



# SYSNET – INTERVIEW SIMULATION (Networking + Client Support)

## Level 1 – Networking Fundamentals (10–12 Questions)

1. What is the difference between **DHCP** and **DNS**?
2. Explain **subnet mask**. Why is it needed?
3. What is default gateway?
4. What happens when you type **google.com** in a browser?
5. What is the difference between **public** and **private IP**?
6. What is **NAT**?
7. What is **firewall** and why do we need it?
8. Explain TCP 3-way handshake.
9. What is **ARP**?
10. What is **VPN** and why is it used?

## Level 2 – Troubleshooting Scenarios (Very Important for Sysnet)

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### Scenario 1 – No Internet

A user says the internet is not working. What steps will you follow?

Expected approach:

- Check physical connection → IP configuration → default gateway ping → 8.8.8.8 ping → DNS check → modem/router → escalation.

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### Scenario 2 – IP Conflict

Two users report the same IP address. How do you fix it?

Points:

- Release/renew IP → check DHCP scope → static IP conflict → reconfigure.

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### Scenario 3 – DNS Resolution Failure

User can ping 8.8.8.8 but cannot open websites. What is the issue?

Expected:

- DNS not working → change DNS → check hosts file → flush DNS.

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### Scenario 4 – VPN Not Connecting

VPN shows “Authentication Failed”. Possible reasons?

Points:

- Wrong password → certificate expired → network blocking → firewall → DNS issues.

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### Scenario 5 – Email Not Receiving

A user says they are unable to receive emails. What checks will you do?

Points:

- Mailbox storage → spam → server connectivity → credentials → DNS MX issues.

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## Scenario 6 – High Latency

A user complains Teams/Zoom is lagging. What do you check?

Points:

- Bandwidth → backgLevel downloads → network congestion → WiFi signal → ping tests.

## Level 3 – Security Awareness (Basic)

1. What is phishing?
2. How to identify a suspicious email?
3. What is multi-factor authentication?
4. Why strong passwords are important?
5. What is ransomware?

## Level 4 – Customer Handling (Sysnet values this a lot)

1. How do you handle an angry customer?
2. How do you explain technical concepts in simple language?
3. If a user is stressed due to a security alert, what would you say?
4. Why should we hire you for a customer-support security role?