Preparation topics for candidates who are selected for loops: Cloud Support Associate.

Networking:
· Difference between router, switch.
· What is a Broadcast Domain?
· DHCP DORA process
· DNS – detailed explanation. TCP/UDP and why?
· Subnetting
· MSS/MTU
· Complete flow when you trigger amazon.com
· OSI model with complete details and protocols on each layer.
· TCP and SSL handshake
· Difference between TCP/UDP, examples
· Flow/error control
· What is a firewall, why do you need it?
· OSI Model

OS:
· OS boot process (Win/Linux)
· Memory management; Memory pages; Buffer and Caches, Basic commands
· System date/time management, network time protocol
· Managing Users and groups
· File permissions
· Managing software's - installation, uninstallation, upgrade etc.
· Managing system services and background processes
· Remote management of a system - SSH, RDP etc.
· Network protocols - FTP, HTTP (web servers), SMTP (mail server)
· System automation - cron, batch jobs, windows startup tasks

Troubleshooting:
· System performance - CPU, DISK, memory and network
· System Login issues
· System booting issues
· System logs
· Network connectivity issues