



DAY IN THE LIFE OF AN IT SUPPORT SPECIALIST

IT Support Specialist Project Report

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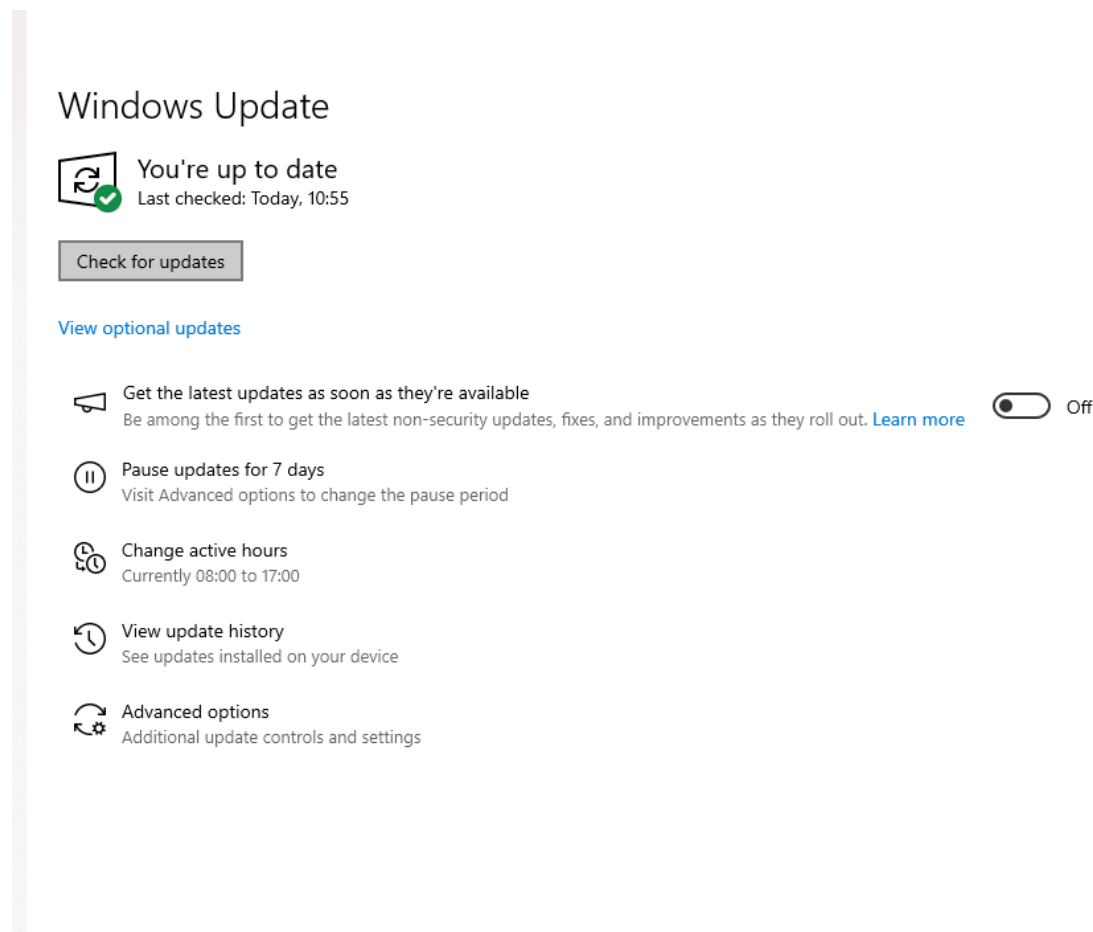
1. Introduction

As a newly hired IT Support Specialist at a small company, my primary tasks included setting up user systems, configuring a local server, ensuring network connectivity, implementing security measures, troubleshooting common IT issues, and documenting the process. This report outlines the steps taken, key configurations, challenges faced, and lessons learned.

System Setup

1.1 Operating System Installation

- Installed **Windows 10 Pro** on the host machine.
- Performed Windows Update to ensure the system was up to date.

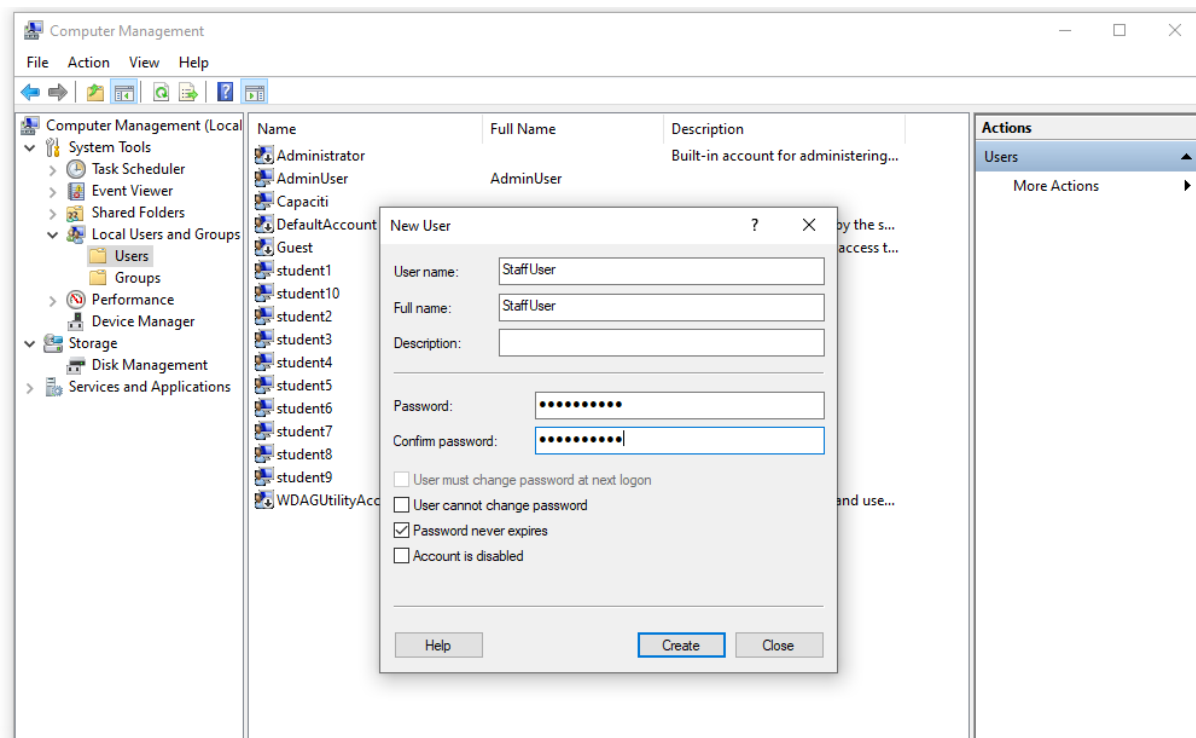
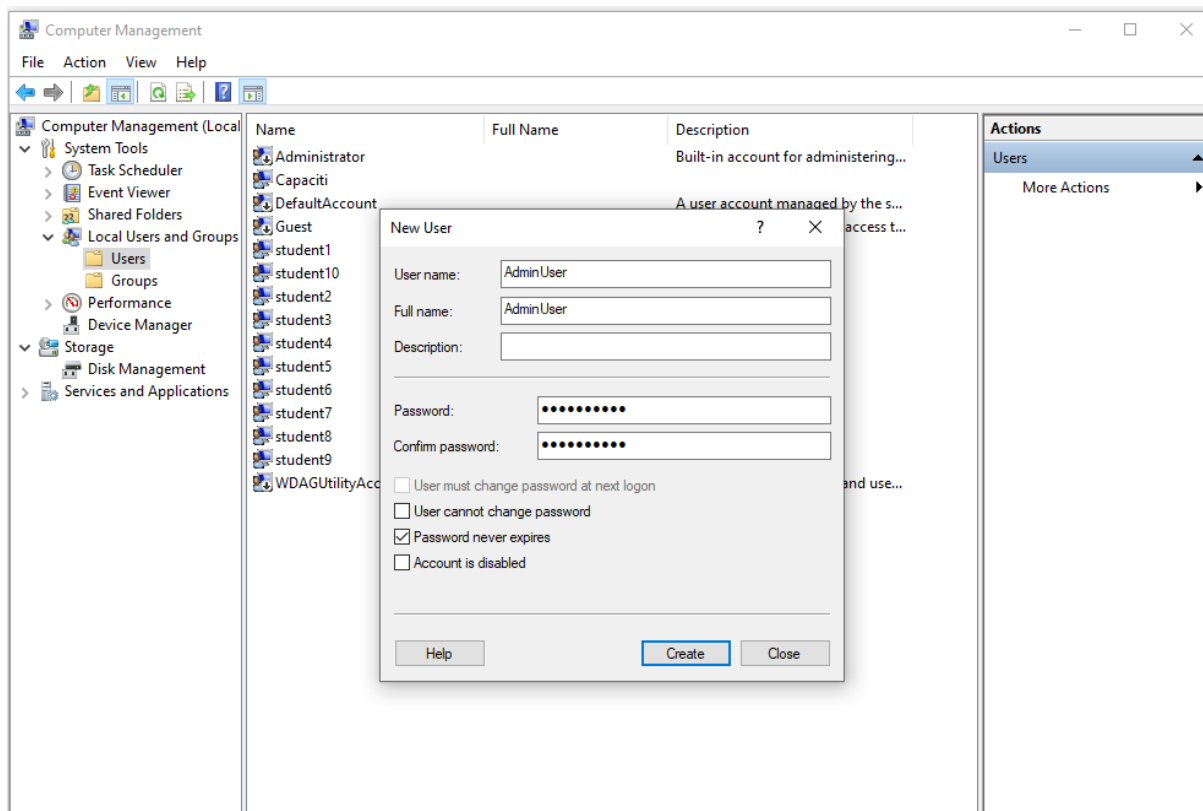


1.2 User Accounts

Created **two user accounts** with appropriate permissions:

1. **User1 (AdminUser)** – Limited permissions for daily office tasks.

2. User2 (StaffUser) – Elevated permissions for administrative tasks.



Home

Find a setting

Accounts

Your info

Email & accounts

Sign-in options

Access work or school

Other users

Windows backup

Other users

Work or school users

Add a work or school user

Other users

Add someone else to this PC

AdminUser

Administrator - Local account

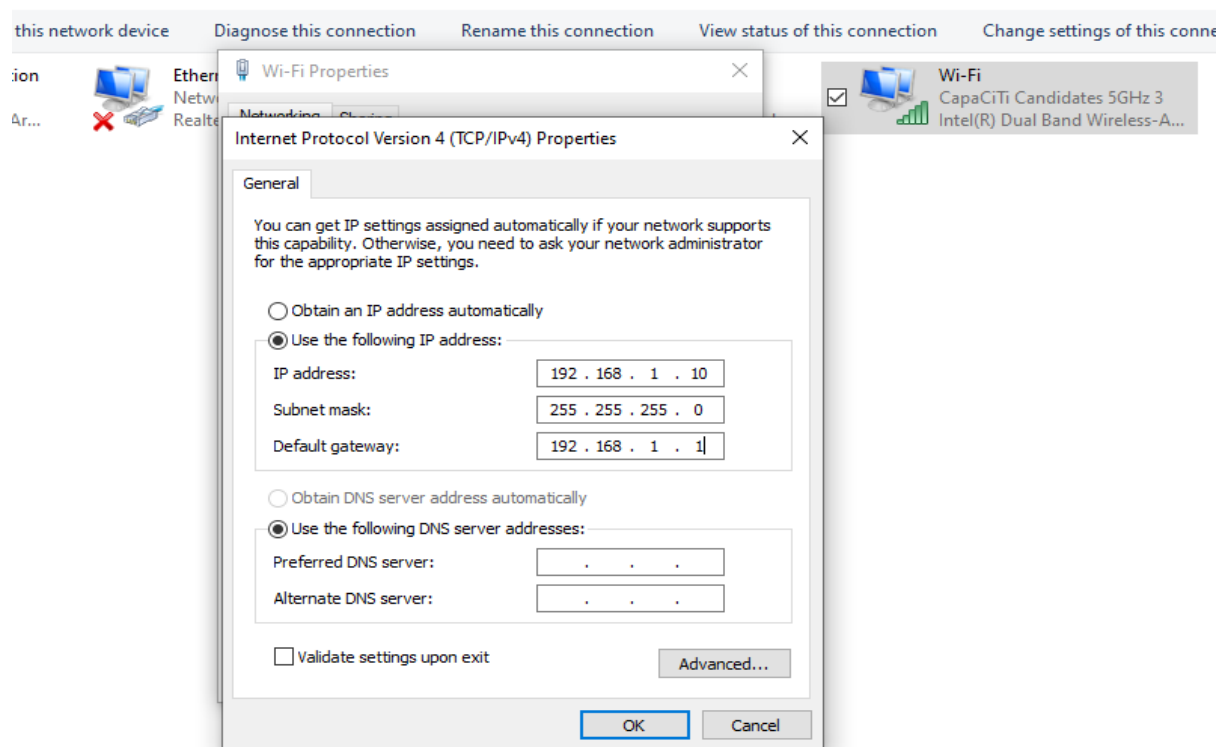
StaffUser

Local account

2. Networking

Goal: Connect to local network + test

1. **Assign IP address manually** (optional, or keep DHCP)
 - Right-click **Network icon** → **Open Network & Internet Settings**.
 - Click **Change adapter options**.
 - Right-click your Ethernet/Wi-Fi adapter → *Properties*.
 - Select **Internet Protocol Version 4 (TCP/IPv4)** → *Properties*.
 - Choose **Use the following IP address**:
 - IP: 192.168.1.10 (for Admin PC)
 - Subnet: 255.255.255.0
 - Gateway: 192.168.1.1



Test with commands

- Open **Command Prompt** as Admin.

Run:

- Ipconfig:

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.19045.6332]
(c) Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>ipconfig

Windows IP Configuration

Ethernet adapter Ethernet:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Ethernet adapter vEthernet (Default Switch):

    Connection-specific DNS Suffix  . :
    Link-local IPv6 Address . . . . . : fe80::3f22:2156:1b9c:1797%22
    IPv4 Address. . . . . : 172.22.144.1
    Subnet Mask . . . . . : 255.255.240.0
    Default Gateway . . . . . :

Wireless LAN adapter Local Area Connection* 9:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Wireless LAN adapter Wi-Fi:

    Connection-specific DNS Suffix  . :
    Link-local IPv6 Address . . . . . : fe80::23b6:b155:12ae:4fd7%9
    IPv4 Address. . . . . : 192.168.1.10
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1

Ethernet adapter Bluetooth Network Connection:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

C:\WINDOWS\system32>
```

ping 192.168.1.10:

```
C:\WINDOWS\system32>ping 192.168.1.10

Pinging 192.168.1.10 with 32 bytes of data:
Reply from 192.168.1.10: bytes=32 time<1ms TTL=128
Reply from 192.168.1.10: bytes=32 time<1ms TTL=128
Reply from 192.168.1.10: bytes=32 time<1ms TTL=128
Reply from 192.168.1.10: bytes=32 time<1ms TTL=128

Ping statistics for 192.168.1.10:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms

C:\WINDOWS\system32>
```

tracert 8.8.8.8:

```
C:\WINDOWS\system32>tracert 8.8.8.8
```

```
Tracing route to dns.google [8.8.8.8]  
over a maximum of 30 hops:
```

1	3 ms	1 ms	2 ms	unifi.localdomain [172.20.6.1]
2	5 ms	2 ms	2 ms	jhb-io-ter-car-5.rocketnet.joburg [169.255.0.4]
3	8 ms	5 ms	7 ms	jhb-io-ter-ibr-1.rocketnet.joburg [169.255.0.225]
4	6 ms	2 ms	3 ms	google.pni.rocketnet.joburg [169.255.0.48]
5	5 ms	4 ms	5 ms	192.178.99.197
6	4 ms	3 ms	4 ms	192.178.73.213
7	4 ms	12 ms	6 ms	dns.google [8.8.8.8]

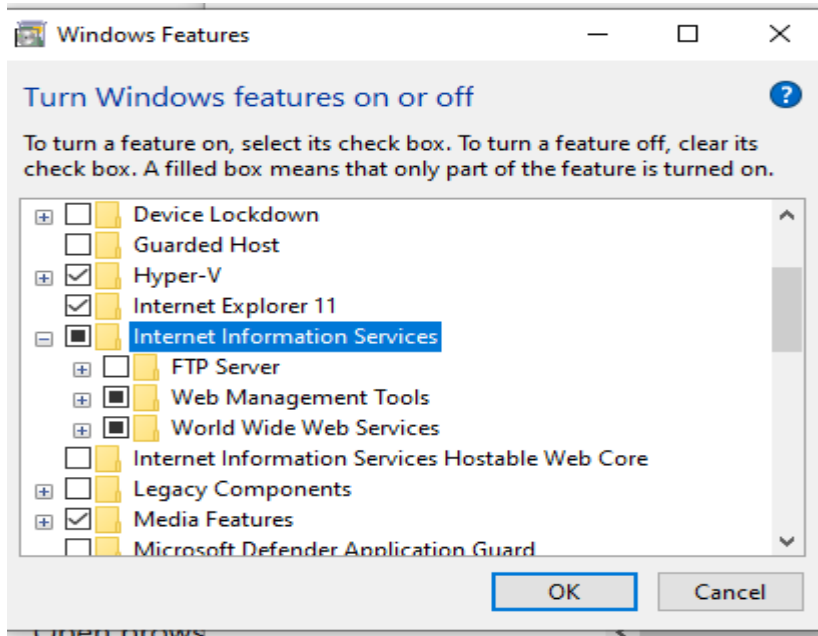
```
Trace complete.
```

```
C:\WINDOWS\system32>
```

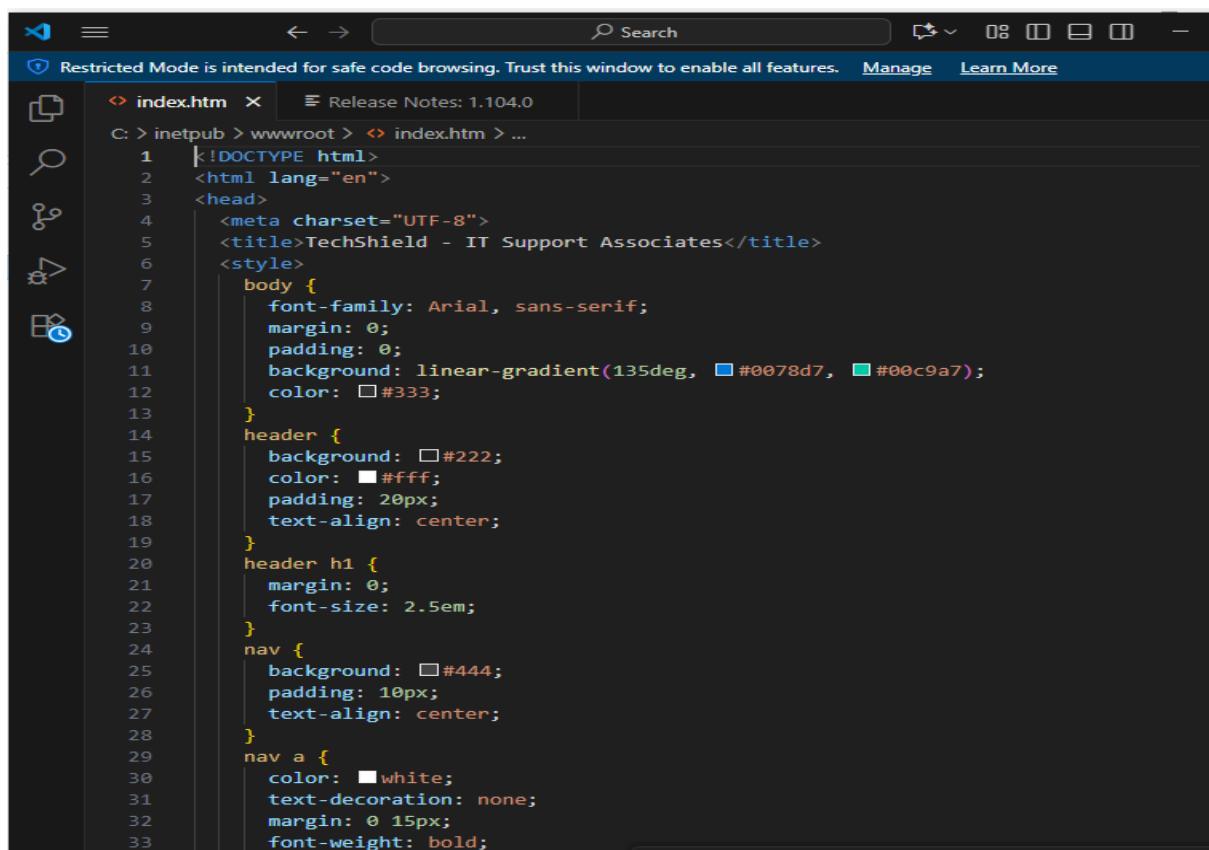
3. Server & Services

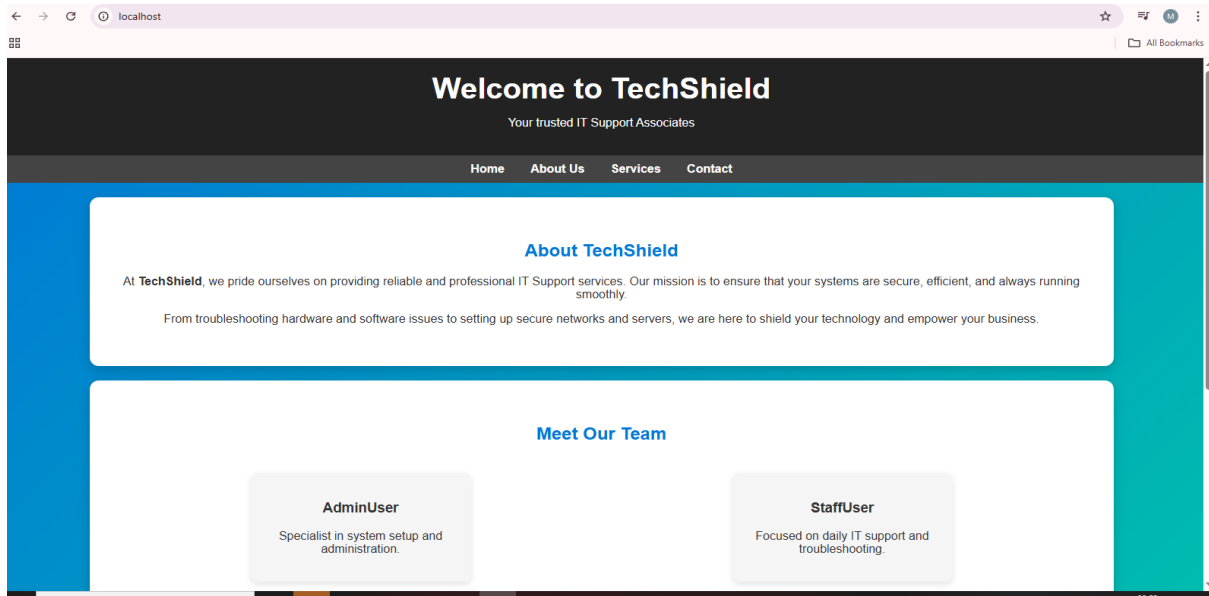
3.1 Web Server Installation

- Installed IIS (Internet Information Services) on Windows.



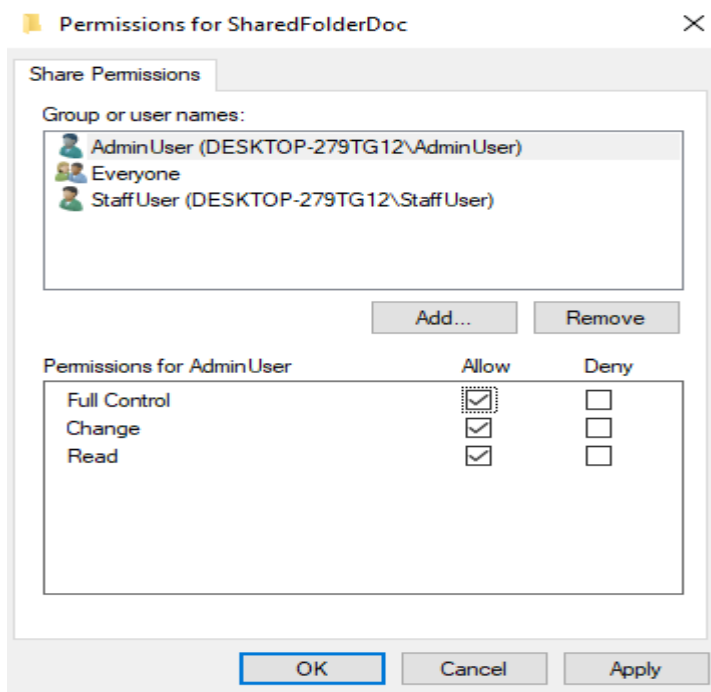
- Configured a local intranet site with a basic HTML homepage (index.html).

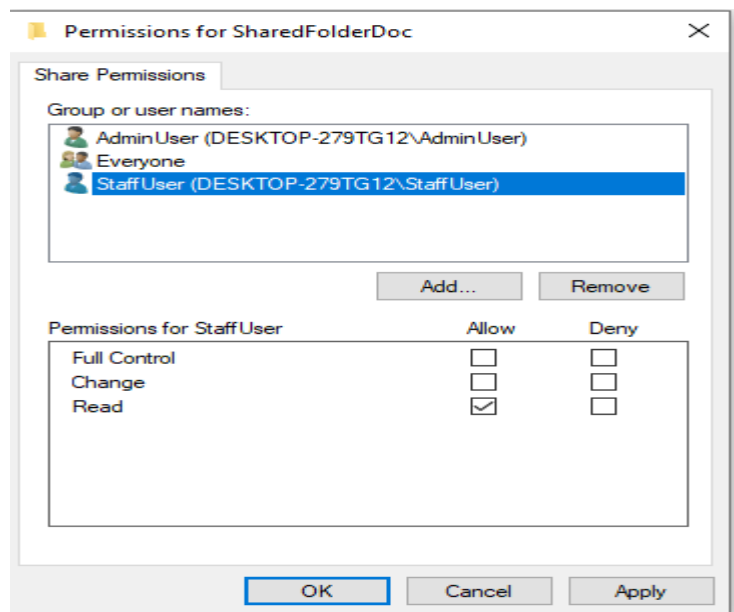




3.2 File Sharing

- Enabled **Network File Sharing** for the "SharedDocs" folder.
- Permissions:
 - AdminUser: Full Control
 - User2: Read/Write



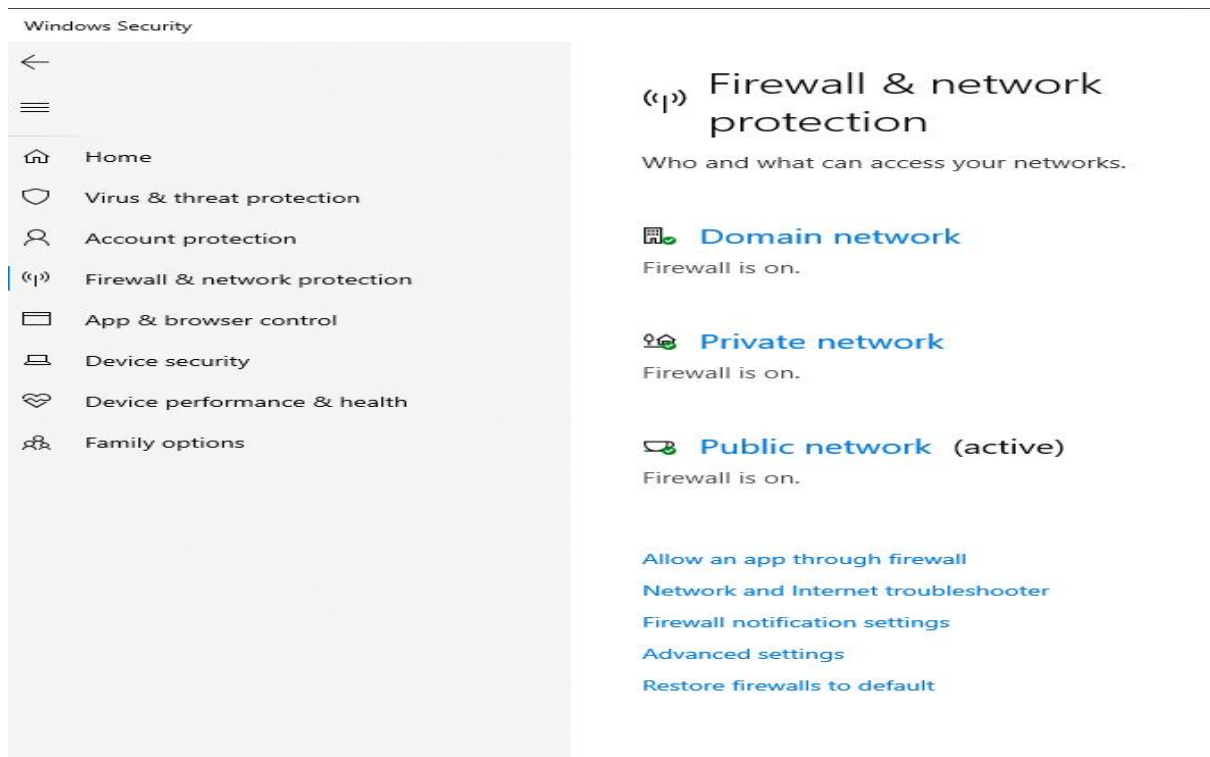


4. Security

Goal: Enable firewall + antivirus + change passwords

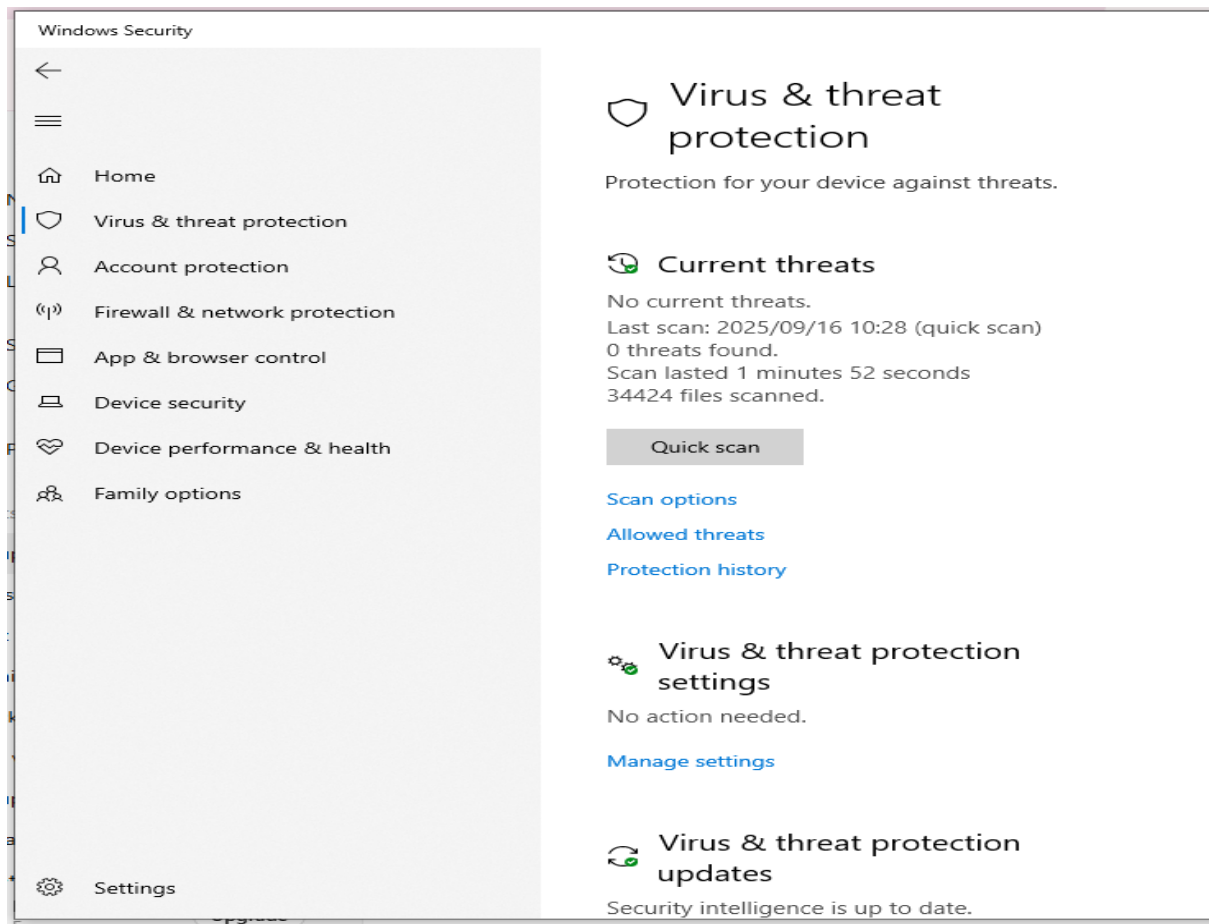
1. Enable Windows Firewall

- Search *Windows Security*.
- Go to **Firewall & Network Protection** → Ensure **Domain, Private, and Public** networks all say *Firewall is on*.



2. Antivirus

- Use built-in **Windows Defender Antivirus**.
- In *Windows Security* → **Virus & threat protection** → Ensure *Real-time protection* is ON.



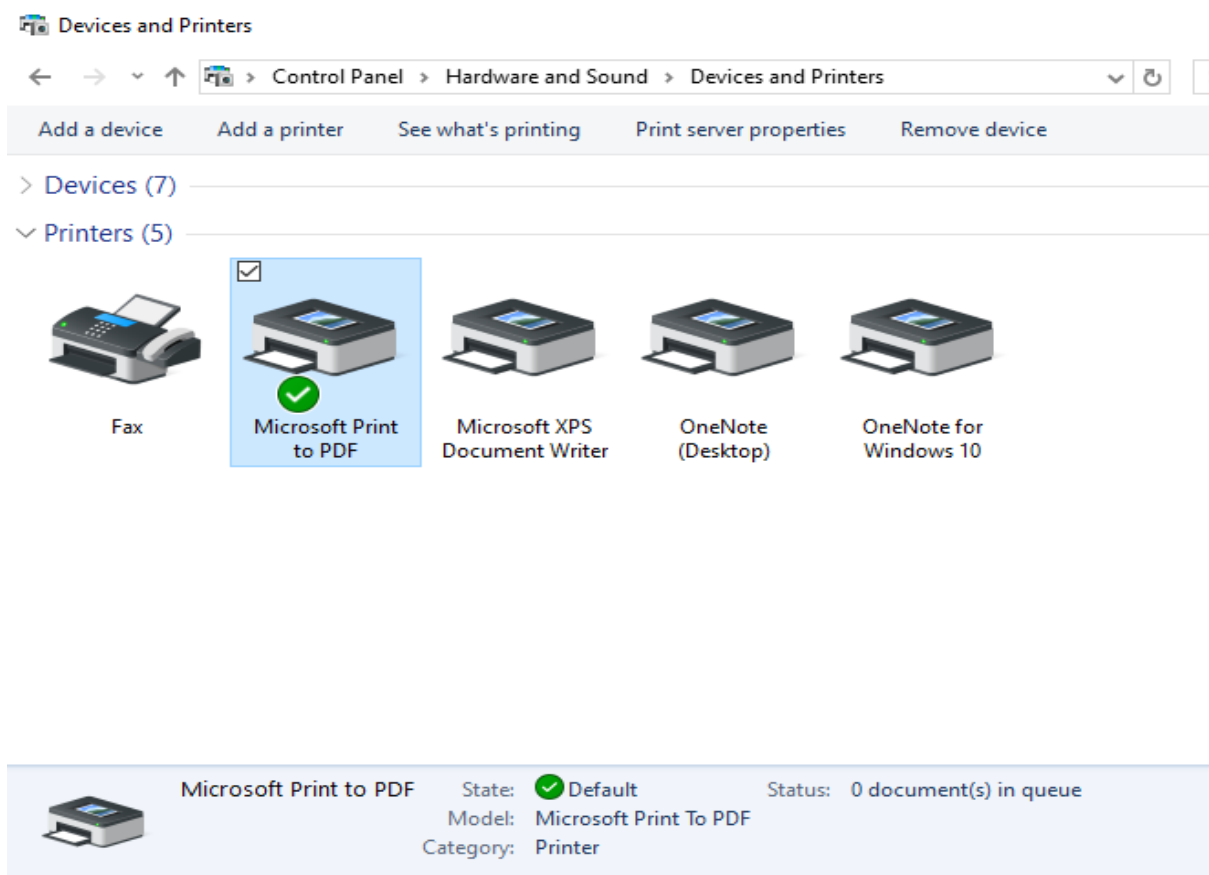
5. Troubleshooting

Goal: Simulate & fix at least 2 common issues

Issue 1: Printer Offline

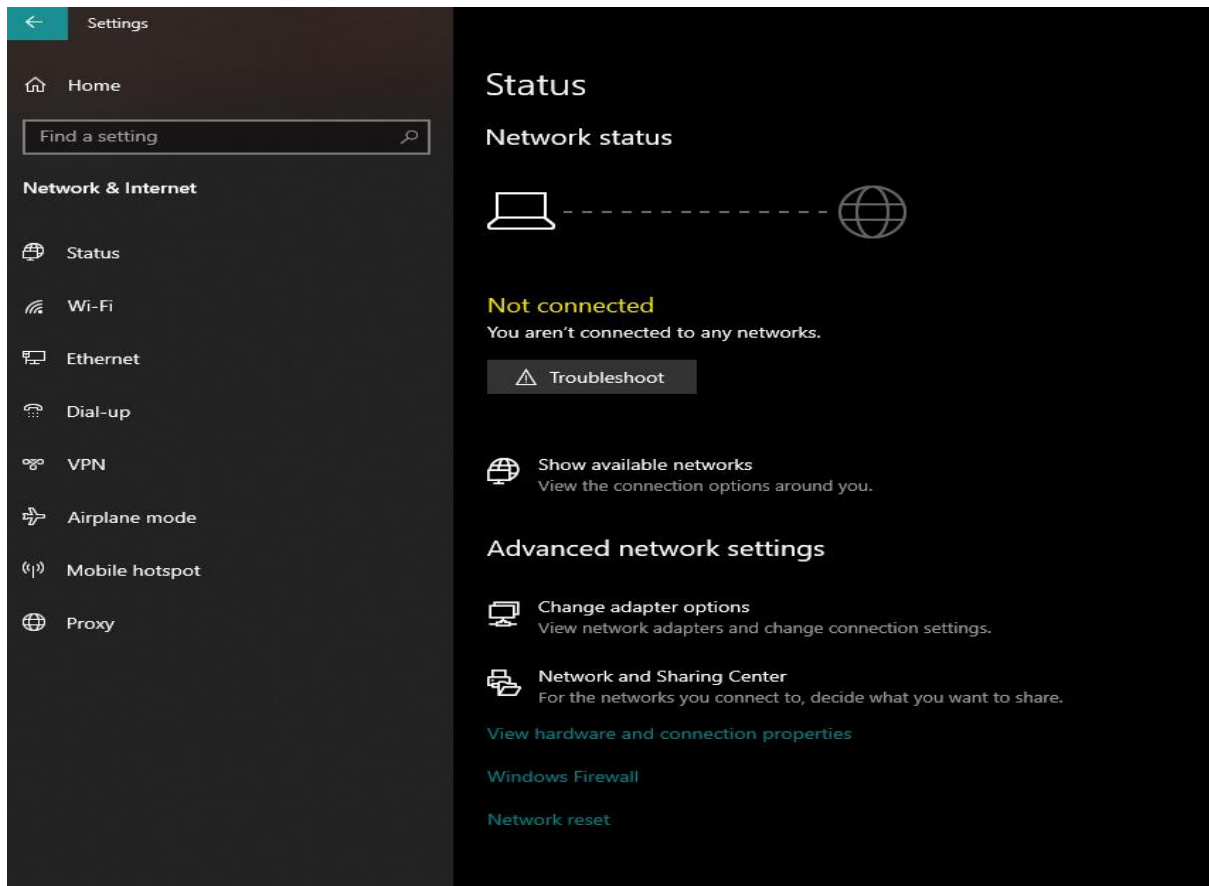
1. Add a test printer (Control Panel → Devices and Printers → Add Printer).
2. Right-click printer → Set as Default Printer.
3. If shows “Offline”:
 - Right-click → *See what’s printing* → *Printer menu* → *Uncheck Use Printer Offline*.

✅ Outcome: Printer status changes to *Ready*.



Issue 2: Wi-Fi issue

- Settings > Network & Internet
- It indicates that the computer is currently **not connected to any network** neither wired (Ethernet) nor wireless (Wi-Fi).



Network Connections

- Control Panel > Network and Internet > Network Connections

From this window, we can:

- Right-click on adapters to enable/disable, diagnose, or view status.
- Identify that Wi-Fi is enabled, but the system still isn't connected.
- Confirm that Ethernet isn't available due to an unplugged cable.
- Rule out adapter issues (no red X or disabled state on Wi-Fi).

Connect to a Wi-Fi network by:

- Clicking the network icon in the taskbar
- Selecting an available wireless network
- Entering the correct password

The issue is now fixed


Status

Network status




You're connected to the Internet

If you have a limited data plan, you can make this network a metered connection or change other properties.

 Wi-Fi (CapaCiTi Candidates... 23.76 GB
From the last 30 days

Properties

Data usage

 Show available networks
View the connection options around you.

6. Network/System Diagram

