

Answers

Q1 – Mobile

To solve the client issue with receiving company mail, my first line of action as an IT engineer on ground is to guide the client to check their spam folders while I also review my email settings to ensure my email cache isn't full.

Q2 – Network

On the Company Network, I will promptly look through the hubs and switches connected within the line of the affected user to detect any damages to the connectors causing the disconnect on the users computer. After that, I will troubleshoot the entire network drivers to ensure every component of the computer network is available.

Q3 – Office

To solve the issue of Microsoft office not coming up, I will have to open the computer configuration and ensure the Microsoft application package is compatible with the Operating System available and running on the computer.

Q4 – Excel

“#####” showing on the computer of a user on excel spreadsheet cells, I will quickly adjust their cell sizes to fit the contents displayed on the spreadsheet window.

Q5 – Router

Steps to take to install new Linksys router

1. Connect the cable connector from the computer to the new Linksys router.
2. Connect the router to the internet port of the new linksys router.

Q6 – Windows Server

To detect a fragmented disk on the windows 2000 computer, I will launch the computer device manager and look at information the computer has gathered concerning the hard disk through the hard disk driver working on the windows 2000 computer.

Q7 – File Integrity

Steps to recover deleted files on hard disk

1. Open control panel.
2. Navigate to backup and restore on the computer.
3. Choose the new directory to save the files for recovery.
4. Recover files.

The files

Q8 – Unix/Linux

Linux commands

id – to display or fetch the machine configuration or user identification.

touch – command to create an empty file such as .txt, .mkd in the linux machine.

useradd – command will add a new user on the machine. The user will be granted certain privileges of access to files on the computer.

userdel – command will remove a user already existing on the machine.

grep – command used to search for in files or combine with pipes to filter the output of another command. Pipe is |

mkdir – command used to create an empty directory on the linux machine.

rmdir – command used to remove a directory on a linux machine.

rm – command deletes a file on the linux file machine.

apt-get – command used to access the internet for downloading into the linux machine.

curl – command used to access html or website data into the linux machine.

Q10 – New computer

Common issues with setting up a new computer.

1. Operating System: Confirm the operating system is properly installed.
2. Device Drivers: Ensure that only the appropriate drivers are installed and up to date.
3. Internet: Checking the internet connectivity will ensure the correct network adapters and drivers are installed for network connectivity.
4. Anti-virus: Install the latest anti-virus software on the computer.
5. Hardware: Checking the availability of all the hardware required for the system to run.

Q11 – Current affairs

- a) Elon Musk – An IT investor and owner of SpaceX, X social media (twitter) and former owner of Paypal.
- b) Michael Dell – Founder of Dell inc. which manufactures small scale, medium scale and large-scale computers.
- c) Paul Allen – Collaborated with his friend to create a startup called ABC inc. now known as Google inc which offers a wide range of IT solutions today.
- d) Steve Wozniak – American partner of Steve Jobs and co-founder at Apple inc which manufacture Apple phones and laptops and offer various other IT products
- e) Sim Shagaya – IT