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| Fault reported | cause | Fix/solution |
| Website | DNS issues | Opconifc e.t.c command prompt |
| Email issues | Inbox full | Check old emails delete unwanted ones. |
| Blue screen of death | Hardware or software problems | Restart pc and boot then do |
| System performance |  |  |
| Print issues |  |  |
| Date and time |  |  |

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| Advantages of outsourcing technical support | Disadvantages outsourcing technical support |
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