



SKILL BASED

IT TRAINING

AS441
ADVANCED SERVER SUPPORT 1
PROFESSIONAL DEGREE IN IT SUPPORT
JAN 2023 INTAKE

Total: 25 marks

QUESTION:

1. Please list out four major subsystems for a computer systems and brief each of them.
(8 marks)
2. Below shows the list of troubleshooting methodology. What are the missing pieces?
 - Identify Problem
 -
 - Establish theory of probable cause/question the obvious
 - Test theory to determine cause.
 -
 - Implement solution or escalate.
 - Verify full system functionality.
 - Implement preventative measures.
 -
 - Document finding, actions and outcomes.
(3 marks)
3. State three difference characteristics between server and workstation.
(6 marks)
4. What is the output of Figure 1?

```
[smb@localhost ~]$ hostname  
localhost.localdomain  
[smb@localhost ~]$ hostname > "${hostname -s}-summary.txt"
```

Figure 1

(2 marks)

5. What is the output of Figure 2?

```
[smb@localhost ~]$ date > localhost-summary.txt  
[smb@localhost ~]$ cat localhost-summary.txt  
Thu Jul 13 12:07:40 AM BST 2023  
[smb@localhost ~]$ date >> localhost-summary.txt
```

Figure 2

(2 marks)

6. Why I'm getting this error? How to prevent this?

```
[smb@localhost ~]$ printf "\n\n$(firewall-cmd --list-all)\n\n" >> localhost-summary.txt
Authorization failed.
    Make sure polkit agent is running or run the application as superuser.
[smb@localhost ~]$
```

Figure 3

(4 marks)

