

FAQ List 1. Internet Connectivity Issue Answer: Intermittent or complete loss of internet connectivity affected multiple users across the organization. The issue was caused by a misconfiguration in the firewall, which restricted outbound traffic. After identifying the root cause, appropriate changes were made to restore connectivity.

2. Software Office 365 License Expiration Answer: When an Office 365 (now Microsoft 365) license expires, the user's access to Microsoft services and applications, such as Word, Excel, PowerPoint, Outlook, Teams, and OneDrive, is affected. Below is a detailed description of the expiration process, its impact, and steps to address it.

3. How to Connect SOPHOS? Answer : Connecting to Sophos typically refers to integrating or setting up a Sophos security product or service. Here's a concise guide:

1. Install the Sophos Software/Device: Endpoint Protection: Download and install the Sophos endpoint client on your computer from the Sophos Central Dashboard. Firewall/UTM Appliance: Set up the hardware or virtual appliance following the user manual. 2. Create or Access Your Sophos Account: Log in to the Sophos Central Dashboard or your local Sophos management console (depending on the product). 3. Register the Device/Service: For hardware or virtual appliances, connect to the Sophos interface using the default IP (e.g., <https://<device-ip>>) to complete the registration. For cloud services, use the Sophos Central interface. 4. Connect to the Internet: Ensure your device or service is connected to the internet for updates and synchronization with Sophos Central. 5. Configure Policies and Rules: Use the management console to set up policies (e.g., web filtering, threat protection) and network rules. 6. Deploy Across Endpoints: Deploy endpoint protection to devices by sending installation links or deploying the software manually.

4. How to search the incident? Answer : Start the Interaction: Open the Teams chat and invoke the ITSM bot. Example: Hi Search incident <Incident Ref no>.

5. Computer Peripherals Troubleshooting Answer: Computer peripherals are external devices connected to a computer to enhance its functionality, such as keyboards, mice, printers, monitors, scanners, external drives, and more. Troubleshooting these peripherals involves diagnosing and resolving hardware or software issues that affect their performance. Below is a description of common troubleshooting steps for computer peripherals:

1. General Troubleshooting Steps: 1.Check Connections: Ensure all cables are securely plugged into the correct ports. For wireless peripherals, check if the device is paired or within range.

2.Power Supply: Verify the device is receiving power. Check for indicator lights or power buttons. Replace batteries or test with a different power source if applicable.

3.Reboot the System: Restart the computer and reconnect the peripheral to resolve temporary glitches.

6. General Issues Related to Databases Answer: Databases are essential for storing, organizing, and retrieving data in applications and systems. However, various issues can impact performance, data integrity, and system reliability. Below are common database issues, their causes, and potential solutions.

1. Performance Issues Description: Slow database queries, delayed responses, or high latency can affect user experience and system efficiency.

Causes: Inefficient query design or lack of optimization. Missing or poorly indexed tables. Overloaded servers due to high traffic or inadequate resources. Fragmented or bloated databases.

Solutions: Optimize queries using proper indexing and query rewriting. Archive or remove unused data to reduce load. Scale up resources or distribute load using replication and clustering. Perform regular database maintenance tasks like defragmentation.