support Employee must possess?**

**Answer: The key skills of a Technical Support Employee are:**

* The employee must have detailed knowledge of the system, its software and hardware.
* He/she should be aware of the latest trends in IT and software.
* Attention to the details and high concentration.
* Must have a strong characteristic and spirit for good and sound customer service.
* He/she should be able to work with people and must have strong communication skills.
* Must be able to establish a good working rapport with the clients quickly.
* He/she should be willing to work at odd hours at times.
* Must have patience, a logical mind and must be willing to learn continuously.

**10. What are the duties of a Technical Support Employee?**

**Answer: A technical support employee has several duties and some of them are listed below:**

* Attending support calls, logging and processing them.
* Installing systems, hardware, software, scanners, printers, etc and configuring them.
* Scheduling and carrying out maintenance and upgrades.
* Setting system accounts for employees and helping them if they need help to log in.
* Determining the nature of the problem by talking to clients and all those who use computers, and solving them.
* Replacing computer parts and repairing the equipment.
* Making sure that there is electrical safety and repairing or replacing the parts as and when required.
* Checking the records for software licenses and updating them.
* Managing the stocks of supplies, equipment, and other things.

**11. Why should we hire you?**

**Answer:** In the answer to this question, you must show that you will be a valuable asset to the company. Tell them all that you have accomplished in your career. Assure them that you can deliver the results with your hard work, skills, and interest.

Add to your answer that you can quickly find out the problems, prioritize them, and solve them with your experience. Assure them that all these will make you a valuable employee of the company.

**12. How do you troubleshoot an issue?**

**Answer:** This question is meant to check your approach towards identifying a problem and finding its solution. Along with that, it will also help them understand your attitude towards problem-solving.

Remember, the foremost thing is to get all the facts first. It will help you to identify the problem. Then, you will have to go through all the necessary steps for rectifying that problem. You must put forward a detailed and accurate troubleshooting plan that is extensive and yet adaptable.

Your aim should be to satisfy the customer’s needs as quickly as you can. Your focus should be to minimize the downtime of your client. So, if there are multiple issues, there will be multiple fixes that might be unrelated. You must always keep in mind that time management is vital in technical support.

**13. What is over clocking? What are the advantages of over clocking?**

It is a process where the computer component is forced to run at a higher clock rate.

The advantages of over clocking are:

* Increases the CPU’s performance
* It is cost-saving
* Makes PC games and Applications to run faste

**14. Do you know the difference between SDK and an API?**

| **SDK** | **API** |
| --- | --- |
| SDK is a kit that offers tools, code samples, libraries, processes, guides or relevant documents for creating software applications on specific platforms. | It is an interface that allows the software to interact with each other. |
| An SDK is a complete workshop that allows us to create beyond the scope of API. | It can translate and transfer two different instruction sets for mutual understanding. |
| SDKs are the origin point of almost every program that we use. | It comes in many sizes and shapes. Sometimes, even copy-pasting needs an API. |
| SDK contains API sometimes. | API has a somewhat different function in the World Wide Web. The Web API facilitates interaction between disparate systems, especially for specific cases. |

**15. How you keep yourself updated with the current technology?**

I keep myself connected with social networking sites, the first platform for any technological advancement news and also keep surfing on the latest technology on internet.

**16. What are the tools that will be helpful to you in identifying the problems and solving them?**

Manuals, Knowledge, team-members and experience are the tools that will be helpful to trouble shoot the problem and solving them.

**17. What is the expected period of an average call while dealing with the customers?**

The expected period of an average call would be around 2-3 minutes, sometimes less or more depending on the problem complexity.

**18. Why 8085 processor is called 8 bit processor?**

It is called 8 bit processor as it has 8 bit ALU (Arithmetic Logic Unit).

**19. What is stack and can we use ROM as stack?**

Stack is a portion of RAM used for saving the content of the program counter and general purpose registers.  ROM cannot be used as a stack, as it is not possible to write on ROM.

**20. What does it mean by interrupt?**

To perform a particular task, interrupt is a signal send by external device to the processor.

**21. What is a Microprocessor?**

A microprocessor is a program controlled device. It retrieves the data instructions from memory and decodes them, after decoding, it executes the instruction.

**22. What is the disadvantage of microprocessor?**

It has a limitation on the size of the data, also most microprocessor does not support floating point operations.

**23. What do you mean by DHCP?**

DHCP stands for Dynamic Host Configuration Protocol, it is a network protocol, and it enables the server to assign automatically, IP address to a computer.

**24. What do you mean by OSI?**

OSI stands for open system interconnection.  It is a standard description or a reference model of how message should be conveyed between any two points within a telecommunication network. It is made up of several layers and each layer provides services to the layer above.

**25. What is TCP/IP?**

TCP/IP stands for Transmission Control Protocol or Internet protocol.  It is used to connect hosts on the internet, by transferring data over the network.

**26. What are RJ45 and RJ11 connectors?**

RJ45 connectors are used for LAN/internet connections while RJ11 connectors are used for Table cable connectors.

**27. What do you mean by packaging a Microprocessor? What are the different packaging’s available?**

The process of packaging a microprocessor to the computer motherboard is known as a microprocessor.  The different types of microprocessor’s packaging are

* PGA
* SPGA
* SECC
* LGA

**28. You want to access a file on a shared drive, but for some reason, you are unable to. What will you do?**

**Answer:** Answer this question carefully. The interviewer wants to listen to your approach to solve the problem.

First, check if the system that is sharing the drive is turned on. If it is, you will check the other files that you have permission to access to see if the issue is with all the files. Check if you have permission i.e. the correct permissions to access that particular file.

If everything is okay and yet you are not able to access that file, then make sure your programs are working fine to copy that file on your local drive. Also, make sure that the file is not currently being used by someone else.

**29. What are the Pros and Cons of using Imaging Software?**

**Pros of Imaging software:**

* Imaging software creates a precisely duplicated content from one hard disk to another.
* It simultaneously delivers hard drive images to one or many systems over the network.
* If the utility has intimate knowledge of individual partitions of file systems, then it can resize them for many file systems.

**Cons of Imaging software:**

* It lacks intimate knowledge of file systems and that results in copying of source hard disk into image block by block. This takes a long time for completing the work for large disks.
* It offers little recovery from errors or its detection during the generation and deployment of the image.
* The best imaging software is expensive and commercial.

**30. What do you know about Ghost Imaging?**

**Answer:** Also known as Cloning, Ghost Imaging is a backup process driven by software. It copies the hard disk contents to another server in one compressed file or a set of files which is referred to as an image. When needed, it can also change a ghost image back to its original form. It is often used during the reinstallation of OS.

**Ghost Imaging serves two main purposes:**

* To allow a system to be cloned onto others.
* Or, to quickly restore a system.

It is often used for setting up blocks of Tablets, Notebooks or Servers quickly. It also enables transfer from one PC or disk to another.

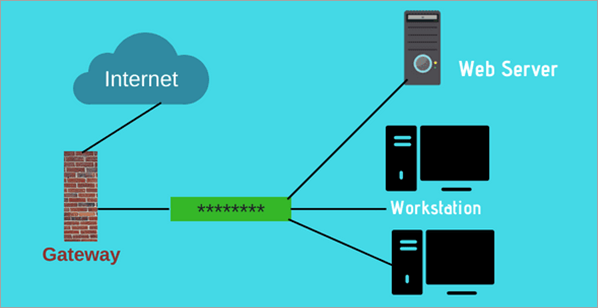
**31. Tell us about Disk Partition. How many partitions can a hard drive have?**

**Answer:** A disk partition is a defined space for storage on a hard drive. It helps in organizing data efficiently and effectively.

Commonly, users store applications and OS data on one partition and user data on another. In case of issues with Windows, the partition with OS can be formatted completely and then reinstalled without any effect on the data partition.

A disk may have up to four primary partitions but only one can be active or have three primary partitions and one extended partition. In the extended partition, you can create a bigger amount of logical partition.

**32. What is a Gateway pertaining to the network?**

[](https://cdn.softwaretestinghelp.com/wp-content/qa/uploads/2020/01/gateway-pertaining1.png)

**Answer:** A gateway is a hardware device like a Firewall, Server, Router, etc that acts as a gate between networks. It allows the data or traffic to flow across the networks. A gateway is a node itself on the edge of the network and protects the other nodes in a network.

Every data flows through the gateway node before coming in or going out of the network. A gateway can also translate data from the outside network into a protocol or a format that all the devices in the internal network understand.

**33. Tell us some advantages and disadvantages of Overclocking.**

**Answer:** Overclocking is making the CPU run at a higher speed than the default by using the current motherboard settings.

| **Advantages** | **Disadvantages** |
| --- | --- |
| Overclocking delivers more performance for the same price. | Overclocking makes manufacturer warranty on CPU void since it compromises the quality guarantees provided by them. |
| High-frequency clocking offers better gameplay experience had a faster response time. This, in turn, delivers better graphics and increased productivity. | Overclocking increases the temperature of the CPU. So, if you aren’t investing in a better cooling system, the process will damage the processors. |

**34. How are a Chipset, Processor, and Motherboard different from each other?**

**Difference between Motherboard and Chipset:**

The Motherboard holds all the components with the expansion cards and CPU plugged into it. It also carries the connection to the USB, PS/2 and all the other ports. It is the largest printed circuit board inside a computer.

While Chipset is a particular component set that is integrated directly into the motherboard and usually consists of northbridge chipset and southbridge chipset. Core system interconnections happen due to the former while the latter manages the connection between the other components.

**Difference between Motherboard and Processor:**

The main difference between the two is that the Motherboard lets memory, peripheral connectors, processor and such components to communicate with each other. While carrying the specific instructions for functions like performing logical, arithmetical and control operations is the job of the Processor.

**35. If you can’t see the display of your system, what could be the issue?**

**Here are a few reasons for which you can’t see the display:**

* Monitor not working.
* The system has not yet completely started.
* The system is not able to power up properly.
* There could be an issue with the heat sink.
* There could be issues with the jumper setting.
* CPU fan could be creating issues.
* A problem in BIOS settings.
* Loose CPU or other components.
* Electrical shorts.

**36. Why do you need the Jumper and Heat Sink?**

**Answer:** Jumper is used for closing an electric circuit, thereby, allowing the flow of electricity to a certain part of the circuit board. It is used to configure peripheral settings. It is a small plastic box with a set of small pins.

The heat sink is used for transferring the heat generated by a machine or an electronic machine. They are made up of copper or aluminum as they are good conductors of electricity and can transfer the generated heat to the air.

**37.  What are the different types of firewalls?**

**Answer:** There are eight types of firewalls and they all vary in their general structure and the way they work.

**Types of Firewall include:**

* Packet-filtering Firewalls
* Circuit-level gateways
* Stateful Inspection Firewalls
* Proxy Firewalls
* Next-gen Firewalls
* Software Firewalls
* Hardware Firewalls
* Cloud Firewalls

These are the eight firewalls that are known for different cybersecurity reasons.

**38.  My printer prints faded words, images of poor quality and smudges. What do I do?**

**Answer:** First, make sure that the selection of media and paper is proper in the print driver. Then, make sure the paper you are using for printing matches the type you have selected in the print driver. If everything is okay, see if you can manually adjust the fuser and set it properly. Be careful while adjusting the fuse as it gets hot.

For clearing Smudge marks, print some blank sheets of paper. If it doesn’t resolve the issue, then the chances could be the problem due to the hardware or supplies.

**39. Have you learned from your mistakes in your career as an IT expert?**

**Answer:** Everyone makes mistakes in their career and there is no loss in admitting that. The main motive of this question is to know if you make mistakes and learn from them and you don’t repeat the same mistake again.

You can give an example where you learned from a mistake you made and didn’t make that mistake ever again. This will let them know that you are willing to learn, even if it is from your own mistakes and you are willing to perform better than before.

**40.  What does a ‘?’ sign in device manager indicate?**

When this sign appears, it indicates the device is not properly installed.  Such problem arises in case of brand new plug-in cards.

**41.  How will you cope up with a customer, who complains about a brand new printer and system, and yet failing to get a proper print copy?**

The first thing I will ask the customer, whether the system is properly connected with the printer. The next thing would be to check the Device Driver. Many times it happens that if you install an incorrect Device Driver, the print copy would not be clear.

**42.  What is chipset? How is it different from processor and motherboard?**

Chipset is one of the processing devices in a computer. It is a number of integrated circuits, designed to control how information travels between other components and processor. It is a group of microchip to work as a unit to perform one or more related functions. While motherboard is where all other components like CPU, Memory, Sockets for external connectors and drives are attached.  Chipset is a built in feature of Motherboard. While, processor is a main integrated circuit block, which does the function according to the instruction of a computer program.  It is based on the logical, arithmetical and input/output of the system.

**43.  What is heat sink and what is the use in the system?**

To lower the temperature of a device, a heat sink component is used. It is there on the microprocessor and if it is not functioning well then the computer will shut down automatically.

**44.  What is Jumper and why you need it?**

Jumper is a metal bridge that closes an electric circuit. A jumper consists of a plastic plug that fits over a pair of protruding pins.  It is used to change the board’s parameters.

**45.  What are the different types of DRAM?**

The different types of DRAM are SRAM, VRAM, SGRAM, DDR-SDRAM

**46.  What might be the problem when you don’t see the display?**

* Power related issues
* Heat sink related issues
* CPU fan related issues
* Improper Jumper settings

**47.   What is active directory?**

Active directory authorizes and authenticates all users and computers in a window domain network, ensuring the security of the computer and software. Through active directory various functions can be managed like creating admin users, connecting to printers or external hard drives.

**48.   What is DHCP and what it is used for?**

DHCP stands for dynamic host configuration protocol. It is used to allocate IP addresses to a large number of the computer system in a network.  It helps in managing a large number of IP’s very easily.

**49.   What is the scope and super scope?**

The scope consists of an IP address like gateway IP, subnet mask, DNS server IP. It can be used to communicate with the other PCs in the network. The superscope becomes when you combine two or more scopes together.

**50.  What is DNS?**

DNS means Domain Naming Service, and it is used for resolving IP addresses to name and names to IP address. DNS is like a translator for computers, computers understand the number and not the alphabet. For example, if we type like hotmail.com, the computer doesn’t understand this, so they use DNS which converts (hotmail.com) into (numbers) and then executes the command.

**51.  What is forward and reverse lookup in DNS?**

When we convert an IP address into names is called Reverse lookup, while converting names into IP address is called Forward lookup.

**52.   What is ‘A’ record and what is ‘MX record’?**

‘A’ record is also known as host record, and it can map the IP address by name. It is with this record that DNS can find out the IP address of a name. While, ‘MX record’ also known as mail exchanger record, by the help of ‘MX’ record, location of the mail server is identified.  The record is also found in DNS.

**53.  What is the IPCONFIG command?**

IPCONFIG command is used to display the IP information of the computer assigned like DNS IP address and gateway IP address.

**54.  What would you use to connect two computers without using switches?**

Cross cables are used to connect two computers without using switches.

**55.  What is a domain?**

A domain is a set of computers which network recognizes by the internet. It can be used by centrally administer computers. It is created when you install active directory.

**56.  Tell me if your system is infected by a virus how you will recover the data?**

You need to install another Hard Disk with the latest anti-virus software, and an O.S with latest patches.  Before you start your system, connect the infected HDD as a secondary drive then scan and clean the infected hard drive. Once done, you can copy the files into the system.

**57.   What is the operating system?**

Operating system acts as an interpreter between computer application and hardware.  It works as a user interface.

**58.   What are the types of the operating system or O.S?**

The two types of operating systems are:

* NOS: Network Operating System. Examples of NOS- Windows NT, 2000,2003
* SOS: Simple Operating System. Examples of SOS – Windows 95,98, ME

**59.   Explain about RAS server?**

RAS means Remote Access Server.  It allows operating the tool or information that typically resides on a network or IT devices through a combination of hardware and software, for example connecting to a printer or file. It is usually used for mobile users who are in the network. It uses a telephone line to provide connectivity to its users. It can also connect two or more than two offices in the network.

**60.   Explain about VPN server?**

VPN means Virtual Private Network. It is a private communications network often used by companies or organizations to communicate confidentially over a public network.  This is used by the mobile users in the network.

**61.   What is the difference between RAS and VPN server?**

RAS is truly a local area connection between two connections whereas, VPN is a local connection spread over a large area.

**62.    What is IAS server?**

IAS means Internet Authentication Service. For many types of network access like wireless, authenticating switch and remote access dial-up, they perform accounting and auditing, centralized connection authentication and authorization.

**63.   What is a Ping command?**

Between two or more devices, to check the physical IP connectivity Ping command is used.

**64.   What do you mean by clustering? What are the benefits?**

When one or more computers work together as a single system by sharing their resources is known as clustering.  The benefits of clustering are that it reduces the load on one single system by sharing the load also it is used for redundancy of the services.

**65.   What is a group?**

A Group is a collection of user accounts. It provides a simplified administration in the network.

**66.   What is the child domain?**

A child domain is the member domain of Windows 2000 Active Directory.

**67.   What are the benefits of a child domain?**

Benefits of the child domain are:

* Low network traffic
* Low administrative overhead
* Security boundary

**68.   What is OU?**

OU means for Organizational Unit. It is a container within Active Directory which can hold users, groups, and computers.  It is the smallest unit on which an administrator can assign group policy settings.

**69.   What is group policy?**

Group policy provides streamlined access to all the users in the network. It can be used to define a user’s security and networking policies.  By group policy, you can keep control over certain function like not allowing the users to shut down the system or using the control panel or running the command. Group policy is applicable to active directory containers like OU, site, and Domain.

**70.   What is the difference between permission, rights, and policy?**

“Policy” is assigned on active directories, like the site, domain, and OU. The “Rights” are assigned to users and groups, whereas, the “Permission” is assigned for network resources like file, folders, and printers.

**71.   What do DC and ADC stand for?**

DC stands for the **D**omain **C**ontroller, and ADC stands for **A**dditional **D**omain **C**ontroller.

ADC is a backup of the domain controller. The domain controller is a server that checks the security measures like user id, password.

**72.   What is the difference between DC (Domain controller) and ADC ( Additional Domain Controller)?**

There is one difference between the domain controller and additional domain controller, on DC all five operational roles are available while in ADC only three operational role is available.

**73.   What are the operational roles for DC (Domain controller) and ADC ( Additional Domain Controller)?**

Operational roles for DC (Domain controller) are:

* Domain Naming Master
* Schema Master
* RID Master
* PDC Emulator
* Infrastructure Master

Operational roles for ADC (Additional Domain Controller) are:

* PDC Emulator
* RID Master
* Infrastructure Master

**74.   What is a “Default Gateway”?**

The default gateway is the IP address of the router in the network.  In any case, if the user wants to switch on to another network, or if they cannot locate their particular network than their query will be forwarded to the default gateway.

**75.   How can you take a backup of emails in MS Outlook?**

To take a back-up in the ms outlook, you have to go in the control panel. In the control panel, you have to go under mail option and then open the data file, select personal folder and click on open folder. After that, you have to copy .pst and have to paste it wherever you want the backup.

**76.   What is the trusting domain and trusted domain?**

In trusting domain resources are available, while in trusted domain user’s account is available.

**77.   What is the BUS speed?**

The rate of communication speed between microprocessor and RAM is known as BUS speed.

**78.   Name the Active Directory Partitions?**

There are three types of active directory partitions

* Schema partition
* Configuration partition
* Domain partition

**79.    What is Fixboot?**

Fixboot writes a new partition boot sector on to the system partition.

**80.   How many logical drives is it possible to fit on to a physical disk?**

The maximum number of the logical drive that can fit on a physical disk is 24, while the extended partition can only have 23 logical drives.

**81.   What is B Router?**

BRouter means Bridge router. To provide communication between two or more different network like a computer to computer or computer to the internet, B Router is used.

**82.   What is the major difference you can mention about Gateway and Router?**

Gateway works on different network architecture and router works on the same network architecture.

**83.   What is the packet?**

A packet is a logical grouping of information that comprises a header which contains user data and location information.

**84.   What is SCSI?**

SCSI stands for Small Computer System Interface. It is a standard electronic interface that allows personal computers to communicate with peripheral hardware such as disk drives, tape drives, printers, CD-ROM drives. In “SCSI” the rate of data transmission is fast.

**85.   How many classes are there for “IP addresses” and what are the ranges?**

They are segregated into five classes

1. Class A  ===          0 -126 ( 127 is reserved for loop back)
2. Class B  ====    128- 191
3. Class C  ====    192-223
4. Class D  ====   224-239
5. Class E  ====   240-255

**86.   Explain the term FIXMBR?**

FIXMBR it is a repair tool. It repairs the Master boot record of the Partition Boot Sector.

**87.   Explain the term SID?**

SID stands for Security Identifier. Every computer object has a unique ID which is known as SID.

**88.   What is the difference between incremental backup and differential backup?**

Differential backups will select only files that are changed since the last backup.

Incremental backups will select only the data that has changed since the last backup.

Example, On Sunday you do a backup of a 5 text file each of 40 MB. The total backup size will be 200MB

On Monday you change 2 lines in just ONE of the text file.

Under Differential backup, only the changed text file will be backed up. The total backup size will be 40MB

Under Incremental backup, only the data corresponding to the 2 lines will be backed up.  The total backup size will be just in bytes.

**89.   What is the difference between server OS and desktop OS?**

Server OS gives centralized administration for users, shared resources and security while desktop OS offers access to only local administration.

**90.   What is the difference between the MSI file and .EXE file?**

MSI (Microsoft Installer) allows install, uninstall and repair the program with a single file, while .EXE file needs two files to install and uninstall the software. Also, .EXE file is able to detect the existing version of the software and give an option to user to uninstall the program while MSI will instruct the users to use the add and remove program in the control panel to remove the existing product first and then you can install the new program.

**91.   What is BSOD? How do you troubleshoot it?**

BSOD stands for the Blue Screen Of Death. When there is some fault in OS or hardware, then Windows can’t run the program and gives a blue screen with a code. To resolve this problem the best way is to reboot the system.  If it doesn’t work than boot the system in the safe mode.

**92.   What is PTR (Program Trouble Record)?**

This program record is used to check if the server name is connected with the IP address, it is exactly opposite to the ‘A’ record. This record is basically created in reverse lookup zone, so it is also known as Reverse DNS records or pointer record.

PTR record= Give me an IP address and I will give you the name

‘A’ record= Give me the name and I will give you the IP address

**93.   What is a reservation?**

Basically, the term “Reservation” is used in the DHCP server. Some network equipment or computer system needs a specific IP address, in such case we make a reservation in DHCP server for that particular computer system.  By creating reservation, it gives access to that particular IP address and at the same time prevents other computer systems to use that IP address.

**94.   What is the SMTP server or POP server?**

POP stands for post office protocol. It is basically used for sending and receiving the mail.

SMTP stands for simple mail transfer protocol. It is used for mail receiving purpose in the network.

**95.   What is RIS and why you use RIS?**

RIS stands for remote installation services. It is used to install image from a Window server to new hardware.  We use RIS because installing the OS every time using a CD would be more time-consuming.

**96.   What is “Bootloader”?**

Bootloader facilitates the loading of the operating system on the system. It enables the booting process and gives the OS option to the users while starting the system.

**97.    Do you know about our products and company?**

This internal interview question tests the interest of the candidate and preparation for the position. To answer this question, the candidate needs to read through the job advertisement and also run through the website to get to know about the details.

It is not mandatory to know all the specifications of the product but the basic information is necessary so that you score well in the interview compared to others.

**99.    What experience do you possess in the technical support field?**

If you possess any experience in the same field you can mention and become an ideal candidate for the job role. Remember to speak about all the experiences and opinions professionally and positively. Talk about your previous job and the technical aspects that you have handled.

**100.    What are the hardware components of a desktop computer/laptop?**

This is a basic technical interview question to test the basic knowledge of computers. The answer would be that the hardware components for desktop and laptop computers are the motherboard, processor, RAM, monitor, mouse, soundcard, keyboard, graphics, hard disk drive, power supply, and floppy disk drive.

**101.    What do you know about our organization?**

For this particular question, the candidate must be able to mention the services, products, reputation, image, history, management style, goals, problems and more about the organization.

Your answer should be formulated in a way that shows that you have invested time in researching the company. Also, show that you like to learn more about the organization. Make your answers to sound positive and [impress the interviewer](https://content.wisestep.com/impress-wow-interviewer/).

**102.    Why do you want to work for us?**

The answer should formulated in a manner that satisfies the needs of the company. Your answer can that you want to be a part of the team because the organization possesses a strong management style.

You can also mention that since the company accentuates on research and development, you can get a chance to expose your skills and talent for the same. Proper homework is mandatory to answer the question in the right manner.

**103.    What would you do when audio is not working on the computer?**

The answer to this technical question is to check the basic cable connections. The connections that lead from speakers to power must be checked. Finally, the device drivers can check out and also the volume control must check.

**104.    What can you contribute to us that someone else cannot?**

For this question, show how valuable you are. Mention your records and how you would get things accomplished. Mention all your accomplishments in your career and other specifics from your resume.

Also, assure that you can obtain results with your interest and skills you possess and you would be considered a valuable employee. Also, answer that you’re a person who discovers problems, sets priorities, and can solve them with your experience.

**105.    What are the things to do when a customer calls up that his computer is slow?**

The IT officer first needs to check if the computer takes a long time to start. The next step would be to check if the computer is slow with just one application or completely. Then the system checked for viruses, spyware, and malware. And finally, the system to check for the space available in the hard disk drive.

**106.    What is the need for device drivers?**

Device drivers are also a piece of software that considered mandatory to run the hardware components in the system. These questions are basics and any candidate should possess basic knowledge of these aspects.

**107.    What are the attractive aspects and unattractive aspects that you consider the position?**

Research and find out a few attractive aspects of the job and mention them. For unattractive aspect mention a single but minor unattractive aspect of the position which not consider much.

**108.   Do you have an idea about the blue screen of death (BSOD)?**

The indicant of a critical system problem called the blue screen of death where in this case the computer freezes completely. In such a situation it does not denote anything. The system can restart or booted in the safe mode to solve this issue.

**109.    For an average call, what is your expected period?**

For IT support, the solving of a problem in a prompt manner is important. The Problem-solving aspect to the satisfaction of the customer is another aspect of IT support engineers. Your answer should present that you focus on [communication skills](https://content.wisestep.com/make-communication-skills-effective/), technical aspects, problem-solving skills and also interested in customer satisfaction.

You can answer that the time handled depends on the level of the issue. You can mention that you have faced some issues and per call, it may take about 2 to 3 minutes.

**110.  What is your typical workweek as an IT support officer?**

The employers would like to know what the candidate would do while they work. Take a deep look at the job role you have applied for and how it relates to your previous role. When you wanted to talk about typical work for a week, avoid discussing non-work related activities.

During the time of the company, you should productively use the time. Your answers must focus on work and formulate your answers in a way that presents that you organized.

**111.  What do you know about the company?**

Researching the company before going for an interview is important. This shows how much interest the candidate has on the company. The candidate can Google search for the company name and press releases so that the latest news about the company can be obtained.

The organization will have its website which can research and the careers and about us, a section can read through. More [details about the company](https://content.wisestep.com/what-do-you-know-about-our-company/) can be obtained by reading through the company’s LinkedIn page.

**112.  Which operating system are you famed with?**

Remember to answer this question by researching the systems the organization is using. Try to get familiar with the system the organization makes use of. This also mentions other systems that you have worked and have experience with.

**113.  What are the lights that are present on the modem and what do they indicate?**

The lights on the modem are power light which indicates if the power is on or off. The link light is the next light which makes sure if the modem is getting the broadband signal from the ISP.

To ensure if the internet is working, data light utilized. Connectivity light ensures if the modem linked to the computer. These are the lights present in the modem and their functions.

**114.  What are the steps you follow to solve a technical problem?**

This commonly asked IT support interview questions would present your familiarity with the IT support process. Your answer would also be a key that would enable the employer to schedule training if required.

Remember to list down all the steps for solving in the right order and also answer that each organization has its own set of procedures.

**115.  What are the tools you think are mandatory for problem-solving?**

Team members, experience, manuals, and knowledge are a few tools that are useful for troubleshooting. Also, do not present that team members are the main tool because any issue to solve must handle independently.

**116.  As an IT support engineer have you learned from your mistakes?**

The real fact is that everyone who works makes a mistake. There is no loss in making a mistake while working. The main aspect of asking this question is to know if the candidate makes mistakes and learns from it without repeating.

To make this question an apt one, you can state an example where you made a mistake and learned from it and also never repeated the same.

**117.  What do you know about BOOT.INI?**

**Answer:** BOOT.INI is a Microsoft initialization file containing the boot options for Microsoft Windows NT, 2000 and XP. It is always found on the primary hard drive’s root directory i.e. the C drive.

**It has two main sections:**

* The boot loader section with option settings that is applicable to all boot entries for the system that includes default, timeout, etc.
* The section with operating systems that contains boot entries, one or more, for each bootable program or OS that is installed on the computer.

**118.  Can you manually edit the BOOT.INI file?**

**Answer:** Yes. But before manually editing the BOOT.INI, make sure that you save a copy in case anything goes wrong. To edit the file, go to the control panel and then to the System option. Go to the advanced tab in the properties window.

There you will find the startup and recovery option, move to its Settings. Select the edit option for editing BOOT.INI. If there is a 3GB switch, remove it and add the PAE switch on the servers with over 4GB of the installed physical memory for booting the file. Save the file and then close it. Click on OK twice and exit the Control Panel.

**119.  I have Windows 10 and I get a blank screen but I can see the cursor. This happens every time before I log in and after I update. What should I do?**

**Answer: If the problem persists before login, then follow the below steps.**

* Press Windows Key along with P to launch the project menu. However, it’s only normal to not to be able to see it.
* Press up and down arrows a few times and hit enter.
* If it works, you will be able to see your screen, if not, repeat this step a few times.

If you have a password-protected account to log in, then press CTRL or space enter the password and hit enter. It might take you a few trials before you succeed.

**If the above process doesn’t work, then you can try uninstalling the graphic card driver as shown below.**

* Launch the Task Manager by pressing alt+ctrl+del.
* Go to file and then run a new task.
* Type devmgmt.msc and hit enter.
* If you can’t open the task manager, go to safe mode.
* Hold the Windows key and X, then choose the device manager.
* Find the graphic card, Right-click on it and delete the driver software.
* Restart your system and the black screen shouldn’t be there anymore.

There are other steps which you can try. You can disable the onboard graphics in the device manager. You can go to BIOS and disable the dual monitor and CPU Graphics Multi-Monitor. You can also try updating the BIOS or uninstall the applications causing the problem.

You can also try connecting your monitor using HDMI instead of DVI. There are many other processes to help you get rid of the blank screen issues.