48. I have a job but it's only $23 per hour. What do you think?

Answer:
I'd consider the overall package—benefits, growth potential, work environment—before deciding, as pay is just one factor.

---

49. Why did you leave your last job?

Answer:
Either the contract ended or I needed a role offering more advanced challenges. (Adjust to match your situation.)

---

50. What is your role at your current company?

Answer:
I'm an IT Support Specialist responsible for resolving tickets, troubleshooting hardware/software, handling Office 365 admin tasks, and assisting with network issues.

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51. Are you looking for full-time or part-time?

Answer:
Ideally full-time, but if a part-time or contract position offers strong potential for advancement, I'd be open to it.

TECHNICAL Q&A

(Total: 104 items, numbered 1–104 in ascending order)

1.Q: *What is your troubleshooting process?*
A: My troubleshooting process is methodical and user focused. For example, when a client reported a slow PC, I started by asking questions like, 'When did the slowness start?' and 'Are specific applications lagging?' I confirmed it was an isolated workstation issue by checking our RMM dashboard. I then formed theories, such as high CPU usage, insufficient RAM, or malware. Using Task Manager, I found a background process consuming 90% of CPU resources. I resolved the issue by terminating the process, updating the app, and disabling unnecessary

startup programs. I verified the fix by having the user test the PC's performance and monitored it remotely to ensure the issue didn't return. Finally, I documented the steps in our ticketing system and created a knowledge base article for Tier 1 to handle similar cases.This approach not only resolved the issue quickly but also reduced resolution time by 40%, improving the client's productivity

I gather details (logs, user reports), form a hypothesis, systematically test, apply a fix, verify with the user, and document the resolution.
1. **Identify the Problem** (INTENTIFY)

2. **Define the Scope**

3. **Establish a Theory of Probable Cause** (CREATE THEORY)

4. **Test the Theory**

5. **Create and Implement a Solution** (CREATE & IMPLEMENT)

6. **Verify the Solution** (VRIFY)

7. **Document Findings and Prevent Future Issues** (DOCUMENT)

8. **Escalate if Necessary** (ESCALATE)

2.Q: *What is Blue Screen of Death (BSOD)?*
A: The Blue Screen of Death (BSOD) is a critical Windows error screen that appears when the system encounters a critical failure, often due to hardware issues (like faulty RAM), driver conflicts, or corrupted system files. It forces a shutdown to prevent further damage and displays an error code (e.g., IRQL_NOT_LESS_OR_EQUAL) for diagnosis. Troubleshooting typically involves checking recent changes, updating drivers, running diagnostics (e.g., chkdsk), or restoring the system.

A critical Windows stop error caused by hardware or driver failures. It forces a system halt to prevent damage, often providing an error code for diagnostics.

3.Q: *What is Safe Mode in Windows, how do you get to it, and what is it used for?*
A: Safe Mode in Windows is a diagnostic startup mode that loads only essential drivers and services to troubleshoot system issues. To access it, restart the computer and press F8 (or Shift + F8 for newer versions) during boot, or use the recovery options in Settings. It's used for

diagnosing problems like driver conflicts, malware infections, or software errors by allowing you to isolate issues without unnecessary processes running

- Restart your computer and press **F8** (or **Shift + F8**) before Windows starts.
- Alternatively, go to **Settings > Update & Security > Recovery > Advanced startup > Restart now** and select **Troubleshoot > Advanced options > Startup Settings > Restart**.
- Safe Mode boots Windows with minimal drivers. On Windows 10/11, access it via Shift + Restart → Troubleshoot → Advanced Options → Startup Settings. It's for isolating software/driver conflicts.

4.Q: *How do you upgrade Windows OS version (e.g., from 10 to 11)?*
A: To upgrade Windows OS from version 10 to 11:

1. Check Compatibility: Ensure your device meets the system requirements for Windows 11.

2. Backup Data: Backup your important files to avoid data loss.

3. Download the Upgrade: Go to the Microsoft website and download the Windows 11 Installation Assistant.

4. Run the Installer: Open the Installation Assistant and follow the on-screen instructions to complete the upgrade.

Check hardware compatibility, back up data, then use Windows Update or official installation media. I often test on a single machine before organization-wide deployment.

Sure! Here's your rewritten version:

To upgrade from Windows 10 to Windows 11, make sure you're choosing the correct version—if you have Windows 10 Home, you'll need to update to Windows 11 Home, and if you're using Windows 10 Pro, you should update to Windows 11 Pro. Before starting the upgrade, it's important to check the system requirements. The minimum requirements for Windows 11 are:

A TPM chip version 2.0

At least 4 GB of RAM

A minimum of 64 GB of storage.

You can download app from microsoft called PC health check up app when run it shows green check mark

* Back up your data

* Check all the apps which are in computer and make sure you can install all those apps back on the computer

* Make sure windows computer should be uptodate

Download windows 11 from site

donwload windows 11 disk image (ISO) for x64 devices

go to the donwloaded file and right click and mount

and double click on set up and then yes and next

**********If hardware does not support*********

regedit>LocalMachine>System>setup>MoSetup right click and go to new>DWORD(32-bit) value

Then AllowUpgradesWithUnsupportedTPMOrCPU

then right click on and go to modify and change value data to 1 and hexadecimal

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5.Q: *What is PC imaging? How do you boot from the network to install PC imaging?*

A: PC Imaging is the process of creating a standardized image of a computer's operating system, applications, and settings, and then deploying that image to multiple computers. This ensures consistency and saves time when setting up new machines or restoring systems.

How to Boot from the Network to Install PC Imaging

1. Prepare the Network Boot Environment:
    - Set up a server with network boot services (e.g., Windows Deployment Services or a PXE server).
    - Ensure the image file is available on the server.
2. Configure the Client Computer:
    - Access the BIOS/UEFI settings on the client computer.
    - Enable network boot (PXE boot) and set it as the first boot option.
3. Boot from the Network:
    - Restart the client computer.
    - It will attempt to boot from the network and connect to the server.

- Follow the on-screen instructions to select and deploy the desired image.

This process allows you to efficiently install or restore the operating system and applications on multiple computers over the network.

Imaging involves deploying a standardized OS image. Network-boot (PXE) is enabled in BIOS/UEFI; the device connects to a WDS or MDT (microsoft deployment toolkit) server to pull down the image.

6.Q: *You receive a trouble ticket that states: "My printer is not working properly. It prints out weird pattern on paper. Please assist." How do you fix it?*

A: Check if the correct driver is installed, verify toner/ink isn’t faulty, try cleaning/firmware update. If the test page or different PC produces the same error, it might be hardware/firmware related.

7.

Q: *You've received a trouble ticket that monitor is not working; what is the first thing you should do?*
A: Verify the physical connections (power, video cable). Then test the monitor on another PC or use another monitor on this PC to isolate if it's the monitor or the video card/system.

8.

Q: *If you have a fresh new PC and need to join it to the domain, what do you do?*
A: First ensure network connectivity and verify that the DNS settings are correctly pointing to the domain controller. Then, go to System Properties by right-clicking on "This PC" and selecting Properties or using sysdm.cpl in the Run dialog. Navigate to the Computer Name(to make it unique in the domain) tab, click Change, select Domain, enter the domain name, and provide domain administrator credentials when prompted. Finally, restart the PC to complete the process and apply the changes.

9.

Q: *How do you upgrade Outlook version to new version?*
A: If using Microsoft 365, it updates automatically. For standalone versions, install the new version via Office installer or Windows Update. Confirm add-in compatibility beforehand.

10.Q: *How do you manage Windows Updates?*
A: Via WSUS or an RMM (Remote Monitoring and Management) platform. We stage updates, test critical patches on pilot machines, then approve them for all to reduce disruption.

11.Q: *If someone says his/her sound is not working on PC, what would you do?*
A: Check volume settings, ensure the correct playback device, verify drivers are up to date, and confirm no physical cable issues.

12.Q: *What is a docking station? Why is it important?*
A: A docking station allows a laptop to connect quickly to multiple peripherals (monitors, keyboard, mouse, Ethernet). It's crucial for productivity, turning a laptop into a full desktop setup.

13.Q: *User has 2 monitors, but both show the same content. How do you change settings, so each monitor is separate?*
A: In Display Settings, select "Extend these displays" instead of "Duplicate." Adjust resolution or arrangement if needed.

14.Q: *What do you understand by Cache memory? What is the advantage of a processor having more cache memory?*
A: Cache is high-speed CPU memory storing frequently used data. More cache reduces latency and improves overall performance.

15.Q: *What do you do if you identify a user's PC is infected with Ransomware?*
A: Isolate it from the network immediately, notify security teams, then follow incident response protocols—often restoring from a secure backup.

16.Q: *If a user's PC hard drive is full and you can't delete files, what do you do?*
A: Move large files to OneDrive or a shared network drive or upgrade the disk if absolutely necessary.

17.Q: *As soon as you power on the computer, you hear a beep. What does that beep mean?*
A: A POST code (Power-On Self-Test code) is a diagnostic code output by a computer's BIOS or UEFI firmware during the initial boot process. When a computer is powered on, it performs a series of hardware checks to ensure that all essential components (such as RAM, CPU, GPU, and storage) are functioning correctly. These tests are collectively known as the Power-On Self-Test (POST).
It's the POST (Power-On Self-Test code) beep code. A single short beep often signals everything is OK. Multiple or patterned beeps indicate specific hardware errors (e.g., RAM issue).

18.Q: *What are repeated problems faced by the customer or your users?*
A: Commonly slow PCs, Outlook sync issues, password resets, connectivity/slow internet problems, and printer errors.

19.Q: *What is OST file?*
A: OST (Offline Storage Table) is a local copy of Exchange data for Outlook, allowing offline access and syncing changes when reconnected.

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20. Q: *What is a .PST file?*
A: PST (Personal Storage Table) is an Outlook data file used for local storage of email, contacts, and calendar items, separate from an Exchange server. PST files are commonly used to back up or archive Outlook data and can be transferred from one user to another by copying the file to a different computer and importing it into Outlook through the File > Open & Export > Import/Export option. This allows users to access their emails and other Outlook data on a new system.

21.Q: *How will you know if an OST file is corrupted? What happens if you delete OST file?*
A: Outlook may show sync errors or crash frequently. Deleting the OST file forces Outlook to recreate it from the server upon next launch, usually resolving corruption unless the server data is also corrupted

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22.Q: *Where is it (OST file) located? What would you do if an employee leaves the company or terminates?*
A: Typically at `C:\Users\<Username>\AppData\Local\Microsoft\Outlook`. When employees leave, we usually archive/export their mailbox and disable their account.

23.Q: *If someone says their PC is running slow, what would you do?*
A: Check Task Manager for CPU/memory usage, run malware scans, clear temp files, and ensure OS/drivers are updated. Also consider hardware upgrades if needed.

24.Q: *What is VDI?*
A: Virtual Desktop Infrastructure, where desktops are hosted on centralized servers and delivered to end-users over a network.

25.Q: *What is Cloud PC?*
A: A Windows desktop hosted in the cloud (e.g., Windows 365/Azure Virtual Desktop), allowing remote access to a persistent virtual environment from anywhere.

26.Q: *How do you image PC from cloud? Are you experienced with Windows autopilot?*
A: Windows Autopilot allows devices to pull their configuration/image from the cloud on first boot. I've tested it for streamlined provisioning and management.

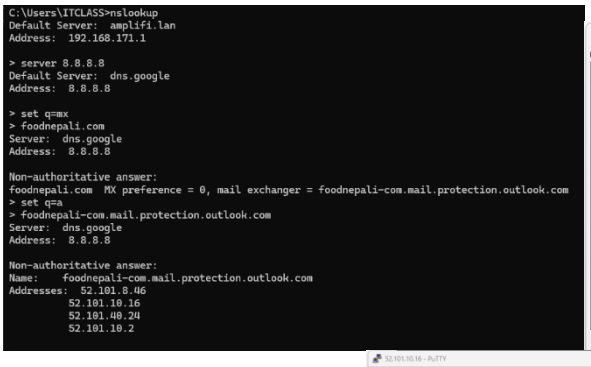
27.Q: *What would you do if a PC CPU is 100% used all the time?*
A: Open Task Manager to identify resource-heavy processes, update or remove the offending software, and check for malware or hardware issues.

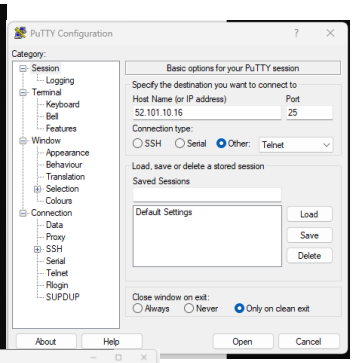
28.Q: *What would you do if the user says his/her files are missing?*
A: Check Recycle Bin, OneDrive backups, or server backups. If needed, use file-recovery tools if the data isn't retrievable from backups.

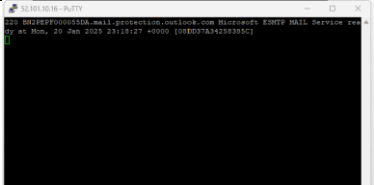
29.Q: *How do you test SMTP port whether it's working or not?*
A: Often using telnet or PuTTY to connect to port 25 (or relevant SMTP port). If I get a successful handshake, the port is open.

Open cmd prompt

- Nslookup
- server outside of my network 8.8.8.8
- set Q=mx domain.com (this will output the mx record for the exchange server)
- set q=a (mx record) the output from the previous command (this will provide the exchange server ip address)
- take this ip addres and open telnet







- Use that ip and set the port to 25 and select other /telnet
- It should show the 220 message that means the port 25 is healthy and working

---

30.vvvvvvvv important please ratantam

Q: *A domain is what? A forest is what?*
A: A domain is a network of objects (users, computers) sharing a security database. A forest is the top-level container in Active Directory holding one or more domains with a shared schema and global catalog.

31.Q: *VDI is what, and how does virtualization help?*
A: VDI is Virtual Desktop Infrastructure. Virtualization allows multiple OS or apps to run on one physical machine, saving space, cost, and resources.

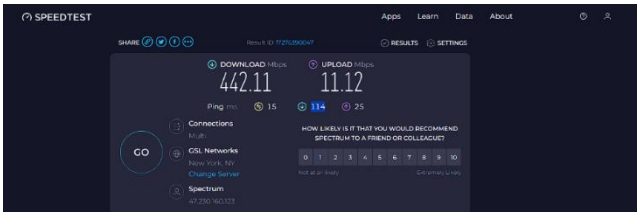
32.Q: *How do you prioritize your tasks (technical context)?*
A: I follow SLA guidelines—critical system outages come first, followed by issues with large user impact, then routine tasks. I document everything in the ticketing system for clarity.

---

33. Q: *What is bandwidth? Jitter? Latency? Packet loss?*
A: **Bandwidth:** Data transfer rate over a network in a given time. (Megabits per second)

- **Jitter:** Variation in packet arrival times. (millisecond
- **Latency:** The time a packet takes to travel from source to destination. (millisecond)

- **Packet loss:** Data packets failing to reach their destination.



- To test bandwidth /jitter/latency
- Go to speedtest.net
- Bandwidth (bandwidth download 441.11, bandwidth upload 11.12) Megabits per second
- Latency is 15 MS millisecond (ping)
- Jitter (download jitter is 114millisecond, upload jitter is 25millisecond)
- Packet loss
  One way is pathping this will show the packet loss at each hop.

Jitter Thresholds and Acceptable Levels:

Jitter Range	Performance Impact	Suitable For
0-30 ms	Excellent, minimal variation	VoIP, video calls, gaming
30-50 ms	Acceptable, slight delays	Streaming, web browsing
50-100 ms	Noticeable delays, performance issues	Basic browsing, downloads
100+ ms	High jitter, severe disruptions	Poor performance overall

2. Using Pathping (Windows Only)

`pathping` is a combination of `ping` and `tracert`, showing packet loss at each hop.

Steps:

1. Open Command Prompt as Administrator.
2. Run the command:

```
pathping 8.8.8.8
```

3. Wait for the test to complete (may take a few minutes).
4. Review the results. If you see a percentage of lost packets at any hop, it indicates packet loss at that point.

Example Output:

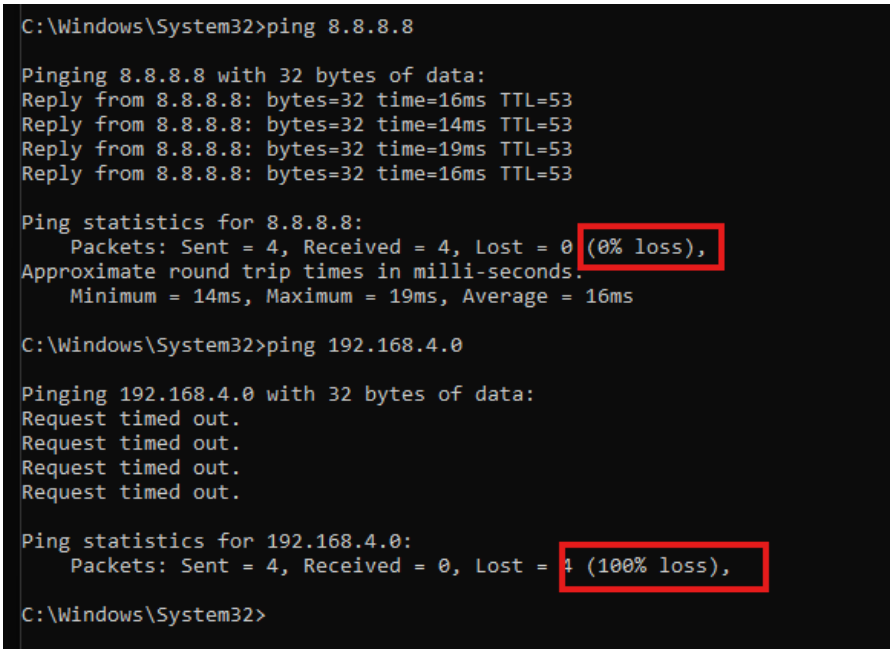
```
Computing statistics for 50 seconds...
Source to Here   This Node/Link
0  192.168.1.1      0/ 100 =  0%  |
1  10.10.10.1       5/ 100 =  5%  |  <-- Packet loss at this hop
```

How to Interpret Packet Loss Results

- **0% loss:** No issues, network is healthy.
- **1-5% loss:** Minor issues, may cause intermittent problems.
- **5-10% loss:** Moderate issues, noticeable performance degradation.
- **10%+ loss:** Severe issues, likely impacting network usage.

- Other way to determine packet loss is ping
- By default, it will ping 4 times but we can extend the time length to determine packet loss over an extended period of time
- Ping -n 10 8.8.8.8 (the number 10 before the ip is the amount of time it will ping)

- At the end of the search we can see the % of loss



34. Q: *What is NAT (Network Address Translation)?*
A: NAT translates private (internal) IP addresses to a public IP address for internet communication and vice versa.

35.Q: *If you get tickets from top customers and the CEO at the same time, which do you prioritize? (technical aspect for triage)*
A: I evaluate the severity/impact. If both are mission critical, I might delegate one to a teammate or handle the quickest fix first while keeping both informed.

36.Q: *What do you need for internet at home?*
A: ISP subscription, a modem, a router, proper cables, and a device (e.g., computer, phone) to access it.

- **37.Q:** *Hub vs Switch vs Router—differences?*
  A: **Hub:** Layer 1, broadcasts data to all ports.
- **Switch:** Layer 2, sends data only to destination MAC.
- **Router:** Layer 3, routes data between different IP networks.

38.Q: *What is Active Directory?*
A: Active Directory (AD) is a directory service developed by Microsoft that provides centralized authentication, authorization, and resource management in a Windows domain network. It allows administrators to manage users, computers, groups, security policies, and other resources within an organization efficiently.

---

39. Q: *What is a Default Gateway?*
A: The router that sends traffic from a local network to other networks (often the internet).

---

40. Q: *What is a Domain?*
A: A logical grouping in Active Directory containing users, computers, and resources under a common security database and policies.

---

41. Q: *How do you explain Active Directory for a non-technical person?*
A: "It's like an airport check-in system."

When you check in, the system verifies your ticket, identity, and baggage before letting you onto the plane. Active Directory checks your login, assigns permissions, and ensures you access only what you're allowed to.

It's like a security office that checks who you are and what you can access whenever you log into your work computer.

42.Q: *How do you differentiate DHCP and DNS?*
A: DHCP: Assigns IP addresses automatically. **DNS**: Resolves domain names to IP addresses so you don't have to memorize numbers.

43.Q: *What is a Group Policy?*
A: A Windows feature that enforces specific settings or security configurations across users/computers in a domain environment.

44.Q: *What is VPN?*
A: A Virtual Private Network that encrypts data and tunnels traffic securely over a public network, allowing remote access to internal resources.

45.Q: *What was your most challenging task faced by you in your previous job? (Technical version)*
A: Implementing a multi-site VPN or zero-downtime server migration. Required coordinated downtime windows, thorough planning, and multiple vendor interactions.

46.Q: *How would you change folder permissions?*
A: Right-click folder → Properties → Security tab → Edit. Then set the rights (Read, Write, Modify, etc.) for the appropriate user/group.

47.Q: *Which ticketing system do you use?*
A: Currently Freshdesk. I also experimented with ServiceNow in a pilot project.

---

48. Q: *If you get ticket from top customer and CEO at the same time, what will you do? (technical perspective)*
A: Evaluate severity. If one is truly business-critical, do that first. If both are urgent, escalate or coordinate with a teammate to handle them in parallel.

49.Q: *What are the things required to get an internet connection at home?*
A: (Duplicate in technical context) ISP subscription, modem, router, cables, and a device that connects.

50.Q: *Are technical skills or customer service more important for a help desk? (Technical viewpoint)*

A: Both. You need technical proficiency to fix issues and strong communication to guide users effectively.

51.Q: *Are you aware of the latest Computer Processors?*
A: The major and popular CPU manufacturers currently are INTEL (14 gen processors i5,i7,i9 etc), AMD (AMD Ryzen series) and APPLE (m1,m2,m3,m4) on the consumer side on the SERVER / AI side the major player is NVIDIA (***Grace CPU***/ Blackwell)

52.Q: *What is an IP Address and how to find it?*
A: A unique identifier for a device on a network. On Windows, run `ipconfig` in Command Prompt to see it.

53.Q: *Differentiate between MAC address and IP address.*
A: MAC is hardware-level (Layer 2), unique to each network card. IP is logical (Layer 3), assigned by DHCP or statically for routing.

54.Q: *What are some commonly used LAN Cables?*
A: Cat5e (1 Gbps), Cat6 (up to 10 Gbps for short runs), Cat6a, and Cat7 with better shielding.

55.Q: *How would you recover data from Virus infected computer?*

Recovering data from a virus-infected computer can be a delicate process. Here are some steps you can follow:

1. **Disconnect from the Internet**: This prevents the virus from spreading or communicating with other systems.
2. **Run Antivirus Software**: Use a reputable antivirus program to scan and remove the virus. Ensure your antivirus software is up-to-date.
3. **Boot in Safe Mode**: Restart your computer in Safe Mode to prevent the virus from running. This can make it easier to remove the virus and recover data.
4. **Use Data Recovery Software**: After removing the virus, use data recovery software like Disk Drill, Recuva, or Wondershare Recoverit to recover lost or deleted files[1][2].
5. **Check Backups**: If you have backups, restore your data from them. This is often the safest and most reliable method.
6. **Seek Professional Help**: If the infection is severe and you cannot recover the data yourself, consider consulting a professional data recovery service.
   A: Isolate from network, run antivirus or rescue disk, back up important data if safe, and potentially reformat or re-image if necessary.

56.Q: *What is ping?*
A: A command to test connectivity and measure round-trip time (RTT) between two devices, checking if the remote host is reachable.

57.Q: *How does DHCP server work?*
A: It follows DORA: Discovery, Offer, Request, Acknowledge. Clients broadcast requests, the server offers an IP, client requests it, server confirms.

58.Q: *(Repeated) What is Blue Screen of Death (BSOD)?*
A: A Windows stop error triggered by critical system or driver faults, halting the OS to prevent damage.

59.Q: *How many tickets did you solve in a day?*
A: Typically 12–15, but some are quick, while others are multi-hour or multi-day investigations.

60.Q: *How do you manage your work time? (Technical tasks approach)*
A: I keep a prioritized list in our ticketing system, tackle the most severe or SLA-urgent tasks first, and schedule maintenance or less critical tasks accordingly.

61.Q: *What is OST file?*
A: (Duplicate in purely technical context) Offline Storage Table for Outlook, storing mailbox data locally for offline work.

62.Q: *What is a PST file?*
A: A personal Outlook data file storing emails, contacts, etc. locally, not necessarily tied to Exchange.

63.Q: *How will you know if OST file is corrupted?*
A: Outlook may give sync errors or crash frequently. ***The scanpst.exe*** tool can detect/fix corruption.

The **SCANPST.EXE** tool, also known as the **Inbox Repair Tool**, is included with Microsoft Outlook and is used to repair corrupted Outlook **PST (Personal Storage Table)** and **OST (Offline Storage Table)** files. The location of **SCANPST.EXE** depends on the version of Outlook installed on your computer.

Default Locations of SCANPST.EXE by Outlook Version

For Outlook 365 / 2021 / 2019 / 2016 (64-bit):

makefile Copy Edit

```
C:\Program Files\Microsoft Office\root\Office16\SCANPST.EXE
```

For Outlook 365 / 2021 / 2019 / 2016 (32-bit):

java Copy Edit

```
C:\Program Files (x86)\Microsoft Office\root\Office16\SCANPST.EXE
```

64.Q: *Where is the OST file located?*
A: Usually `C:\Users\<username>\AppData\Local\Microsoft\Outlook`. For a departing employee, we might archive or export the mailbox data.

65.Q: *What is Safe Mode in Windows means, how do you get to it, and what is it used for? (Duplicate purely technical)*
A: Safe Mode starts with minimal drivers. Access by Shift+Restart → Troubleshoot → Advanced Options → Startup Settings. Used to diagnose driver or software conflicts.

66.Q: *What is your troubleshooting process?*
A: (Duplicate purely technical) Gather info, isolate possible causes, implement a solution, verify, and document. If stuck, escalate or consult logs and colleagues.

67.Q: *How do you difference HUB, Switch, and Router?*
A: (Duplicate purely technical) Hub = Layer 1 broadcast, Switch = Layer 2 MAC-based forwarding, Router = Layer 3 IP-based routing.

68.Q: *What do you understand by Cache memory? What is the advantage of a processor having more cache memory?*
A: (Duplicate purely technical) Cache is a small, fast memory. More cache improves CPU performance by reducing data fetch times from RAM.

69.Q: *Which ticketing system do you use?*
A: (Duplicate question) Freshdesk, with some ServiceNow pilot experience.

70.Q: *You receive a trouble ticket that states: "My printer is not working properly. It prints out weird patterns..."*
A: (Duplicate) Typically a driver or hardware problem. Reinstall drivers, update firmware, or test a new cartridge/toner.

71.Q: *If you get ticket from top customer and CEO at the same time, what will you do? (purely technical triage)*
A: (Duplicate) Assess severity or business impact. If both are equally critical, escalate one or split tasks so both are handled promptly.

72.Q: *Are you aware of the latest Computer Processors?*
A: (Duplicate purely technical) Yes. Intel's 13th/14th Gen and AMD Ryzen 7000 series, focusing on improved IPC and efficiency cores.

73.Q: *What is an IP Address, and how to find it?*
A: (Duplicate purely technical) A unique network identifier. On Windows, run `ipconfig` in CMD to see your IP.

74.Q: *Differentiate between MAC address and IP address (purely technical).*
A: MAC = physical (Layer 2) identifier. IP = logical (Layer 3) address assigned by DHCP or static configuration for routing.

75.Q: *What are some commonly used LAN cables? (purely technical)*
A: (Duplicate) Cat5e (1 Gbps), Cat6 (10 Gbps short distances), Cat6a, Cat7 for higher performance and shielding.

76.Q: *How would you recover data from a virus-infected computer?*
A: (Duplicate purely technical) Isolate it, run anti-malware scans, back up data if verified clean, then reformat or re-image as needed.

77.Q: ***What is ping command and its use?***
A: Sends ICMP echo requests to check connectivity and measure latency. Helps identify if a host is reachable or if there's packet loss.

78.Q: *How does DHCP server work?*
A: (Duplicate) Via DORA: client broadcasts a Discovery, server Offers an address, client Requests, server Acknowledges.

79.Q: *Is customer service important in a technical role?*
A: Yes. Even brilliant technical solutions require user-friendly communication and empathy to foster trust.

80.Q: *How many tickets did you solve in a day? (purely technical metrics)*
A: (Duplicate) Around 12–15 on average, depending on complexity.

81.Q: *What is the Blue Screen of Death (BSOD)?*
A: (Triplicate question) Critical error halting Windows due to driver or hardware failures.

82.Q: *How do you manage your work time? (Technical tasks)*
A: (Duplicate) Ticket queue, SLA-based priorities, and clear logging of escalations or next steps.

83.Q: *Basic problems faced by the customer? (Technical angle)*
A: Slow PCs, password resets, network drops, Outlook errors, printer issues—common IT headaches.

84.Q: *How will you know if OST file is corrupted? (purely technical)*
A: Frequent sync errors, Outlook crashes, or data mismatch. The Inbox Repair Tool can diagnose it.

85.Q: *Where is the OST file located? (purely technical)*
A: `C:\Users\<Username>\AppData\Local\Microsoft\Outlook` by default. We often export mail if an employee departs.

86.Q*: (Wrap-up) If you didn't know how to resolve an issue, what would you do from a technical standpoint?*
A: Attempt to replicate in a lab, consult official documentation, ask senior engineers, or escalate to the vendor if needed.

Technical Questions and Answers

. What is your troubleshooting process?

Answer:
I gather info (error messages, user descriptions), form hypotheses, test systematically, apply a fix, verify with the user, then document the solution.

---

2. What is Blue Screen of Death (BSOD)?

Answer:
A Windows stop error caused by critical driver or hardware failures. The system halts to prevent damage and displays an error code for troubleshooting.

---

3. What is Safe Mode in Windows, how do you get to it, and what is it used for?

Answer:
Safe Mode boots with minimal drivers/services. In Windows 10/11, you can access it by Shift+Restart → Troubleshoot → Advanced Options → Startup Settings. It's used to diagnose driver/software conflicts.

---

4. How do you upgrade Windows OS version (e.g., from 10 to 11)?

Answer:
Check compatibility, back up data, then proceed via Windows Update or official installation media. I often test on a pilot machine before broad rollout.

---

5. What is PC imaging? How do you boot from the network to install PC imaging?

Answer:
PC imaging deploys a standardized OS image across multiple machines. To network-boot (PXE), enable it in the BIOS, then connect to a deployment server (e.g., WDS or MDT) to apply the image.

---

6. If a printer prints out weird patterns, how do you fix it?

Answer:
Check ink/toner levels, reinstall or update drivers, run printer self-tests, and ensure you're using the correct driver. Firmware issues or hardware faults may also cause pattern errors.

---

7. If a monitor is not working, what is the first thing you should do?

Answer:
Verify power and cable connections, then test the monitor on another PC or vice versa to rule out hardware vs. software issues.

---

8. If you have a fresh new PC and need to join it to the domain, what do you do?

Answer:
Ensure network connectivity, then go to System Properties → Computer Name → Change → enter domain credentials.

---

9. How do you upgrade Outlook to a new version?

Answer:
If you have a Microsoft 365 subscription, it updates automatically. Otherwise, run the standalone installer or use Windows Update. Confirm add-in compatibility beforehand.

---

10. How do you manage Windows Updates?

Answer:
Using WSUS or an RMM tool at the MSP level. We schedule and test patches for high-impact scenarios, then approve updates in stages to minimize disruption.

---

11. If someone's sound is not working, what do you do?

Answer:
Check volume levels, ensure correct playback device, verify cables or headphones, update drivers, and scan for any OS-level audio conflicts.

---

12. What is a docking station, and why is it important?

Answer:
It's a hub allowing a laptop to connect quickly to monitors, LAN, peripherals. It improves productivity for employees moving between desks and mobile use.

---

13. How do you enable two monitors to show separate content instead of duplicating?

Answer:
In Display Settings, select “Extend these displays.” Arrange orientation if needed and apply.

---

14. What is cache memory, and what is the advantage of a processor having more of it?

Answer:
Cache is high-speed memory in the CPU storing frequently used instructions. More cache reduces fetch times and speeds up performance.

---

15. What do you do if you identify a user’s PC is infected with ransomware?

Answer:
Immediately isolate it from the network, alert the security team, and follow incident-response protocols (restore from known good backups, etc.).

---

16. If a user’s PC hard drive is full and you can’t delete files, what do you do?

Answer:
Offload data to OneDrive or a network share, archive older data, or upgrade the storage if necessary.

---

17. What does the POST beep code mean on boot-up?

Answer:
It indicates Power-On Self-Test results. A single beep often means normal startup; multiple beeps can signal hardware errors (RAM, GPU, etc.).

---

18. What are the repeated problems your customers face?

Answer:
Common issues include PC slowness, password resets, Outlook sync errors, printer malfunctions, and basic connectivity problems.

---

19. What is an OST file?

Answer:
Offline Storage Table for Outlook with Exchange accounts. It lets users work offline and sync changes once reconnected.

---

20. What is a PST file?

Answer:
Personal Storage Table used by Outlook to store emails, contacts, calendar items locally, independent of an Exchange server.

---

21. How do you know if an OST file is corrupted?

Answer:
Outlook may fail to open, stop syncing, or show repeated error messages. Running scanpst.exe can detect and fix some corruption.

---

22. Where is the OST file located, and what do you do if an employee leaves?

Answer:
Typically at `C:\Users\<username>\AppData\Local\Microsoft\Outlook`. If they leave, I archive or export their mailbox before disabling the account.

---

23. If a PC is running slow, what do you do?

Answer:
Check Task Manager for high CPU/RAM usage, scan for malware, clear temp files, and ensure OS and drivers are updated.

---

24. What is VDI?

Answer:
Virtual Desktop Infrastructure: user desktops are hosted on virtual machines in a central data center, accessible remotely.

---

25. What is Cloud PC?

Answer:
A Windows desktop hosted entirely in the cloud (e.g., Azure Virtual Desktop or Windows 365), allowing remote access from almost anywhere.

---

26. How do you image a PC from the cloud? Are you experienced with Windows Autopilot?

Answer:
With Windows Autopilot or similar MDM solutions, the PC contacts the cloud service on first boot to pull down a custom image or configuration. Yes, I've tested Autopilot to streamline provisioning.

---

27. What if a PC's CPU is at 100% usage all the time?

Answer:
Open Task Manager to see which process is hogging resources, update or remove that software if necessary, and scan for malware.

---

28. What if a user says their files are missing?

Answer:
Check the Recycle Bin, backups, or OneDrive version history. If needed, use file recovery tools or restore from server backups.

---

29. What's the first step if a trouble ticket says the printer is printing weird patterns?

Answer:
Check driver correctness and possibly reinstall it. Then verify cartridge/toner status, run any internal printer diagnostic, and confirm correct print settings.

---

30. If you get tickets from a top customer and the CEO at the same time, what do you do?

Answer:
Assess urgency and impact. If both are critical, I'd escalate one to a colleague. Otherwise, handle the most business-critical first while keeping both parties informed.

---

31. What do you need to get an internet connection at home?

Answer:
An ISP subscription, modem, router, proper cables, and a device (PC, laptop, etc.) to connect.

---

32. How do you differentiate a Hub, Switch, and Router?

Answer:

- **Hub:** Layer 1 device, broadcasts data to all ports.
- **Switch:** Layer 2 device, forwards data to the specific MAC address.
- **Router:** Layer 3 device, routes data between different networks using IP addresses.

---

33. What is Active Directory?

Answer:
Microsoft's directory service that manages domain users, groups, and resources, providing centralized authentication and policy enforcement.

---

34. What is a Default Gateway?

Answer:
A router that connects the local network to external networks, typically the internet.

---

35. What is a Domain?

Answer:
A collection of networked objects (users, computers, etc.) under centralized administration (e.g., via Active Directory).

---

36. How do you explain Active Directory to a non-technical person?

Answer:
It’s like a digital security office controlling who can log into company computers and what resources they can access.

---

37. How do you differentiate DHCP and DNS?

Answer:

- **DHCP** automatically assigns IP addresses to devices.
- **DNS** translates domain names into IP addresses so browsers can find the right server.

---

38. What is Group Policy?

Answer:
A Windows feature for centrally managing user and computer settings in a domain (e.g., password policies, desktop restrictions).

---

39. What is a VPN?

Answer:
A Virtual Private Network creates a secure, encrypted tunnel over the internet for remote access to a private network.

---

40. How do you change folder permissions?

Answer:
Right-click the folder → Properties → Security tab → Edit. Then add or remove users and assign the desired permissions (e.g., Read, Write, Full Control).

---

41. Which ticketing system do you use?

Answer:
I primarily use Freshdesk at my MSP, and I've had some exposure to ServiceNow in a pilot phase.

---

42. Are you aware of the latest computer processors?

Answer:
Yes, I keep track of Intel's 13th/14th Gen and AMD's Ryzen series for performance gains, core counts, and power efficiency.

---

43. What is an IP address, and how do you find it?

Answer:
An IP address uniquely identifies a device on a network. On Windows, type `ipconfig` in Command Prompt to see your IP.

---

44. What's the difference between a MAC address and an IP address?

Answer:
A MAC is a hardware-level (Layer 2) identifier unique to each network adapter. An IP is a logical (Layer 3) address assigned by the network (DHCP or static) for routing.

---

45. What are some commonly used LAN cables?

Answer:
Cat5e (up to 1 Gbps), Cat6 (up to 10 Gbps for short distances), Cat6a, and Cat7 (better shielding and performance).

---

46. How do you recover data from a virus-infected computer?

Answer:
Isolate the machine from the network, run antivirus scans or rescue disks, and back up crucial data if clean. Reinstall or restore from backups if necessary.

---

47. What is ping (or the ping command), and its use?

Answer:
Ping checks connectivity between two devices by sending ICMP echo requests, measuring round-trip time, and detecting packet loss.

---

48. How does a DHCP server work?

Answer:
It follows the DORA process (Discovery, Offer, Request, Acknowledge) to automatically assign IP addresses and network settings to clients.

---

49. Is customer service important in a technical role?

Answer:
Absolutely. Even if you have all the right technical solutions, users need clear communication and empathy to feel confident in the support they receive.

---

50. How many tickets did you solve in a day?

Answer:
Typically 12–15 on average, though complexity can vary. Some issues might take minutes; others can be multi-hour investigations.

---

51. What are the basic problems faced by customers?

Answer:
Common ones include password resets, slow PCs, printer malfunctions, email or Outlook issues, and basic network connectivity errors.

---

52. (Repeated) What is the Blue Screen of Death (BSOD)?

Answer:
(It's the same as #2 in this list.) A critical Windows stop error caused by driver or hardware issues, requiring a reboot and further investigation.

---

53. How do you manage your work time from a technical perspective?

Answer:
I use a ticketing system with clear SLAs, prioritize high-severity issues first, and keep tabs on escalations or unresolved tickets to ensure nothing slips.

---

54. If you get ticket requests from both a top customer and the CEO at once, how do you handle it?

Answer:
Similar to #30. I assess urgency/impact. If equally critical, I escalate one to a colleague; if not, I tackle the most pressing and keep both updated.

---

55. When can you start imaging or reformatting a machine?

Answer:
Only after confirming data backups. Then I apply the standard image (via PXE or Autopilot) or reformat, ensuring user data is safe.

Technical - Network related

Here are the answers to each of the questions:

1. **Private vs Public IP Addresses**:
    - **Public IP addresses** are globally unique and can be accessed over the internet.
    - **Private IP addresses** are used within local networks and are not routed over the internet.

      A-> 1.0.0.0 – 127.255.255.255 used for large network

B-> 128.0.0.0 – 191.255.255.255 used for medium size networks

C-> 192.0.0.0 – 223.255.255.255 used for small network and support up to 254 host

2. **Ping Command**:
    - The ping command is used to check the connectivity between two network devices by sending ICMP (Internet Control Message Protocol) Echo Request packets and receiving Echo Reply packets.
3. **Netstat Command**:
    - netstat is used to display network connections, routing tables, interface statistics, and other network-related information.
4. **HUB, Switch, and Router**:
    - **Hub**: A basic networking device that broadcasts data to all connected devices.
    - **Switch**: A smarter device that forwards data to the correct device by learning the MAC addresses of connected devices.
    - **Router**: A device that routes data between different networks (e.g., between LAN and the internet).
5. **Default Gateway**:
    - A **Default Gateway** is the ip address of the router that provides the path to the internet.
6. **Domain**:
    - A **Domain** is a group of devices, like computers and servers that share the same network name and are managed by a central system, like Active Directory.
7. **Wireless Router vs WAP**:
    - **Wireless Router**: A device that routes traffic between networks and provides Wi-Fi capabilities.
    - **WAP (Wireless Access Point)**: A device that provides wireless network access to clients but doesn't route traffic between networks.
    - **Wireless Router:** Combines the functions of a router and a wireless access point. It routes data between networks and provides wireless connectivity.
    - **Wireless Access Point (WAP):** Extends the wireless coverage of an existing network without routing capabilities. It connects to a router or switch to provide wireless access
8. **DNS (Domain Name System)**:

- DNS is a system that translates human-readable domain names (like www.example.com) into IP addresses that computers can understand.

9. **NAT (Network Address Translation)**:
    - NAT is a process where a router or firewall translates private IP addresses into a single public IP address for accessing the internet.
10. **DMZ (Demilitarized Zone)**:
    - It is a small, isolated network segment within a large network. It often hosts public-facing services like web servers. It adds an additional layer of security to the local area network (LAN) by isolating external services from the internal network.
11. **IP Address in OSI Model**:
    - The **IP Address** operates at the **Network Layer (Layer 3)** of the OSI model.
12. **IP Addresses with Subnet Mask 255.255.255.240**:
    - A subnet mask of 255.255.255.240 (or /28) provides 16 IP addresses, of which 14 are usable.
13. **Broadcast IP Address**:
    - A **Broadcast IP address** is an address used to send data to all devices on a network, usually represented as the last IP in a subnet.
14. **VPN**:
    - A **VPN (Virtual Private Network)** is a secure connection over the internet that allows remote users to access a private network. It should be used when secure remote access is needed.
    - You should use VPN for secure data transmission, privacy, and protection of sensitive information. Depending on your company, you might use **IPsec**, **SSL**, or **PPTP** VPNs.

VPN (Virtual Private Network):

- Creates a secure, encrypted connection over a public network (like the internet).
- Allows users to access private network resources remotely.
- **When to use VPN:**
    - Accessing work resources from home or while traveling
    - Browsing the internet privately and securely
    - Bypassing censorship or geo-restrictions
- **Type of VPN in your current company:** (This depends on your specific company's setup)

- **Site-to-Site VPN:** Connects two or more office locations over the internet.
- **Point-to-Site VPN:** Allows individual employees to connect to the company network remotely.
- **SSL/TLS VPN:** A common type of remote access VPN that uses SSL/TLS encryption.

- A **VPN (Virtual Private Network)** creates a secure, encrypted connection over a less secure network, such as the internet. It is used to protect data, maintain privacy, and access resources remotely. VPNs are commonly used for secure remote work, accessing region-restricted content, and protecting sensitive information. There are different types of VPNs, such as **site-to-site VPNs** for connecting entire networks and **point-to-site VPNs** for connecting individual devices to a network. The specific type of VPN used in a company can vary based on its needs and infrastructure.

15. **Things Required for Internet Connection at Home**:
    - **Modem**, **Router**, **ISP Service**, and **Cabling** (Ethernet or Wi-Fi setup).
16. **IP Address and How to Find It**:
    - An **IP address** is a unique identifier for a device on a network. To find it, you can use the ipconfig (Windows) or ifconfig (Linux/macOS) command.
17. **Firewall**:
    - A **Firewall** is a network security system that monitors and controls incoming and outgoing network traffic based on predetermined security rules.
18. **Point-to-Site vs Site-to-Site VPN**:
    - **Point-to-Site VPN** allows individual users to connect securely to a remote network.
    - **Site-to-Site VPN** connects two entire networks securely over the internet.
19. **Port Numbers**:
    - **DNS (Port 53)**, **LDAP (Port 389)**, **RDP (Port 3389)**, **HTTPS (Port 443)**.
20. **MAC Address vs IP Address**:
    - A **MAC address** is a hardware address that uniquely identifies a device on a local network, while an **IP address** identifies the device on a network layer (Layer 3) for routing.
21. **VLAN (Virtual LAN)**:
    - A **VLAN** is a logically segmented network within a physical network, used to improve security and performance by isolating traffic.
22. **QoS (Quality of Service)**:

- QoS is a technique that prioritizes certain types of network traffic to ensure performance for critical applications (e.g., VoIP).

VoIP: Technology that allows voice communication and multimedia sessions over the internet instead of traditional phone lines. It converts voice signal into digital data packets and transmits them over an IP network

23. **Proxy Server**:
    - A **Proxy Server** acts as an intermediary between a client and the internet, used to filter content, improve performance, or enhance security.
24. **Split Tunnel**:
    - **Split Tunnel** allows you to route some traffic through the VPN and other traffic directly to the internet, increasing performance.
25. **Blocking Facebook or TikTok**:
    - To block access, you can use **firewall rules**, **web filtering software**, or modify the **DNS settings** to block these sites.
26. **Cisco Phone Setup**:
    - To set up a new Cisco phone, connect it to the network, power it on, and configure it with the user's extension via the Cisco Unified Communications Manager or similar software.
27. **Troubleshooting Internet Issues**:
    - Start with **physical checks** (cables, lights on the modem), then **check IP configuration**, **ping internal and external addresses**, and examine **DNS settings**.
28. **Test SMTP Port (Windows Command)**:
    - You can use telnet <mailserver> 25 to check if the SMTP port (25) is open.
29. **DHCP and DORA Process**:
    - **DORA** stands for **Discover**, **Offer**, **Request**, and **Acknowledge**—the process by which a device obtains an IP address from a DHCP server.
30. **DHCP Server Down**:
    - If the DHCP server is down, devices will not be able to receive IP addresses, and they may use an APIPA address (169.254.x.x).
31. **DHCP Static**:
    - **DHCP Static** is when a DHCP server is configured to always assign the same IP address to a specific device based on its MAC address.
32. **Jitter vs Packet Loss**:

- **Jitter** is the variation in packet delay, while **Packet Loss** refers to packets that are lost during transmission.

33. **Accessing Cisco Router Remotely**:
    - You can access a Cisco router remotely via **SSH** or **Telnet** using a terminal or network management tool.
34. **Review Cisco Router Configurations**:
    - You can use the command show running-config to review the current configuration on a Cisco router.
35. **Backup Cisco Router Config File**:
    - To backup a Cisco router config, use the command copy running-config tftp://<tftp-server-ip>/filename.

Let me know if you'd like any further clarification on any topic!

What is PC Imaging? Have you done it? Can you explain the process?

- "PC Imaging is the process of creating a standardized image of a computer's operating system, applications, and settings. This image can then be quickly deployed to multiple devices, ensuring consistency and reducing manual configuration time. Yes, I have extensive experience with PC imaging. The process typically involves capturing an image of a clean and configured system, deploying that image to target devices using tools like Microsoft Deployment Toolkit (MDT) or System Center Configuration Manager (SCCM), and then performing any necessary post-imaging customizations."

What PC makes and models are you supporting?

- "I have experience supporting a wide range of PC makes and models, including Dell, HP, Lenovo, and Apple. I am comfortable working with various hardware and software configurations."