1. **Mobile:  The client is unable to receive his company Email on his Mobile phone.** 
   1. Verify that the client's mobile phone is connected to the internet or a Wi-Fi network
   2. Check that the email account settings on the mobile phone are correct and up-to-date, including the incoming and outgoing mail server addresses, port numbers, and security settings.
   3. Make sure that the email account is not blocked or suspended due to any security or policy violations.
   4. Check for any software updates or patches for the mobile phone's operating system and email app.
   5. Ensure that there is enough storage space on the mobile phone to receive new emails.
   6. Confirm that the client's email account is active and not expired.
   7. Verify that the email is not being marked as spam or blocked by any filters
   8. Try removing and re-adding the email account on the mobile phone.
   9. Check if the issue is limited to the client's mobile phone or if it persists on other devices.
2. **Network: A User’s laptop is unable to connect to the company Network.**
3. Top of Form
   1. Verify that the laptop is properly connected to the company network, either wired or wireless.
   2. Check that the laptop's network adapter is enabled and functioning properly.
   3. Ensure that the laptop's network settings are correctly configured and match those of the company network.
   4. Try resetting the network settings on the laptop and restarting it.
   5. Verify that the laptop's firewall settings are not blocking access to the company network.
   6. Check if the issue is limited to the user's laptop or if other devices are also affected.
   7. Try connecting the laptop to a different network to isolate the issue.
   8. Confirm that the user's login credentials are correct and up-to-date.
   9. If the laptop has antivirus software installed, check that it is not blocking network access.

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

1. Verify that the computer meets the system requirements for Microsoft Office.
2. Check if any updates or patches are available for Microsoft Office and install them.
3. Ensure that the antivirus software on the computer is not blocking Microsoft Office from starting.
4. Try running Microsoft Office in safe mode to identify if any add-ins are causing the issue.
5. Check if any other applications are conflicting with Microsoft Office and causing it to crash.
6. If Microsoft Office was previously installed on the computer, try uninstalling it completely and then reinstalling it.
7. Check the event viewer for any error messages related to Microsoft Office.
8. Try repairing the Microsoft Office installation through the control panel.
9. Confirm that the license for Microsoft Office is still valid and not expired.

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

1. Disconnect the infected computer from the network to prevent the virus from spreading.
2. Run a full virus scan using updated antivirus software to identify and remove the virus.
3. If the antivirus software is unable to remove the virus, try using a specialized malware removal tool.
4. Check if any important data or files have been compromised by the virus.
5. Restore any infected files from a backup source if possible.
6. Ensure that the antivirus software on the infected computer is up-to-date and properly configured.
7. Check if any other computers on the network have been infected and take appropriate measures to contain the virus.
8. Educate the user on safe computing practices and the importance of keeping antivirus software up-to-date.
9. Advise the user to change all passwords for sensitive accounts that may have been accessed while the system was infected.

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

1. Check if the column width is too narrow, causing the contents of the cell to be hidden.
2. Try adjusting the column width to make the contents of the cell visible.
3. Check if the cell contains a date or time format, which may be causing the issue.
4. If the cell contains a date or time format, try changing the cell format to a general format.
5. Check if the cell contains a formula that is too long or complex, causing the cell contents to be truncated.
6. If the cell contains a formula, try simplifying or shortening the formula to prevent truncation.
7. Check if the user is using a non-standard font that may not be displaying properly.
8. If the issue is occurring in a specific workbook, try copying the contents of the workbook to a new workbook to see if the issue persists.
9. Check if the issue is limited to a specific version of Excel or operating system.
10. If the issue persists, escalate to the IT support team for further investigation and resolution.

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

1. Unpack the router and all included accessories and ensure that all components are present and undamaged.
2. Identify the location where the router will be installed and ensure that it is close to a power source and the modem.
3. Connect the modem to the WAN port on the router using an Ethernet cable.
4. Connect a computer to one of the LAN ports on the router using an Ethernet cable.
5. Power on the router and wait for the indicator lights to stabilize.
6. Open a web browser on the connected computer and navigate to the router's default IP address to access the router configuration page.
7. Configure the router settings, including the network name and password, security settings, and any advanced settings such as port forwarding or VPN.
8. Test the connection by connecting to the wireless network using a smartphone or another wireless device.
9. Confirm that the internet connection is working properly.

**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?**

1. Open the "Disk Defragmenter" tool in Windows 2000 Server.
2. Check if the tool reports that the disk is fragmented.
3. If the tool reports fragmentation, run the disk defragmentation process to consolidate fragmented files and improve disk performance.
4. Monitor the system performance after defragmenting the disk to confirm if the issue has been resolved.
5. Consider scheduling regular disk defragmentation to prevent future performance issues due to fragmentation.
6. If the issue persists, consider other possible causes such as insufficient system resources or hardware failures.
7. Conduct a full system scan using updated antivirus software to ensure that the system is not infected with any malware.
8. Check the system event logs for any error messages or warnings that may indicate hardware failures or other issues.

**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?**

1. Stop using the affected hard disk immediately to prevent overwriting of deleted data.
2. Download and install a reputable data recovery tool such as Recuva or EaseUS Data Recovery Wizard.
3. Use the data recovery tool to scan the affected hard disk for deleted files and attempt to recover them.
4. Save the recovered files to a different location to prevent overwriting of any remaining deleted data.
5. Check the recovered files to ensure they are complete and usable.
6. If necessary, use additional data recovery tools or services to recover any remaining lost data.
7. Once all possible recovery options have been exhausted, inform the user of the outcome and provide any recovered files as appropriate.
8. Implement measures to prevent similar incidents from occurring in the future, such as regular backups and data recovery training for team members.

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

1. s - lists the contents of a directory
2. cd - changes the current working directory
3. pwd - prints the current working directory
4. rm - removes a file
5. cp - copies a file
6. mv - moves a file or directory
7. mkdir - creates a new directory
8. rmdir - removes a directory
9. cat - displays the contents of a file
10. grep - searches for a pattern in a file

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

1. Software installation and configuration: The new computer may need to have various software applications installed and configured to meet the user's needs. This can involve ensuring that the necessary licenses are available, and that the software is properly installed and updated.
2. Network connectivity and security: The new computer may need to be connected to the organization's network, which can involve configuring network settings, installing security software, and ensuring that the computer is properly authenticated and authorized to access the network.
3. Data migration: If the user is replacing an older computer, it may be necessary to transfer data and settings from the old computer to the new one. This can involve backing up data, transferring files and settings, and ensuring that all necessary data is successfully migrated.
4. User training and support: New users may require training and support to ensure they are comfortable using the new computer and the software installed on it. This can involve providing training materials and documentation, as well as providing ongoing technical support as needed.
5. Hardware compatibility and configuration: The new computer may have different hardware components and configurations than the user is used to, which can lead to compatibility issues or other problems. It is important to ensure that all hardware components are properly configured and functioning as intended to avoid issues with performance, stability, or other issues

**11) Current Affairs in Tech: Briefly state  who the following are and what they do/did:**

**a) Elon Musk :**

Elon Musk is a tech entrepreneur and business magnate who is widely recognized for his work in developing innovative technologies in the fields of electric vehicles, space exploration, and renewable energy. He is the founder, CEO, and lead designer of SpaceX, a private space exploration company that is working to make space travel more affordable and accessible. He is also the co-founder and CEO of Tesla, a company that is focused on developing electric cars and other sustainable energy products. In addition to his work with SpaceX and Tesla, Musk has also been involved in a number of other companies and initiatives focused on advancing technology and solving important societal challenges, including OpenAI, Neuralink, and The Boring Company. He has been recognized for his work with numerous awards and accolades, including being named one of Time magazine's 100 most influential people in the world

**b) Michael Dell:**

Michael Dell is an American businessman and entrepreneur who is best known for founding the computer technology company Dell Inc. in 1984, while he was still a student at the University of Texas at Austin. Under Dell's leadership, the company grew rapidly and became one of the world's largest manufacturers of personal computers. In 2004, he stepped down as CEO of Dell Inc., but remained chairman of the board. In 2007, he returned as CEO to oversee the company's efforts to transition from a primarily hardware-focused business to a broader technology solutions provider. In addition to his work with Dell Inc., Dell has also been involved in a number of philanthropic and social causes, including education reform and healthcare initiatives. He has been recognized for his contributions to the technology industry and to society as a whole with numerous awards and honors.

**c) Paul Allen:**

Paul Allen was an American entrepreneur, investor, and philanthropist who co-founded Microsoft Corporation with Bill Gates in 1975. Together, Allen and Gates developed the first commercially successful personal computer software, including the MS-DOS operating system, which became the foundation for Microsoft's early success. Allen left Microsoft in 1983 but remained a major shareholder and continued to be involved in the company's strategic direction. In addition to his work in technology, Allen was also an accomplished musician, owning several professional sports teams, and a philanthropist who donated billions of dollars to various causes including education, health, and the arts. Allen passed away in 2018 due to complications from non-Hodgkin's lymphoma.

**d) Steve Wozniak:**

Steve Wozniak is an American inventor, electronics engineer, and computer programmer who co-founded Apple Inc. with Steve Jobs in 1976. He is credited with designing and developing the first Apple computers, including the Apple I and Apple II, which were instrumental in the personal computer revolution of the 1970s and 1980s. Wozniak is widely regarded as a pioneer in the field of personal computing and has received numerous awards and honours for his contributions to the technology industry. In addition to his work at Apple, Wozniak has been involved in several other technology ventures and philanthropic efforts throughout his career. Today, he continues to be an active voice in the tech industry and is often sought after for his insights on the future of computing and technology.

**e) Sim Shagaya:**

Sim Shagaya is a Nigerian entrepreneur and founder of several successful startups, including e-commerce platform Konga.com and online learning platform E-Preneur.ng. He is known for his contributions to the development of Nigeria's tech industry and for his efforts to promote entrepreneurship and innovation in Africa. Prior to founding Konga.com, Shagaya worked for several prominent tech companies, including Google, where he served as the head of Google's Africa operations. He has received numerous awards and accolades for his work, including being named one of the "100 most influential Africans" by New African magazine in 2014. Today, Shagaya is still active in the tech industry and continues to be a leading voice for entrepreneurship and innovation in Africa.