1.Mobile: The client is unable to receive his company Email on his Mobile phone.

- Verify the email account settings on the mobile phone and ensure they match the company's email server configurations.

2. Network: A User’s laptop is unable to connect to the company Network.

- Check the network settings on the laptop, verify the connection status, and ensure the laptop is within range of the company's network.

3. Office: Microsoft Office is not starting. You have reinstalled and it is still not coming up.

- Run Office diagnostics to identify the issue, check for any pending updates, and consider repairing the Office installation using the Office repair tool.

4. Virus: You discover that a User’s system has been attacked by a Virus.

- Disconnect the system from the network to prevent further spread, run a full antivirus scan, and remove the detected virus.

5. Excel: A user complains that he is seeing “#########” in a lot of his Excel Cells. He wants a fix.

- Inform the user that the "#########" indicates that the cell content is too wide for the column and advise resizing the column width or adjusting the cell format.

6. Router: There was a fault with the Router and a new Linksys router has just been given to you to install.

- Connect the new Linksys router to the network, configure the router settings according to company specifications, and test the connection.

7. Windows Server: The computer with Windows 2000 Server installed was used as a file server for a long period of time. You have noticed that the system performance has decreased and the file operation time has increased. You suspect that one of the possible causes of the system performance decrease is a disk fragmentation. What action will you take to find out if the disk is fragmented?

- Run a disk defragmenter tool to analyze and, if necessary, defragment the hard drive to improve system performance.

8. File Integrity: Your team member has accidentally deleted a lot of files on a User’s Hard Disk. There are no Back ups for these files. The client is asking for those files as a matter of Urgency. You are the only one on ground. How would you solve this?

- Use file recovery software to attempt to recover the deleted files and inform the client of the recovery status as soon as possible.

9. Unix / Linux: List 10 Linux Commands you are familiar with and what they do.

1. `ls`: Lists directory contents.
2. `cd`: Changes the current directory.
3. `mkdir`: Creates a new directory.
4. `rm`: Removes files or directories.
5. `cp`: Copies files or directories.
6. `mv`: Moves or renames files or directories.
7. `chmod`: Changes file permissions.
8. `chown`: Changes file owner and group.
9. `ps`: Displays currently running processes.
10. `grep`: Searches for patterns in files.

10. New Computer: Highlight 5 issues to watch out for in setting up a new computer for a new user.

1. Ensure all hardware components are properly installed.
2. Install and update the operating system and necessary drivers.
3. Set up user accounts with appropriate permissions.
4. Install required software and security tools.
5. Configure network settings and verify internet connectivity.

11. Current Affairs in Tech: Briefly state who the following are and what they do/did: Elon Musk, Michael Dell, Paul Allen, Steve Wozniak, Sim Shagaya.

1. Elon Musk: CEO of SpaceX and Tesla, known for his work in space exploration, electric vehicles, and renewable energy.
2. Michael Dell: Founder of Dell Technologies, a multinational computer technology company.
3. Paul Allen:Co-founder of Microsoft and a philanthropist, contributed to the development of personal computing.
4. Steve Wozniak: Co-founder of Apple Inc., known for designing the Apple I and Apple II computers.
5. Sim Shagaya: Nigerian entrepreneur, founder of Konga.com, an e-commerce platform, and uLesson, an educational technology company.