



SYSNET-STYLE QUESTIONS

Focus: Networking, Troubleshooting, OS, Basic Security, Customer Handling, Real Scenarios

EASY LEVEL (1–15)

Networking Basics, OS Basics, Simple Security

1. What is an IP address?
2. Difference between **IPv4** and **IPv6**.
3. What is a subnet mask?
4. What is a default gateway?
5. What is DNS?
6. What is DHCP?
7. What is NAT?
8. What is the purpose of a firewall?
9. What is the difference between TCP and UDP?
10. What is ping used for?
11. What is a MAC address?
12. What is the use of "ipconfig /all"?
13. What is a VPN?
14. What is phishing?
15. What is two-factor authentication (2FA)?

MEDIUM LEVEL (16–35)

Troubleshooting, OS internals, protocols, mid-level security

16. Why do we use the command **tracert**?
17. What is port 443 used for?
18. What is an SSL certificate?
19. How do you check running services in Windows?
20. How do you check system logs in Windows?
21. What are the common reasons for slow internet?
22. What is packet loss?
23. What is latency?
24. Explain the difference between Hub, Switch & Router.
25. How do you check DNS settings in Windows?
26. What is the purpose of **ipconfig /flushdns**?
27. How do you check active connections on your PC?
28. What is ARP?
29. What is a VLAN?
30. What is the difference between public & private IP addresses?
31. How would you identify if a PC is infected with malware?
32. What is ransomware?
33. What is the OSI model? Explain any 3 layers.
34. What is port forwarding?
35. What is the difference between inbound and outbound traffic?



HARD LEVEL (36–50)

Sysnet Real Scenarios – Troubleshooting, Networking, Customer Handling, Security Issues

36. Scenario – No Internet

User says:

“WiFi is connected but internet is not working.”

What steps will you follow?

37. Scenario – DNS Issue

User can ping **8.8.8.8** but cannot open **google.com**.

What is the issue? How will you fix it?

38. Scenario – IP Conflict

Two systems show the same IP.

What causes this and how to fix it?

39. Scenario – Slow PC

User reports system is extremely slow.

What checks will you perform?

40. Scenario – VPN Failure

VPN connects but disconnects every 5 minutes.

List possible reasons.

41. Scenario – Email Not Receiving

User says they can send emails but cannot receive.

What will you check?

42. Scenario – Browser Redirect

Browser keeps opening unwanted ads & redirect links.

What steps will you take?

43. Scenario – High Latency

User says Zoom/Teams is lagging.

How do you diagnose?

44. Scenario – LAN Not Working

User connects Ethernet cable but gets “Unidentified Network”.

What does this indicate?

45. Scenario – WiFi Authentication Error



User cannot connect to WiFi: *"Incorrect Password"*.
User insists password is correct.
Possible reasons?

46. Scenario – Webpage Not Loading

Certain websites not loading; others load fine.
What could be the issue?

47. Scenario – Firewall Block

A corporate software shows *"Firewall is blocking connection"*.
What steps to fix?

48. Scenario – System Not Booting Properly

PC stuck at black screen during boot.
What initial checks do you do?

49. Scenario – Malware Infection Suspected

User reports:

- frequent pop-ups
- unknown extensions installed
- slow browser

What steps do you follow?

50. Scenario – Customer Handling

A customer is very angry because his email service is down.
How will you calm them and proceed?