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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

Page :
Date :

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.

Booting ⇒ Booting is ~~start~~ the process of starting the computer.

⇒ ① Cold booting ⇒
⇒ ② warm booting.

Q ⇒ network printer
via run command
// user id & pass on.

Que Login or How to create user in active directory
Login active directory
→ go to server manager → click on tool
→ go to right click then new
→ click on user
→ first name
→ Last name
→ Login
→ password
→ Retype password
→ ok
→ finish

Page :
Date :

Q. Which patch management tools are you using.
or
Q How to install patch in your organization.
or
Q. which tools are you using to install patch.

A. Patch means ⇒ Window update package
→ By using SCCM we will install patch, software and migrate the application

SCCM ⇒ System center configuration management

Q What is an OU (OU means organization unit like HR Dept, IT Dept, Finance Dept)

A. OU is a container of active directory which contains all active directory user, group, computer, network device, which is available in your organization.

Q What is SD

A. SD stant for service Desk.
→ Its handle are users technical issue and logged request and assighed to concern team.
Its also known as backbone of organization and also know as SPOC person.

SPOC ⇒ Single point of contact.

Que How to got ip address.

A. LATEST patch : 23H2

VPN

~~Q How to remain PST / IST~~
~~Q What is cross PST~~

→ Benifits of VPN →
→ Change IP Address
→ Internet connection encrypted & Secure
→ File sharing safe
→ Your online privacy is protected
→ It help you save money on online purchases.

Q How to troubleshoot / fix VPN.

→ We should check user having VPN access or not.
→ Check user account has been locked out.
→ Password has been expired or not.
→ Check the network connectivity.
→ May be any change in server side. VPN.
→ Reconfiger once again.

Q How to configer VPN. software / software is not working properly.

Que

wipro company 193 Sector Alok Sir

ctc - 3.6 Lacs
exp - total experiance 3 and half year, revelent experiance 2 and half year

Que RCA (Root Cause Analize)
P1 & P2 ticket has been resolve
RCA will be share to client.

Q

Covid - vaccine

12th marksheet certificate
10th " " "
UHA " " "
expir letter all company
CV — Hard copy
2 possport size photo
Aadhar — 2or
PAN — 2
offer Letter of CMS
Medical certificate → solar hospital
Blood group certificate.
G.P.A - Policy → Provide to

PC lock होगा

Asset no, Asset type, Sta
VDI

Date,	Asset no -	Asset type	Status	Issue
12-06-24	TC1606070	VDI	working	
	TC1606335			
	TC1606071			
	TC1606245			
	TC1606229			
	TC1606228			
	~~TC~~			
	TC1606660			
	TC1606225			
	TC1606202			

10.96.5.216 printer ricoh

mu0001

Standard - Ricoh genric networ printers

custom → ~~RICOH~~ RICOH
Have disk
manufacture | files → Basic software
10.80.50.12 | print → DISK1
oem
oemsetup

password (i) administrator - username
password

Wad&Pcant#387002

Alkesh complete

vidhi set printer
~~alkesh call or vidhi sow~~

HP → F9 - boot option | F10
Dell → delete | F12 pendrive
→ select English → next
installation →
→ have don't have
window to pro
i accept the line

Page :
Date :

Q msoutlook related issue / Fix this issue

Q How to create PST →
Q How take back emails → Same

→ How to repair PST.

→ outlook not open msoutlook troubleshoot → any software

imp right click → goto task manger
find the task select task → find the details

Q if user not send or receive email troubleshoot

→ How to check pst authentication.
email

→ Outlook new create profile

Q incomingmail server. / outcomingmail server.
How take data backup outlook /

Q troubleshooting process → identify /

Q OS deploy time → 32.
How to check domain

oru → torrent
pay - cms it
location - अहमदाबाद
Trunc →

Page :
Date :

✓ Que Why use ticketing tools → Mainting Incident, Service Request, problem base management change base management user details in your organization. That is called tiketing tools.

Ques If System working very slow how will you fix this issue

→ First check C drive space is free or not.
→ Go to run command.
→ temp → ok → Select the temprary files and Delete → temp files.
→ Go to run command →
→ Type %temp% → OK → Select all the files and delete the files
→ Again go to run command → prefetch → OK
→ And delete the temprary files.

After that empty the recycle bin files after that update window and antivirus And restart the system.

After these steps also its working very slow. suggest to user increase the RAM of the system and increase the disk space of C Drive.

⇒ In my last organization I was following these steps.

Ques What is itil → (Information Technology infrastructure Library is a volumes that describe the best practics for delivering IT services.
IT is IT service management its need to

Which service is offering office 365 ⇒

Ans → Its offer client based and cloud based services
Like - MS team, office 365 outlook, word, exel, powerpoint, onedrive sharepoint and many more application (admin panel)

Ques → How to take outlook data backup or email
Go to outlook
Click on file
Select open and export the click on emport export
next click on export file
select outlook data file in pst
select email id
Click on browser
Select drive (where you save data file)
click ok.
Finish and if you want password you can fill the password the ok.

Que - What is print spooler service ⇒
Print spooler service is used to check printing is comming or not properly. If is not working properly user ~~give~~ not give the print.

- How to ~~re~~start spooler service.
Go to run command
Type services.msc
the select print spooler service / & restart system.

What is the difference between client PC & server PC.
Client PC like window 7, 10, 11
server PC like window server 12, window server 19.

What is operating system ⇒ operating system is a collection of set of programs wich is manage all resources
Likes window 10, 11, window server 2012, 2019.

What is RID ⇒ RID stands for relative identify for assigning unique IDs to the project create in active directory.

What is the port number of RDP ⇒
⇒ RDP stands for remote Desktop protocol 3389
It is use to take window system remotely.

Que. How to go in safe mode ⇒
→ Go to run command
→ type msconfig
→ select on boot option
→ Select on safe mode
→ click apply
→ then click ok
and restart the system.

run command
type msconfig
↓
boot option
↓
on safe mode
↓
apply
↓
ok
↓
restart

Que What is FSMO ⇒ FSMO stands for Flexible single master operation It is set of operation in active directory.

Que What is group policy.
Group policy can be used to apply security setting to user and computers in domain.

Or How to update group policy in an active directory.
→ open command prompt
Type gpupdate the press entire.

What is organization unit ⇒ An organization unit is a container within the active directory domain which is to hold users and group computer.

LAN, MAN, WAN of Network ⇒

LAN ⇒ A local area network is collection of device connected together in your physical location such as a building, office or home.

MAN ⇒ A metropolitan area network / MAN is a computer network that connects computers within a metropolitan area, which could be single large city, multiple cities and towns any given large area multiple building.

WAN ⇒ A wide area network / WAN is the technology that connects your office, data centres, cloud application and cloud storage together.

VLAN (virtual local area network) VLAN is a virtualed that connects multiple devices and network nodes from different LANs into one logical network.

OST & PST

OST ⇒ OST file are used to intract with the exchange server while offline.

→ OST Files are created when you configure outlook to work in caching exchange mode.

C drive / Users / username / AppData / Local / microsoft / outlook.

PST PST file are used to store data on your local computer.

What is domain

Que. What does a domain controller do ⇒ The primary function of domain controllers is to authenticate and validate users on a network, including group policies, user credentials and computer names to determine and validate user access.

Que. Resolve issue of system audio ⇒

- Check your hardware cable connection.
- Check the audio settings on your computers
- Restart or change your audio device
- Install or update you audio or speaker drivers.
- Disable audio enhancement.
- Update the BIOS.

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

Centralized.

Decentralised.

Que. What is the window Registry ⇒

Ans The registry helps windows manage and operate your computer, ensuring access to critical resources and helping import programs configer settings. A hierachical database structure of key and values makes up the registry.

What is office 365 ⇒

Ans Office 365 is also mailing client & cloud based support.

Its work on License based application like E1, E3, E5.

E1 ⇒ E5 based user license they can open application through web like word, Exel, powerpoint, outlook webapp.

E3 ⇒ All the application will be on the desktop application Like MS word, PP, Exel outlook.

E5 ⇒ All the application will be on the desktop application Like ms.word. pp. Exel outlook.

Note ⇒ Having extra security feature and also E5 user will be access to share point to othe application.

Que ⇒ TELNET ⇒ Telnet is used to access command line interface of a remote server.
The telnet protocol runs on TCP port 23

Que - FTP ⇒ FTP used for uploading & downloading the files.

Que What is proprietary application support.

Ans SAP, ERP Clients based application.
Standard application. MS package, Adbe, chrome browser.

Que How do I ~~fix~~ start printer spooler. The following 3 quick steps will show you how to restart the printer spooler and may solve your problem.

→ Press the windows/or start icon type services.
→ then click the services app.
→ Find 'printer spooler' in the list and right-click it.
→ Right click 'printer spooler' again click and start.

Q Blue screen Error ⇒ A blue screen ~~error~~ of date is a full system failure at the windows kernel level due to an issue with windows drivers and hardware It is ~~is not an crash~~.

Q How can Fix this issue.

FTP FTP restart

Network printers - which can be accessed by multiple computers on the same network

local printers ⇒ which are connected directly your computers.

Imp How to join system in domain,
Go to pc
click on properties
goto advanced system setting
click on computer name.
click on change select the domain
give name TCS.com give user name and password
then restart the system.

Que Work group change the domain
Go to PC and Right click go to properties.
click on advanced setting.
the click on computer name
And there you will be see change option
workgroup or domain.

What is LDAP ⇒ Lightweight directory Access protocol for application that queries and modifies item in the directory systems
Like - Active directory that support LDAP.
- Its one of the protocol use for communication with active directory LDAP standard.
Made mainly for Linux/unix digital enviroment.

Benefits VPN → ① You can change your IP

→ Internet connection is encrypted and secured
→ File sharing is safe and anonymised.
→ Your online privacy is protected.
→ It helps overcome internet access restrictions.
→ Bandwidth is no longer throttled.
→ It helps you save money on online purchases.

Imp If user is not able to connect VPN How will fix that issue.

→ First check network connectivity.
→ Check user account is locked out or not
→ Ping the ip address of default gateway of VPN user don't have access to on VPN uninstall and reinstall VPN and configure new profile once again.

How VPN works, if we are connecting to the office environment.

→ When user to access the business network, they activate their VPN client, which establishes an encrypted 'tunnel' to the HAS.

Step Details What is the possible cause if VPN is not ~~working~~ connecting

Your VPN software might be outdated. Your VPN settings might not be configured correctly. You might have poor internet connectivity or an intermittent network connection.

- The problem not be a VPN issue ~~at all~~ but it might be your internet connection preventing your VPN from connecting.

(VPN)

What is MFA multi factor authentication its provide extra security of layer.

Q kernel in Operating system →

The kernel is a core component of an OS and ~~serv~~ service as the interface between the computers physical hardware and the processes running on it.

→ The kernel enables multiple applications to share hardware resources by providing access to CPU, memory, disk I/O and networking.

Quiz → What is BIOS on a computer → (Basic input output system)

Is the programs a computers microprocessor uses to start the computer system after it is powered on. It also manage data flow between computers OS and attached devices, such as the hard disk, video adapter, keyboard, mouse and printer.

Que If system working very slow how will you fix this issue.

→ Delete temp, %temp%, (prefetch file

Que - What is Router

Que What is Switch.

Que ~~Firewall~~ PST Personal storage table.

PST File are personal folder data and stored on client's harddisk.

Que ~~Bios~~ What is Bios (basic input/output system) is the program a computer's microprocessor uses to start the computer system after it power on. It also manage data flow between the computer & OS. and attached device

~~Bios~~ How to perform basic function such as like booting & keyboard control. hard disk. vedio adopter, mouse.

OST - stand for ~~for~~ offline storage table.) It used to save data for offline used store in ms exchange server.

~~what is ms exchange~~ ms exchange server is mail server. which is develop by microsoft.

Which patch management tools

how to printer spooler fix Issue.

press window or start icon
↓
Service
↓
Service app
↓
printer spooler
↓
Right click Start

Q How to fix blue screen of death.

→ shut down the pc that showed BSOD
disconnect USB
Reboot the system in safe mode with networking
↳
uninstall recently installed app
Roll back or disable drivers
scan malware
Run an SFC scan
Scan you hard drive.

What is domain controller do →

The primary function of domain controller is to authenticate and validate the user on the network including the group policy.

How to Repair pst →
or How to create pst ? → File | open file | import export | export file | click email browser |
or How to backup pst ?

Repair pst – By using scan pst we can repair the pst.

C drive | program file | microsoft office | office 16 | scanPST | click on start button |

MS outlook.
office 365 -
Acove -
7zip
printer installation.
S1 antivirus
UEM
DLP

LAN is not working & wifi
important.
network
install new software

30898

What is BSOD Error ▶

BSOD stands for Blue screen of death, it comes due to hardware failure or any software or operating system files corrupted.

→ It comes due to new patches will be recently installed.

→ It comes due to new software installed which is not compatible

→ It comes due hardware failure.

→ It comes due to Hard disk bad sector.

→ It comes due new Hardware installed.

How will you fix this issue

→ uninstall new software which is recently installed

→ uninstall new patch.

→ If hard disk is corrupt we can repair by using chkdsk command

Go to cmd → open cmd as administrator

⇓

type chkdsk

Q No Display / power on but Display is not showing

→ Moniter properly cable work or not. / & light properly

→ इसके system पर लगाके check करेंगे RAM सही है

→ SMPS – Check सही

→ Battery reset

→ processor reset →

→ Check of mother.

Internet is not working. Have will fix this issue

→ Printer fix

→ How to check when software login & how work.

→ Ping command → check network connectivity.

→ take system remotally.

Smps + check

ms outlook configure / Mobile Hotspot outlook not working

VPN

How to join system in domain

→ ticket → जब user ने ticket generate की pc or mouse is not working to ticket मेरे पास आया तो मुझे क्या करना पड़ेगा।

→ Configure a new system / laptop / & Software & login or Active directory में use है।

Q → one drive data backup → interface, a deleting tool →

Software update.

Antivirus update. नेटवर्क use करते हुए update

formate a system.

email properway

end point →

Google pass

VDI Login

2 imp PSM side

Hemra system.

SAP / GS

portal web of

portal.office.com

reconfig

Desktop my document ok

Help Desk topticlatly

Page :
Date :

→ How to connect projector in mac.
→ Active directory poly ⇒ [same activ. active poly]
→ if your internet not working.
→ How to configure exel.
→ Can the corrupted pst be recover.

→ How to update product -
- File
→ account
→ click change product key.
After that enter.

[10:00.6.55 Ricoh path
Msoftwares]

Jyoti Malda
— Saturday
[1:30 to 2: No
Jyoti saturday]

[First round completed
Alam HC / Malda]

4.240.85.59

How to remote server

→ How to run command
↓ MSTSC user
click and IP address, password

via remote PC server of
Data store command
DSA.MSC

Ques Configuration Forticlint.
now MS outlook configure
How to outlook issue
RCA

Showing
certificate pro

thursday
Noida 2B | 3:30 | interview

asurhini | chennai
HCL | Saturday

Nikeshar
require

→ User account related issue
software related issue.

Ques. Internet not working

AD policy
Identify firewall → 2 - migrate - Designe
Firewall name → Domado & Jahado

CTS - 10
User profile not found
Ravi panchal

How to connect network drive

temprary file
prefare files

① first check C drive.
If space is free or not
② Update the window.
③ update antivirus.
4 unistalled the unused software
⑤ How to delete temprary file.

How run run command
temp press ok
Select the temprary files and delete the temprary files

and the same

Ques → PST backup?

→ M'S team

How to connect domain to system

Why default path of STP ⇒

Que - OST / PST / SMO / ESMO

Que - Why are using ticking tools

Que - Blue dumm error and How will fix this issue

Que - Software related issue / Hardware related issue

Ques If System working very slow - How fix this issue

Ques - Which service 365

Ques print scoller service

Client pc & server pc

client user b, window

Client ⇒

BIOS ⇒ 365

TAT (Time around Time) :

What is ticking tool ⇒ System

ITIL ⇒ Information technology infrastructure Library

Imp 2) How to configure printer

click on the add device & printers

Select printer & scanner device

click on the add device

↳ TCIP device

9 Floor

finance

68187

VDI installion

Ground floor

vidheshar

Shashikant

I know but

Ques Internet protocol ⇒

⇒ Private IP address ⇒

⇒ Public IP "

⇒ differ IPv4 & IPv6

⇒ SMTP ⇒

⇒ POP3 ⇒ User authority

⇒ IMAP ⇒ Imap multiplayer

⇒ distribution list

⇒ Share mail Box.

⇒ Activ directory

⇒ DNS

⇒ your Internet is not working How fix this issue

⇒ what is bydefault port OS | PST

⇒ audio issue on system

⇒ Telnet FTP.

⇒ What command port ⇒

⇒ BSOD error

⇒ What is print scoller service

⇒ ITSM

RIT

What Windows registry use for

NASA

Internet explorer

What is your troubleshooting process.

Ticket mailbox

What is telnet

BSOD er

Fix cable & create cable.

What is operating system.

How get IP address.

How backup of the email.

VPN is use virtual private network

Microsoft 1 drive same google drive

type of proxy IP Address.

Why use DSP

What is one drive - Cloud base, upload, share with other

Default

Yes I know but ~~know~~ Right ~~know~~ I am forgeted know ~~forgive this~~ Question.

Page :
Date :

My name is shivom pratap Singh [I am from U.P farooqabad]
I Live in gurugaon.
→ and about my ~~schooling~~ education background - I have done 10th & 12th from state board of up.
→ I have done BCA from Bhopal. makhanlal chaturvedi National university of Journalism and communication ~~Bhopal~~.

and about my work experience -
I have 2 year experience in technical support engineer.
→ I was working in ~~gurug~~ India pvt Ltd. The project of TCS.
→ as desktop support engineer, remote support engineer, IT Helpdesk support engineer, I am support engineer.

And about my day to day activities -

I was getting calls, E-mail, chat from end user related, desktop related issue, Domain related issue, software related issue

Email related issue
→ Trouble shooting of network, printer related issue

and that's all about me. -

Page :
Date :

24. [3 June] [Prof]

→ e.e.trouble
→ ost / pst

अगर client से कोई मेरे आज तक का ऐसा काम बताइये

How to bootable pendrive
Mac address,
Mac configure-s

आपकी fee your

manageable

Password

HCL Nazia
further

20-03-1998

Pune Kamali
CTS - congla

Domain

Domain login
Check printer mapping
domain login machine

may 25 saturday

14.4.1

login

30 K DLF

indigo 2FC

How to install mac OS

indigo - gurugram
SIVA vishal

Menu

880198

one drive is data lang

Page :
Date :

→ Differ btw index array and associative array.
→ associative array key-value दोनों define होती है।
→ index array में index define नहीं होता वह automatic होता है।

HTTP - Hyper text transfer protocol → this is how web pages are requesed and delivered on the internet.

HTTPS - Hyper text transfer protocol secure → it's like HTTP, but with added security for safer data transfer.

FTP - File transfer protocol → It's used to send and receive file over the internet.

TCP - Transmission control protocol - It ensure that data sent over the internet arrives intact

IP - Internet protocol - It provides address for device on the internet.

UDP - user datagram protocol - It like TCP but faster and less concerned with data integrity.

SMTP - Simple mail transfer protocol - It's used for sending emails between server.

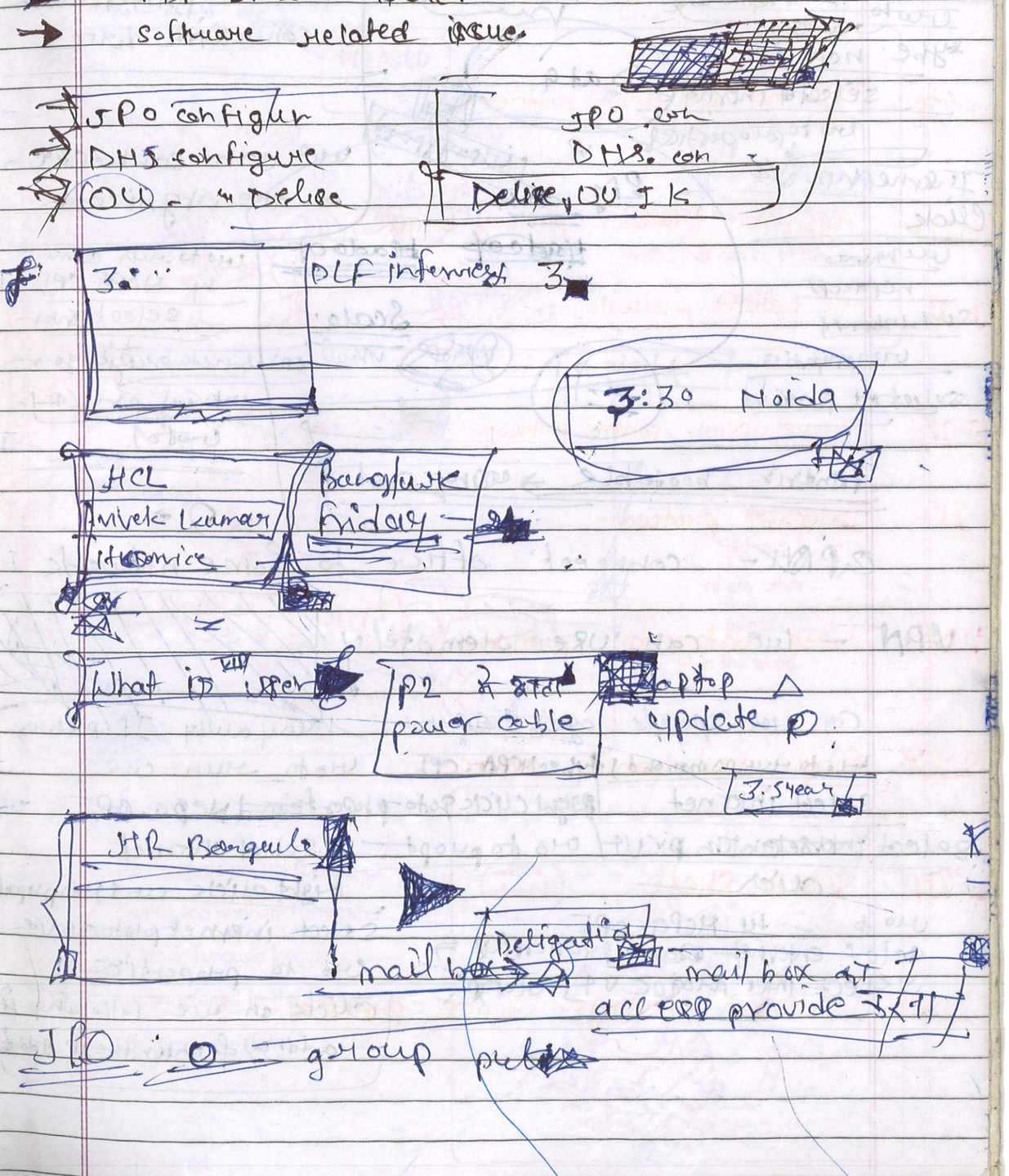
SSH - Secure Shell - It's a secure way to access and control remote computer.

IMAP - Internet Message Access protocol - Allow user to access email massege to stored on the remote mail server.

Page :
Date :

360 3

Q. software related issue comes your system.
→ ms office related.
→ Safe application.
→ PDF related issue.
→ software related issue.



Integration.
Payment getway.

Data

Big data

Hadoop

Scala.

Pendrive bootable → using cmd

VPN – connect office to home network

VPN – we can use remotely

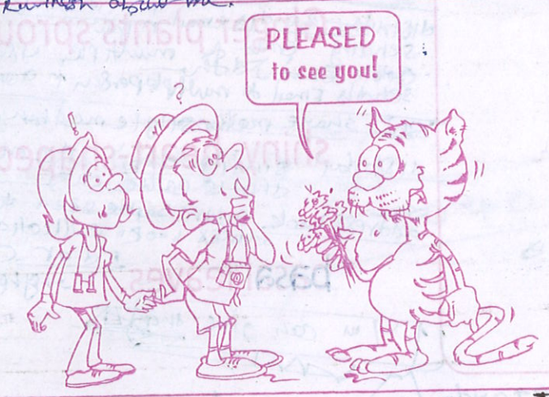
Can you speak again question

Manually IP address

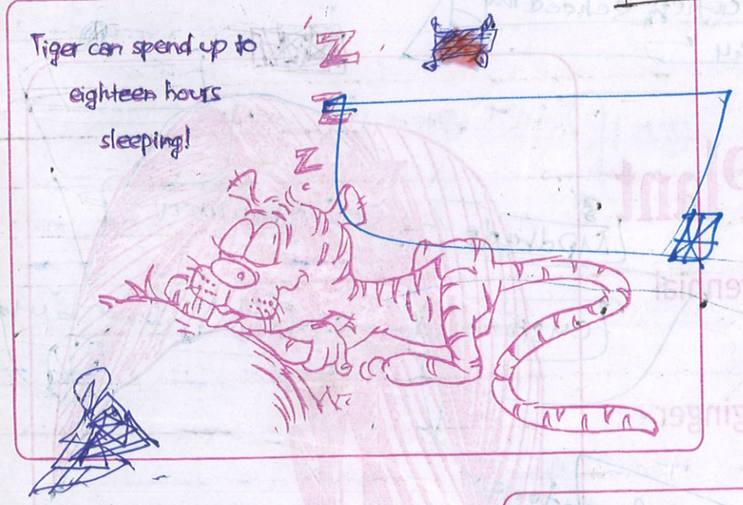
Pre connectivity LAN cable
network ph
local prin
local printer with
connect with direc

we can connection
on the organization

TIGER TRIVIA



A Buddhist temple in western Thailand called the 'Tiger Temple' keeps numerous animals, including several tigers that can be petted by visitors!



Tiger can spend up to eighteen hours sleeping!

Tigers have eyes that are the brightest of any other animal in the world.

The Tungusic people (people of Siberia and northern China who speak Tungusic languages) often referred to the Siberian tiger as "Grandfather" or "Old man".

Tigers will occasionally eat vegetation for dietary fiber!

Source : Internet