Windows Troubleshooting and Network Diagnostics Lab

1. Objective

The objective of this project is to gain practical knowledge in Windows operating system troubleshooting and basic network diagnostics. This project focuses on identifying and resolving common system and internet connectivity issues using built-in Windows tools and commands.

2. Tools Used

- Windows 10 Operating System
- Command Prompt
- Network Settings
- Microsoft Outlook (Basic understanding)

3. Tasks Performed

3.1 User Account Management

- Created a new user account in Windows.
- Modified user account settings.
- Practiced password reset process.

Purpose:
To understand how Service Desk provides access to new users.

3.2 IP Configuration Check

Command used:
>> ipconfig
Result: Identified IPv4 address
        Identified Default Gateway
Purpose: To verify network connectivity.

3.3 DNS Cache Clearing

Command used:
>> ipconfig /flushdns
Result: Successfully cleared DNS Resolver Cache.
Purpose:
To resolve website loading issues.

3.4 Network Connectivity Test

Command used:
ping google.com
Result: Received successful replies from server.
        No packet loss observed.
Purpose:
To check internet connectivity and network stability.

3.5 Software Installation and Uninstallation
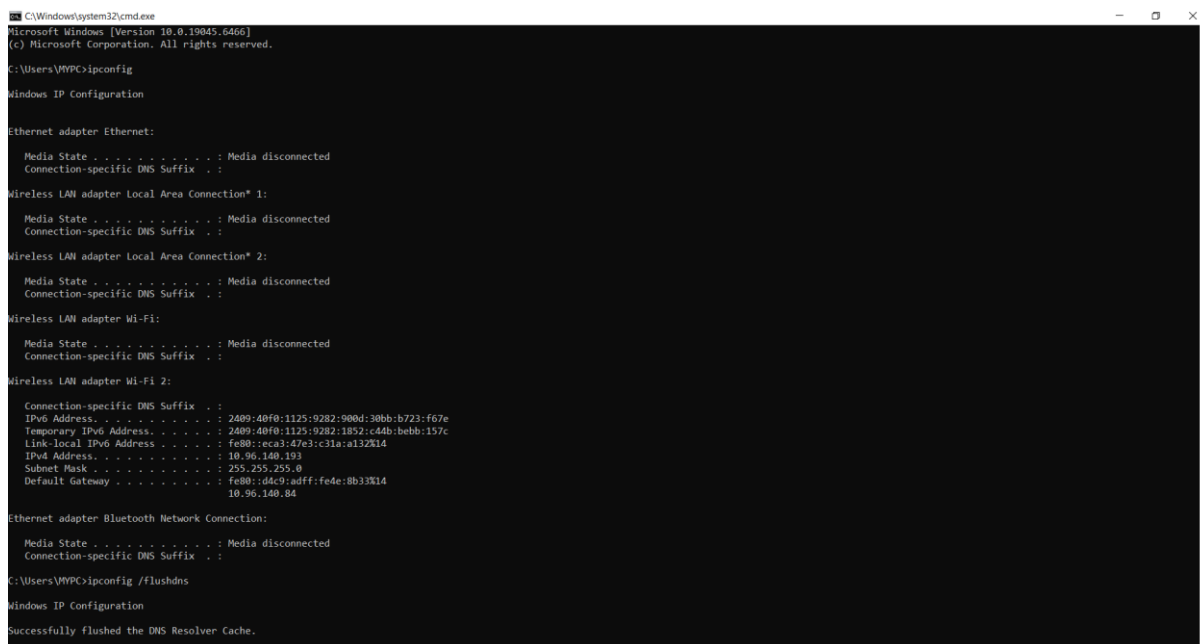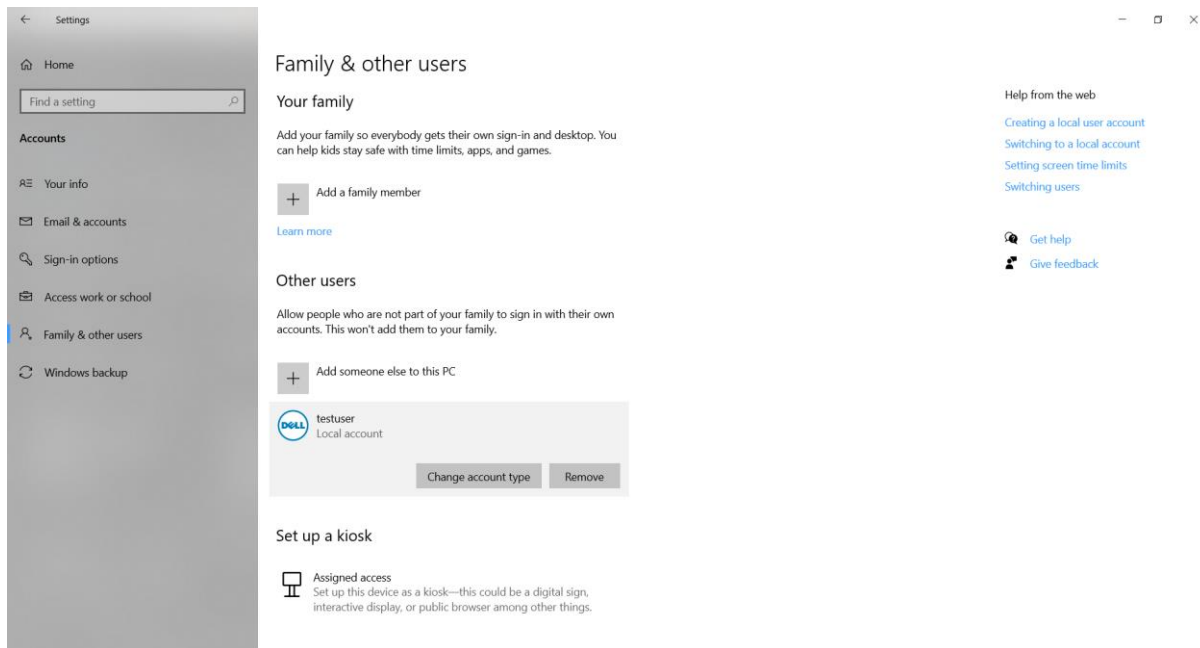
        Installed Google Chrome.
        Uninstalled and reinstalled software.
Purpose:
To understand software troubleshooting process.

4. Outcome

- Gained hands-on experience in Windows troubleshooting.
- Learned network diagnostic commands.
- Understood basic Service Desk support activities.
- Improved troubleshooting and problem-solving skills.

5. Conclusion

This project helped in understanding real-world technical support tasks such as user account management, network troubleshooting, and software support. The knowledge gained is useful for Service Desk L1 role.