Hardware & Networking
L1 Support Engineer Course Content

1. Introduction
   - Technical Support Fundamentals

2. Hardware & Troubleshooting
   - SMPS
   - Mother Board
   - RAM
   - Hard Disk
   - Hardware Installation
   - DVD Drive

3. Software & Troubleshooting
   - OS Installation
   - Basic Software Installation
   - Driver Installation
   - Printer Drivers Installation
   - Scanner Driver Installation

4. Printers & Troubleshooting
   - Printer Basic Troubleshooting
   - Drivers Troubleshooting
   - Network Printer Troubleshooting
   - Cartridge Refilling

5. Networking & Troubleshooting
   - IP Address Full Concept (IPv4 and IPv6)
   - MAC Address full concept
   - Sub netting
   - Basic CMD
   - Networking Troubleshooting
   - Switching in computer networks
   - Router configuration basic
   - Straight Cable crimping
   - Cross cable crimping
   - Firewall Basic
   - Date sharing
   - Printer Sharing
   - FTP Protocol

6. Windows Server Basic
   - AD
   - DNS
   - DHCP

7. Outlook
   - Installation
   - Configuration

8. Ticketing Tools
   - How it works
   - Managing the Ticket

9. Interview Tips