Kindly describe how you would solve the following issues as brought to your notice by the users that you are supporting. Pleaese keep your answers short and precise. **Important:** you do not require more **than 10-15 sentences** to answer the questions in this session:

Mobile: The client is unable to receive his company Email on his Mobile phone.

- Verify that the mobile device has an active internet connection.
- Confirm the email credentials and server settings are correct.
- Ensure the email app supports the company email protocol
- Check the device's time and date settings for accuracy.
- Remove the email account and reconfigure it.

Network: A User's laptop is unable to connect to the company Network.

- Ensure physical connectivity (Wi-Fi) is properly established.
- Verify network adapter settings, including IP and DNS configurations.
- Test the network using ping and ipconfig commands.
- Restart network services or the network adapter.
- Check for DHCP issues or any firewall restrictions.

Office: Microsoft Office is not starting. You have reinstalled and it is still not coming up.

- Check for corrupted user profiles or problematic add-ins.
- Repair the Office installation through the Control Panel.
- Launch Office applications in Safe Mode (e.g., winword /safe).
- Update the .NET Framework and install the latest Office patches.
- Review system logs to identify errors.

Virus: You discover that a User's system has been attacked by a Virus.
- Disconnect the system from the network right away.
- Restart the system in Safe Mode.
- Perform a full scan using antivirus/anti-malware software.
- Quarantine or remove any infected files.
- Apply system patches and educate the user on safe practices.

Excel: A user complains that he is seeing " ######### " in a lot of his Excel Cells. He wants a fix.

- Expand the column to accommodate the cell content.
- Verify the correct date/time formats if the numbers appear too large.
- Modify the cell formatting (e.g., set to "Number" or "General").

Router: There was a fault with the Router and a new Linksys router has just been given to you to install.

- Connect the power and configure the physical connections (LAN/WAN ports).
- Access the router through a browser using the default IP (e.g., 192.168.1.1).
- Configure the network settings, including SSID and security password.
- Set up DHCP and update the router firmware.
- Test the network connectivity.

Windows Server: The computer with Windows 2000 Server installed was used as a file server for a long period of time. You have noticed that the system performance has decreased and the file operation time has increased. You suspect that one of the possible causes of the system performance decrease is a disk fragmentation. What action will you take to find out if the disk is fragmented?

- Run chkdsk to identify file system issues.
- Use the built-in Disk Defragmenter tool:
  Open "This PC" > Right-click the disk > Properties > Tools > Optimize.
- Check the disk for fragmentation and analyze the percentage.

File Integrity: Your team member has accidentally deleted a lot of files on a User's Hard Disk. There are no Back ups for these files. The client is asking for those files as a matter of Urgency. You are the only one on ground. How would you solve this?

- Stop using the disk immediately to prevent overwriting.
- Use file recovery tools like Recuva or EaseUS.
- If necessary, attempt recovery using professional tools (e.g., TestDisk).
- Restore as many files as possible and inform the user.

Unix / Linux: List 10 Linux Commands you are familiar with and what they do.

- **ls** – List files and directories in the current directory.
- **cd** – Change the current directory.
- **pwd** – Display the present working directory.
- **cp** – Copy files or directories.
- **mv** – Move or rename files or directories.
- **mkdir** – Create a new directory.
- **rmdir** – Remove empty directories.
- **touch** – Create an empty file.
- **df** – Show disk space usage.
- **grep** – Search for text in files.

New Computer: Highlight 5 issues to watch out for in setting up a new computer for a new user.

- Verify that hardware components (RAM, storage) meet the required specifications.
- Update the operating system and drivers to their latest versions.
- Install required software and antivirus programs.
- Set up user permissions and network access.
- Test the functionality of hardware components (display, ports, keyboard, etc.).

Current Affairs in Tech: Briefly state who the following are and what they do/did:

a. **Elon Musk** – CEO of Tesla, SpaceX, and founder of Neuralink; innovator in electric cars and space exploration.
b. **Michael Dell** – Founder of Dell Technologies, a leading computer and IT solutions provider.
c. **Paul Allen** – Co-founder of Microsoft with Bill Gates; major philanthropist and investor in tech ventures.
d. **Steve Wozniak** – Co-founder of Apple; developed the Apple I and II computers.
e. **Sim Shagaya** – Nigerian entrepreneur; founder of Konga and uLesson, revolutionizing e-commerce and education in Africa.