



SKILL BASED

IT TRAINING

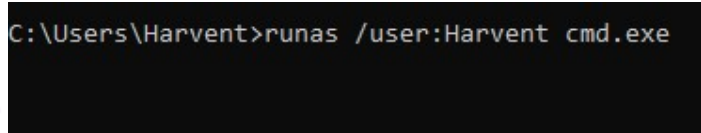
AS441

ADVANCED SERVER SUPPORT 1
PROFESSIONAL DEGREE IN IT SUPPORT

Total: 30 marks

QUESTION:

1. List the six general troubleshooting categories you have learned in Troubleshoot an OS and Applications. (6 marks)
2. What is some possible reason a user is not able to access resources or files? (4 marks)
3. What is the administrator-level accounts for Linux, local Windows administration, and Microsoft AD administration? (3 marks)
4. What tools or commands are used in Linux and Windows to elevate privileges? (2 marks)
5. What is the output of the Figure 1 and what does this command meaning?



```
C:\Users\Harvent>runas /user:Harvent cmd.exe
```

Figure 1

(5 marks)

6. Based on Figure 2, what did you understand, please elaborate.

```
[admin@localhost ~]$ useradd testuser
useradd: Permission denied.
useradd: cannot lock /etc/passwd; try again later.
[admin@localhost ~]$ sudo useradd testuser

We trust you have received the usual lecture from the local System
Administrator. It usually boils down to these three things:

    #1) Respect the privacy of others.
    #2) Think before you type.
    #3) With great power comes great responsibility.

[sudo] password for admin:
[admin@localhost ~]$ █
```

Figure 2

(5 marks)

7. Based on Figure 2, what was the command to modify the username to **Harvent**.

(5 marks)

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