Select * from students
WHERE dob > '1999-01-01'

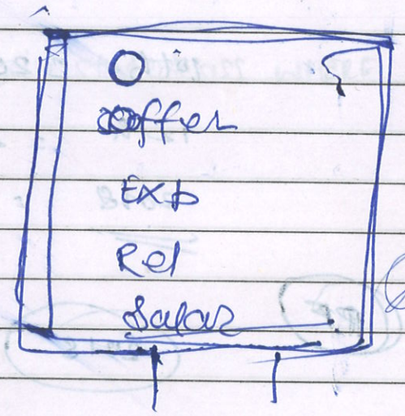
Create index studdob

→ Show Index from studen

Note unique or primary automat

delete Drop index studdob on

40



4500
25000+2000

5-10

* is it speaking Ranvijay Singh ?

yes speaking

Tell me about your self.

my name is Ranvijay Singh.

I live in Noida.

and about my education backgrounds are

I have done 10th & 12th from State Board of U.P

I have done BCA B-Tech from Kanpur APJ Abdul Kalam univ Lucknow.

and about my work experience.

I have 2 years of Experience in Technical support Engineer.

I was working in Grey india pvt ltd on the project of TCS.

as Desktop Support Engineer, Remote Support Engineer, IT Helpdesk Support Engineer, IAM Support Eng.
Indentity access management

and about my day to day activities.

- I was getting calls, Email, chat from end user related, desktop related issue, Domain related issue software related issue.

E-mail related issue.

→ Trouble Shooting of Network Printer related issue.

(3) → Troubleshooting of internet, Software related issue.

(4)

and all that's all about me.

Q What is your current organization name:
Gray india Pvt Ltd.

What is your current ctc.
2.0 lac. 25x12 = 3L

Q What is your inhand Salary.
I was getting 25k inhand.

Q What is your expected ctc.
I am looking for 30-40% hike on my current ctc.

Q What is official notice period.
my official notice period 30 days but I can join immediately.

Q What is your current location.
my current location is Noida.

Q What is your preferred location.
Any where in PAN India.

PAN = Presence across Nation.

Q why are you looking for change the Job.

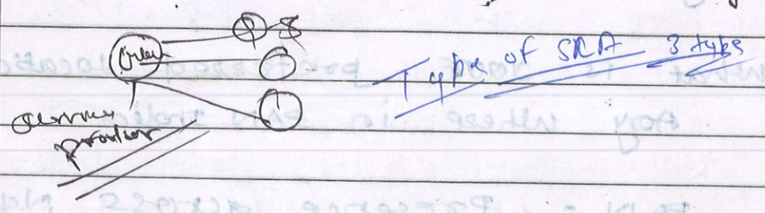
my project was end. I was working as contract basis that's why I am looking for new opportuniz and inhance my technical skills and meet new people.

Q are you still working?

No I am not working right.

SLA

Q What is SLA - (Service Level Agreement)



SLA stand for service Legel agreement, Agrement between service provider and client that is

T-C Incident,
service Request.
Change base management.
problem base management.

① Incident → Incident that happens immediately basis that is called Incident.

Like ~~Incident that happens~~
Server will get down.
Network will get down.
System crash.
window file corrupt.
BSOD error (Blue Screen of death)
Outlook suddnely stop.
System get hanged.

Service Request →

Service request are those request which you are demanding for or you are requesting for any kinds of access called service request.

Likes - Requesting for new keyboard and mouse.

Requesting for access on server.

Requesting access on share drive.

Requesting for installation of new application.

Requesting for any kinds of meeting room access.

Q which ticketing tools are you using

Change Base management ⇒ Change in your infrastructure that is called chang base management.

Like ⇒

→ Upgradation of server 2012 to 2019.

→ upgradation of ms office 2013 to 2016 in all of the employee.

→ Increase disk space size 1 TB to 2 TB.

→ Migration of window 10 to window 11.

Problem base management ⇒ Some kind of issue comes again and again in periodic time that is called problem base management.

Like –

→ Server will get slow after 10 to 15 days.

→ Server got down after 15 to 20 days.

→ Application responding at same time.

→ Network will get down after 20 to 30 day at 8pm

→ Response time.
Resolution time.

What is Response time ⇒ Any kind of issue we are acknowledging or ~~response~~ responding that is called response time.

Priority response time

P1	4 min
P2	8 "
P3	15 "
P4	15 "

Resolution time ⇒ Any kind of issue we are fixing within SLA time that is calle resolution time.

	Priority	Response	Resolution
Critical	P1	4 min	4 HRS
High	P2	8 "	8 HRS
medium	P3	15 "	36 "
Low	P4	15 "	72 "

How to get Hostname

→ Go to run command
type "cmd"
Type "Hostname"
Hostname

Hostname means your computer name or server name.

How to get IP Address

→ Go to run command
→ Type "cmd"
→ " IPconfig
IPconfig

Que Difference b/w window 10 & window 11

very hard operating system

1+ 8m

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IP Address ⇒
10.0.0.5

What is IP Address ⇒ IP Stand for internet protocol. IP address is used to check network Connectivity of any other new device.

⇒ IP Address is also logical address of any other new device.

IP Address
- Public IP Address — Internet
- Private IP Address — Interanet.

Public IP Addresses ⇒
Public IP Address which is accessible from any where in the world that is called public IP address.

Likes ⇒ google.com / facebook.com / yahoo.com

Private IP Address – Private IP Address are those IP Address which is accessible in your internal orgnization that is called private IP address.

Likes – TCS.com domain, HCL.com domain

IPV4	IPV6
IPv4 having 32 bit	IPV6 having 128 bit
IPV4 having	
Class – A	There is no class in IPV6
Class B	
Class C	
Class D	
Class E	

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class – Range 10.0.0.0
0 – 128
0 – 126
255.0.0.0 } this range

10.0.0.0
10.2.5.6
10.10.10.20
10.100.50.200
10.60.50.200
10.100.100.5
10.6.5.100

Q What is subnet mask ⇒
Ans Subnet mask is subdivision of IP Address.

$\boxed{10.0.6.10/16}$

10.0.6.10
10.0.6.11

Class B ⇒ Range 128 to 191 IP Address 172.16.0.0

$\boxed{\text{Sm} \Rightarrow 255.255.0.0}$

172.16.0.0
172.16.10.16
172.16.20.30
172.16.5.10

Class C Range IP Address

192 to 223 192.163.0.0

192.168.0.0
192.168.10.20
192.168.20.30
192.168.10.100

SM = 255.255.255.0

Class D } is used for
Class E } R&D Development
Research

Class B ⇒ 224 to 239

Class E ⇒ 240 to 254

Q. What is used of ping command ⇒

Ping command is used to check network connectivity of others network device or system.

→ How will you check

Go to run Command
↓
type "cmd"
↓
Ping google.com

Other is a public IP

10.0.0.0	Class A
172.16.0.0	→ B
192.168.0.0	→ C
127.0.0.1	Ping, Loopback
169.254.0.1	→ APIPA

Check this network

Que. How to enter the manually IP Address ⇒

Go to run command
↓
Type "ncpa.cpl"
↓
Select Ethernet
↓
~~click~~ Right click and go to properties
↓
Select internet protocol V4
↓
Go to properties
↓
Click on the use following IP Address and enter the IP Address.

DHCP ⇒ stands for Dynamic Host configuration Protocol Its provide automatically IP Address,
⇒ automatic IP Address
Subnet mask, default gateway, DNS address to the client.

→ Computer ⇒
Its work on the 67 number port on the serverside.
68 port on client side.

Why we use DHCP ⇒

Its very difficult work to enter Manually IP Address. Suppose.

that In big organization 10k to 20k enter IP Address manually very difficult work that we use DHCP.

DHCP provide the automatic IP Address, Subnetmask, Default gateway, DNS Address to the client Computer.

Que- What is the lease date of DHCP

Ans By default 8 Days

What is a DHCP process ⇒ a DORA process

D → Discover
O → offer
R → Request
A → Acknowledge

Que: What is difference b/w Dynamic IP Address and Static IP Address.

→ Dynamic IP Address which assigned by DHCP that is called Dynamic IP Address

& Static IP Address which enter manually that is called Static IP Address

Q When DHCP server will be failed what happend.

Ans- APIPA will provide IP Address.

APIPA automatic provide IP Address

What is APIPA IP Address ⇒

→ When DHCP server will get failed APIPA will provide automatic IP Address

Its range ⇒ 169.254.0.1

Que What is the loop back IP Address.

loop back IP Address are used to check internally network connectivity is working or not properly.

OR Loop back IP Address is used to check wifi card and NIC card is working or not properly.

How will you check
↓
go to run command
↓
cmd
↓
Ping 127.0.0.1

Check Proxy network ⇒

DNS

Imp DNS stand for - Domain Naming System.

⇒ Its provide name resolution service.

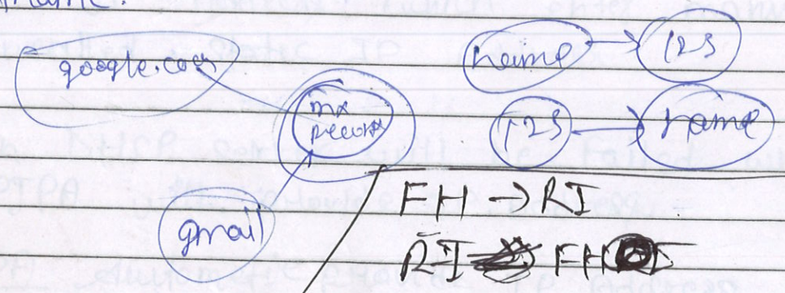
→ Its provide hostname to IP Address and IP Address to Hostname.

→ Its work on 53 port number

There are two types of lookup zone.

(i) forward lookup zone Its convert hostname to IP Address

(2) Reverse lookupzone, It convert IP Address to hostname.



FH → RI

RI → FH

What is defoult gateway ⇒

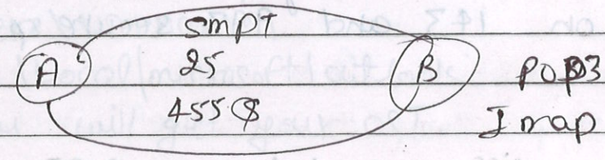
Imp Default is Router Address of your organization.

It is used to connect are network device to another device.

What is subnet mask ⇒ Subnet mask is subdivision of IP Address.

$\boxed{10.0.0.16/16}$

MS Outlook,



SMPT Simple mail transfer protocol ⇒

→ Lotus notes.

→ MS outlook ✓

→ Sun- emal

ACT

What is ms outlook ⇒

ms outlook is mailing client which is used for sending and Receiving Email.

→ OST extension of ms outlook.

→ It is product of msoffice

→ It is installed with ms office.

What is SMTP → Stand for simple mail transfer protocol

It is used for sending E-mail. Its work on port number 25 and 465 secure port number.

What is POP3 * POP3 stand for post office protocol. It is used for receiving email.

Its work 110 and 995 secure

IMAP * IMAP stand for - Internet messaging access protocol.

It is used for receiving E-mail.

Its work on 143 and 993 secure port number.

What is difference between POP3 and IMAP

POP3	IMAP
In POP3 if any email will get deleted from Locally. Its also deleted from server.	In IMAP any email will get ~~from locally~~ deleted from locally. It will be exits on server.

How to configure E-mail * msoutlook

→ Open ms outlook.
→ click on the next.
→ Enter display name, Enter the Email Id and password.

How to open ms outlook in safe mode

Go to run command
Type "outlook /safe"
click on the.

How to uninstall software →

→ Go to run command
→ Type appwiz.cpl
→ Select software you want to unistall
→ It will be unistall.

What is By default path of OST.

C:\users\username\
Appdata\Local\microsoft\outlook
and you will get your OST.

C:users/username) appdata \Local \

What is distribution List (DL) →

Sending E-mail to multiple person by using single email id that is called distribution list.

What is the share mailbox.

Single mailbox can be used by multiple person that is called share mailbox.

How to create signature →

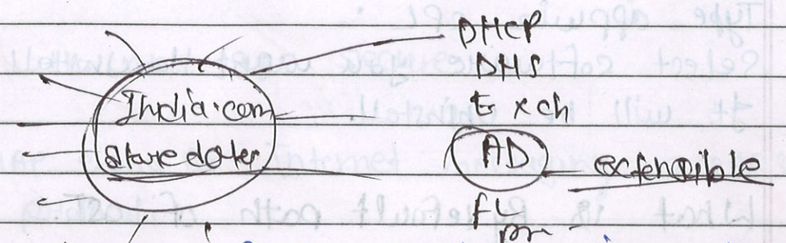
→ Go to file	signature
→ Option	click on "new"
→ mail	and fill the details

What is address book?

Address book is collection all E-mail id and contact number in your organization.

or

If user not able to send and receive E-mail. what will you troubleshoot.



Active directory → Active directory is centralize database server which keeps all domain information. Like —
Users, Group, computer network which available on the network that is called Active directory.

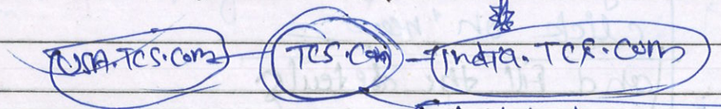
(or)

Active directory is centralize database server which keeps all domain information which is available on the networks.

There are Five Roles in AD →
These Five Roles known as fsmo → Flexible single master operation roles

① → Schema master —
② → Domain naming master
3 → PDC Emulator
4 → RID master
5 → Infrastructure master

Is set of operation in active directory.



How to create user account in AD?

Que. How to take system remotely.
→ Go to run command.
→ ↓
mstsc
↓
enter the IP Address
↓
User id and/ password → O/S

MSTSC → server get remote
DSA.MSC — remote ac है/

Que. If user not able to send and received e-mail How will you troubleshoot.
→ check Internet connection.
Restart email App
check email setting
Clear email cache
Restart Device
check spam / Folder.
contact email provider

VPN → virtual private network.

It is used to connect corporate network to private network.

or

It is used to connect office network to home network by using private secure chanel.

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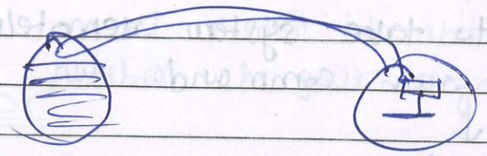
Que. Which VPN are you using in your organization.

Forti client

cisco any VPN



Que If system is not coming Remotely How will Fix this issue.

Que How to enable RDP

How to take system remotly.

Who to run command

↓

mstsc

↓

Enter IP Address, Username, password

↓ ok

Que How to create local user account.

Who to run command.

↓

Type : usermgr.msc

↓

Right click then new

↓

create user

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File sharing

Who to run command

↓

Type MSTSC

Enter IP Address

Username, pass.

Sharing

select folder

↓

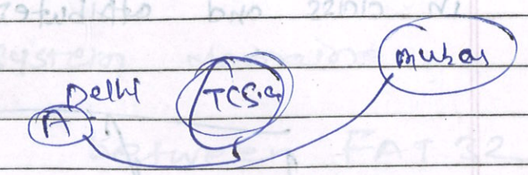
Who to properties

↓

sharing

↓ Advanced sharing

→ OK



Receiving a file

↓

// IP Address

↓

OK

Que What is difference btw local printer and network printer.

→ Local printer is directly connected with your local system, Leptop or desktop

→ Network printer is directly connected with LAN cable.

Que How to connected network printer

→ Who to run command

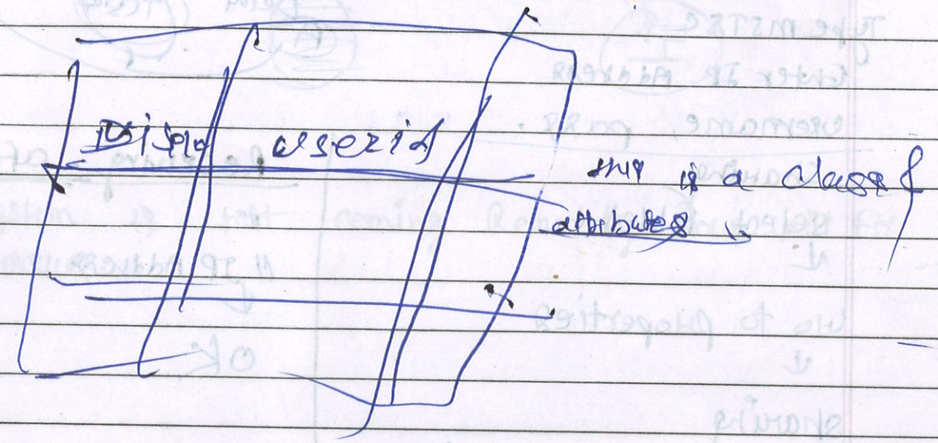
→ // IP Address or hostname.

↓

Right click

↓ OK

→ Schema master keeps all domain information in class and attibuter formate.



What is ITSM

ITSM stands IT services management. IT Teams deliver IT services to customer. that is called ITSM.

Q How many types of SLA.

① customer Based SLA

② service Based SLA

③ multi level Based SLA

How to join system domain.

What is diff between FAT 32 & NTFS

Q How to enable Remote desktop

Go to this PC
⇓
Right click
⇓
properties
⇓
Go to Remote session
⇓
Click on the allow

Q IC-P2
Ice Performance apply

→ What is Bitlocker ⇒

Bitlocker is feature of microsoft system, we can use incript drive or we can set password to protect drive in your system.

→ What is encryption ⇒ Encryption is used to encript your data. in many encrypted formate, Hash encript, analog.

There are three major types encryption technologies,

① DES
② AES
③ RSA Tolken

Ques. How to install operating system in 2000 computers in one time.

we can install window by WDS (window development server), or using network deployment operating system. but in my organization we are using manually to install operating system by using bootable open drive.

Ques What is window registry ⇒ Registry help to manage and operate your resources which is available in your computers or server.

→ Its also managing and configuring resource.

Registry ⇒ Registry manage resources and store configuration setting for window OS.

① centralized ② decentralize.

Ques Global client: DB Bank, Microsoft process, pensico, Hosquarna, Bombardier, standard chartered bank, Sephora.

IVR ⇒ IVR stands for Interactive voice responce.

Its a technology that allows computers to interact with people through voice and via keypad.

Domain ⇒ A domain refers to a group of network device that are manage and administered as a single entity.

→ It can also refer to a unique name.

→ Proxy ⇒ A proxy like a middleman between you and the internet.

When we use a proxy server, it acts as a gateway for your request to website or service online.

→ firewall ⇒ A firewall likes a digital security guard for your computer or network.

Ques Operating System ⇒ It is a software that manage computer hardware and provide common services, for computer programs like MS office, Linux & Android.

Domain & workgroup.

Domain	
→ In a domain multiple user login at a time	In a work group on user login at a time
→ all the data will be saved on centralized server.	All the data will be saved locally.
→ Policy will be apply from centralize server	There is no centralise server in workgroup.
→ All system manage by domain controller.	In a workgroup there is no domain controller.

→ Router → A Router stores IP address in its routing table and maintains its own address.

→ Switch → Switch stores MAC address in its lookup table table and maintains its own address.

Router	Switch
→ Router is network layer device	Switch is data link layer device
→ Router works on 3 Layer	switch work on 2 Layer.
→ Router is store all IP address in their routing table	store mac address in their ~~routing~~ lookup table
→ Router used to connect LAN WAN MAN	It used to connect only LAN.
→ It can easily work with both - wireless as well as wired situations of a network	The used of a switch are confirmed to only wired network connection.

Window 10 (support 22 H20)	Window 11 (23 H20)
→ Window 10 was released on July 15, 2015	Window 11 was released on 24 June, 2021.
→ Window 10 is based on android functionality.	Window 11 is based on macOS functionality.
→ windows can install only windows app from the store	windows can now installed android, IOS, & windows APP.
→ window 10 runs only device with TPM 1.2 or above	windows 11 only runs on device with TPM 2.0
→ windows 10 only runs on device with a minimum of 2GB RAM & 32 GB storage	windows 11 only runs on device with minimum of 4GB RAM & 64 GB storage.
→ windows 10 has display of 800x	windows 11 has display of high

Organization unit.

organization unit is a container which contant all. user, group, computer, network device in active directory.

TELNET → telnet is a command which is used to take system remotely Linux or unix. Its port number 23.

Question: How to update group policy
→ to run command
Type cmd
→ GPupdate.

How to fix VPN troubleshoot.
→ Check network connectity
→ Check ~~wrong~~ password lock or not.
→ reconfigure VPN.
→ check VPN access having to not user

Ans. FTP → (File transfer protocol)
It is used to uploading & downloding files

~~Workgroup~~ → DLP → DLP is a agent it is used after the installation of macface antivirus to protect your data.

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Que What will you do if email is not comming in outlook.

→ Check network connectivity password has been expired.
user id has been expired
email id has been expired
user has been locked out

Que How to reset password active directory.

→ Go to run command → type → dsa.msc →
→ active Directory (logged in to AD)
→ right click on find
→ user name
→ right click
→ Reset the password

~~Que If account has been locked out our email.~~

~~→ Login to active directory password~~
~~→ Go to Domain name~~
~~Right click find~~
~~go to account session~~

Que What is the exchange server → All mailboxes are manage by exchange server.

Que Which backup tools are you using →

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Que How to deactivate user in active directory.

→ Login to active directory console.
→ select the Domain name
→ Right click Domain
→ Click on the find button
→ find out the users
→ select the users
→ Right click
→ Disable user or, Enable user

Que ~~How to provide to access user.~~

Que ~~backup policy~~ →

Que What is microsoft one drive → Microsoft one drive is cloud based storage
bydefault size is 1 TB in my organization.

Que How to take backup →
Ans → backup is taken by backup teams
we are taking backup in microsoft one drive.

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Que What is MBR, ⇒ MBR stands for Master boot Record which is also known as the master boot sector It is the first sector that must we read when the PC is turnon to access the hard disk.

Que Group policy ⇒ Group policy can be used to apply security setting to use and computer in domain.

→ run command → cmd → updata

MAC Address :

mac address is a physical address your computer/or device.

current version ⇒ mac OS is 14.4.1

Que How to find serial number

Ans ~~Go to run command~~

type cmd → select command promt

↓ typ wmic bios get serialnumber. press enter.

The service tag appears as shown in the image below

OR

① Type cmd in window Search bar

② promt window, type wmic bios, press entre

③ The Serial number shown in image

Que What is the most of issue come in your previous organization.

→ user account locked out issue.

→ Software installation request.

→ new system configer issue.

→ user access related issue.

→ Password reset issue

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Que How many call you will get daily basis.

Ans 60-70 call take per engineer

Que How many ticket you fixed on daily basis.

Ans I fixed arround 30-40 average tickets in monthly and monday and tuesday 50-60 calls ~~recieved resolved~~

Que What is the difference between ipconfig ~~ipconfigall~~.

→ IP config ⇒ in IP config command its only showing IP Address, subnetmasle, default gateways showing.

→ IP configall showing a more option. Description, physical Address, DHCP Enabled DHCP server, DNS server, Lease Expires, Lease obtained.

How to make Bootable Pendrive →

→ Go to run command

→ type cmd

→ Right click on command prompt

→ Run as administrator

→ Press yes

→ command disk part → enter

→ diskpart → list-disk

→ enter

→ Diskpart clean

enter

Diskpart → create - partition primary.

enter

Diskpart → create-fs, ntfs-quick

enter

diskpart exit

enter

Right click on Iso file

open with window explorer

select all

copy.