Internship on IT Support AND Network Administration

BY

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This Report Presented in Partial Fulfillment of the Requirements for the Degree of Bachelor of Science in Computer Science and Engineering

Supervised By

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Senior Lecturer
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DAFFODIL INTERNATIONAL UNIVERSITY

DHAKA, BANGLADESH

JULY 2020

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APPROVAL

This Project/internship titled **Internship on IT Support AND Network Administration**, submitted by **Md. Selim Reza,** ID No: **172-15-10124** to the Department of Computer Science and Engineering, Daffodil International University has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc. in Computer Science and Engineering and approved as to its style and contents. The presentation has been held on **8th July 2020**.

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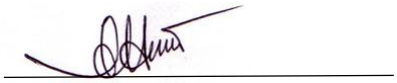

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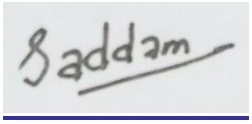

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DECLARATION

I hereby announce that, this internship report is prepared by me, **Md. Selim Reza (172-15-10124)** to the department of Computer Science and Engineering, Daffodil International University. Under the supervision of **Rubaiya Hafiz, Senior Lecturer, Department of CSE,** Daffodil International University**.**

With full of respect I declare that this internship was about IT Supports and Networking. And this book title is "Networking and IT Support on Infinity Dreams" supervised by **Rubaiya Hafiz**, Senior Lecturer of the Department of Computer Science and Engineering, Daffodil International University. I am so much thankful to my dear supervisor and so much pleased to her. Last time I was submitted an Internship book after completion of my Diploma degree.

I declare that this project has been done by us under the supervision of Ms. Rubaiya Hafiz, Senior Lecturer, Department of CSE Daffodil International University. I also declare that neither this project nor any part of this project has been submitted elsewhere for the award of any degree or diploma.

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Senior Lecturer
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ABSTRACT

During my internship period at Infinity Dreams Bangladesh, I was able to experience in IT Department at Infinity Dreams Bangladesh. They are third party service provider Company in Bangladesh. So, they have many departments for giving supports in various types of departments. In my department had ISP Supports and Software supports with license renew, validation and bug support. So, for this reason I got a great chance to done many types IT related works. There were ISP Clients management, reputed company's software managements etc. I learned about create ISP plan, online software purchase for multiple licenses, installation, troubleshooting and many more.

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ACKNOWLEDGEMENTS

I am very appreciative and stay obligated to ALLAH for who has guided in all dares to effectively finish my Internship book. I am so much thankful to my dear supervisor **Rubaiya Hafiz**. If she wasn't, I can't complete my internship book. Because of thousands of wrong I had done in my internship book creation time. Every single step I can go away by her help. For this reason, again I want to spread my thankful around her. Always she was motivated, inspired me and always throw me for moving forward with my own efficiency. I don't know how can I exposure my thankful to her. I am praying to ALLAH for her happiness and better future.

I also thankful my dear Prof. **Dr. Syed Akhter Hossain** (Head of the department of Computer science and engineering) for his important directions and so much kind.

I always store your loves in my depth of heart. Please I am requesting to both of you for hold me on your heart.

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DEDICATION

I want to dedicate this internship book to my dear and best parents in the world. Today I am here for their hard try and highly dedication to my future. I love my parents and gratefulness for my parents.

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CHAPTER 1

Introduction

1.1 Introduction

This book is the era of Networking and IT Support for a company. In this time maximum people of this world depends on Internet. For this reason, networking system todays, a popular section of the world. There are billions of networks exists in the world. And they are must in under servers. And these servers always should be under maintenance. So, if we are interested in this sector, we have to know about CCNA details. CCNA is so much big place. We have to select just a part to done our job and multiple tasks.

It is surveyed that more than 1 million CCNA confirmations have been allowed since it was first moved in 1998. The CCNA assertion covers a far-reaching extent of frameworks organization thoughts. It makes plausibility prepare for the latest framework headways they are presumably going to manage.

1.2 Motivations

I am now obeying Bachelors in Computer Science Engineering at Daffodil International University. I was completed many credits here under many valuable subjects in my BSC life. Now I need to know something visual, and practically should be done for experience and use my talent. For this reason, this internship is my motivation for make me confidant.

I can understand importance of this internship course when I have done this internship.

1.3 Internship Objectives

In this internship day by day developed myself. How to manage a company networks now I know, how to communicate with colleagues, clients and others. Basically, I didn't know corporate world is another world in this world. When I have passed days one by one, I was astonished and making me happy with them for learning about real life.

By this internship I developed my skill level. Now I can give supports and services to another place from here in the world.

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1.4 Introduction Company

Infinity Dreams Bangladesh is a third-party service provider in various types of skill. There are available many services like Information technology sector, Web and Offline Software Department, Networking Department, Freelancers Department, Interior Design department. From 2012 they have completed thousands of tasks till now. Still now they have hundreds of Clients. Services they are providing like:

- **IT Services**
  - ✓ Corporate Internet Solution
  - ✓ IP calling.
  - ✓ Security solution.
  - ✓ Domain registration and web hosting.
  - ✓ Website development.
  - ✓ Open source application solution.
  - ✓ Internet Service Provider
  - ✓ Data Connectivity, Data center& Co-Location.
  - ✓ Proxy & DNS Server solution, Mail Server Solution.
  - ✓ Professional course and trainings.
  - ✓ Virtual Troubleshooting.

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CHAPTER 2

Organization

2.1 Introduction

This is a Bangladesh based registered customized software development and customized IT solutions provider. We provide all kinds of Customized Software Development & Maintenance, IT Enabled Services (ITES), E-Commerce/Web Services, IT Consultancy, Mobile Application development and IT training services to our clients globally. We are also interested to undertake Graphic Design outsourcing and subcontracting services.

2.2 Product and Market Situation

The world is now very much technology improved. Now-a-days internet connections are available in everywhere and every country (except some of countries). Social media is the big recourse for collect information and friends and family's updates. Sometimes peoples sharing false news's to others. And many peoples are reading this false news's and the supposed that, the news is correct and informative. But they don't know what's happening in behind. Some of the selfish peoples for some extra earnings, sharing false and fake news's to publicly. In Bangladesh, now-a-days, many online newspapers have been published and they are posting fake news's although.

In other countries, Governmental and nongovernmental agencies are collecting and archiving the entertainment information's for the next generation. Because, they need to continue their cultures as well. They collect public comments, reviews about movies and shows and creates reports about the survey.

At this moment, right now we are far away from them; but not so far as well. We also have to contribute and develop the digital archives for our future generations. Specially, this process is now very much important as because, they should have to collect accurate and trustworthy entertainment information's. If we keep the accurate information's for our generations, they could know our culture and histories as well. Although, we should have to keep practicing saving data's in soft copies. Physical copied data are not easy to movable and sharable as well.

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Bangladesh is now very much technology developed country. We have own manpower's, technical persons, software and hardware engineers etc. also, we do have high speed internet connectivity around the country. People can access internet through mobile and computer devices. Our government is also trying to digitalize every sector. So that, entertainment and cultural sector should have to be developed and digitalized and publicly accessible. Also, foreign visitors also welcome to read and collect our cultural information's.

2.3 Mission

We will provide most accurate archive and data information about entertainment. We will store present, past and future entertainment information's in our datacenter. We will archive data for our future generations. We will share the API accessibility as per user needs. So that, any company or organization can collect information from us via API service. We will develop and share our database in World Wide Web. So that, peoples from rest of the world can access our datacenter. We will store the documents in soft copy version. But it will be printable anytime with custom filtering options. All the services are web based. So that, any of changes made by our contributors, it will become updated instantly everywhere. We are developing cross device friendly software. So that, everyone can access our database from any devices. Wrong and week information's will be ignored. So that, peoples will get the fresh information from us.

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2.4 SWOT Analysis

SWOT analysis (alternatively SWOT matrix) is an acronym for Strengths, Weaknesses, Opportunities, and Threats. and is a structured planning method that evaluates those four elements of a project or business venture. A SWOT analysis can be carried out for a company, product, place, industry, or person. It involves specifying the objective of the business venture or project and identifying the internal and external factors that are favorable and unfavorable to achieve that objective

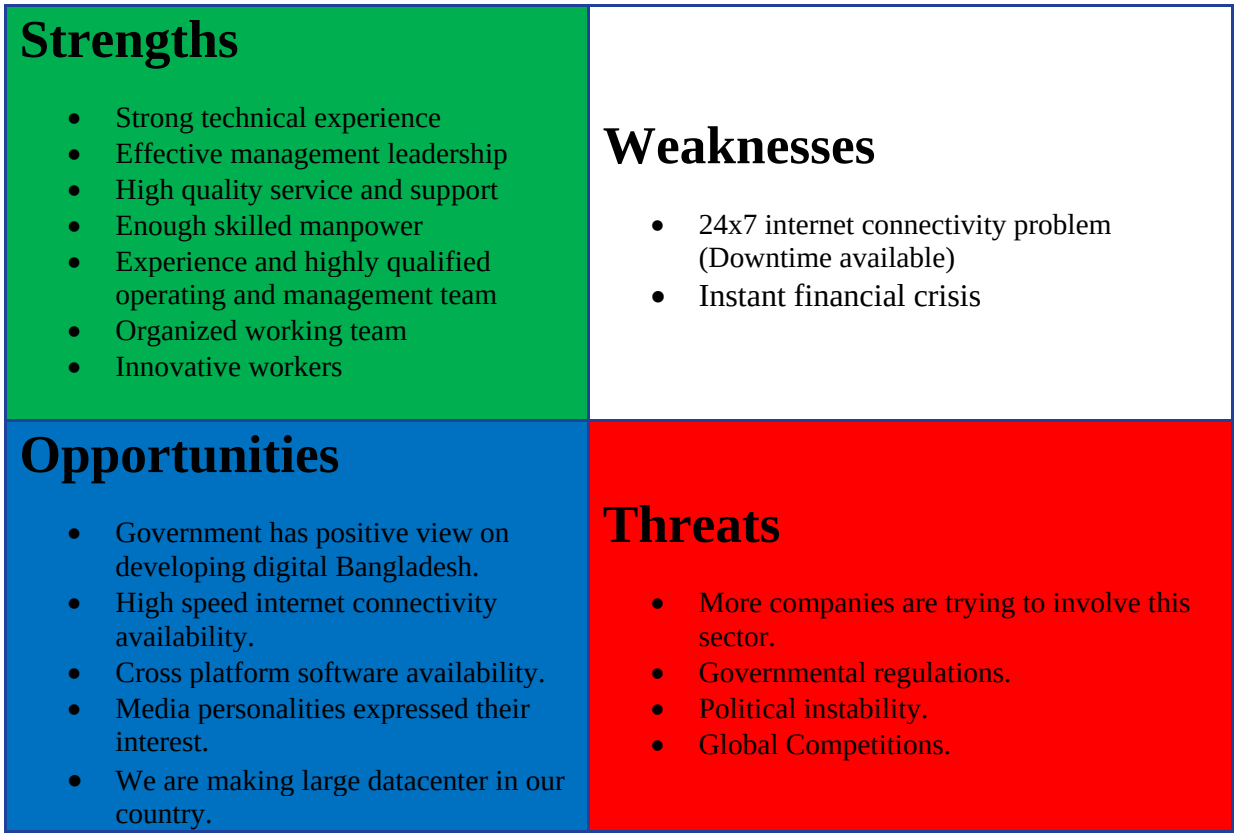

Figure 2.4.1: SWOT Figure

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2.5 Organization Structure

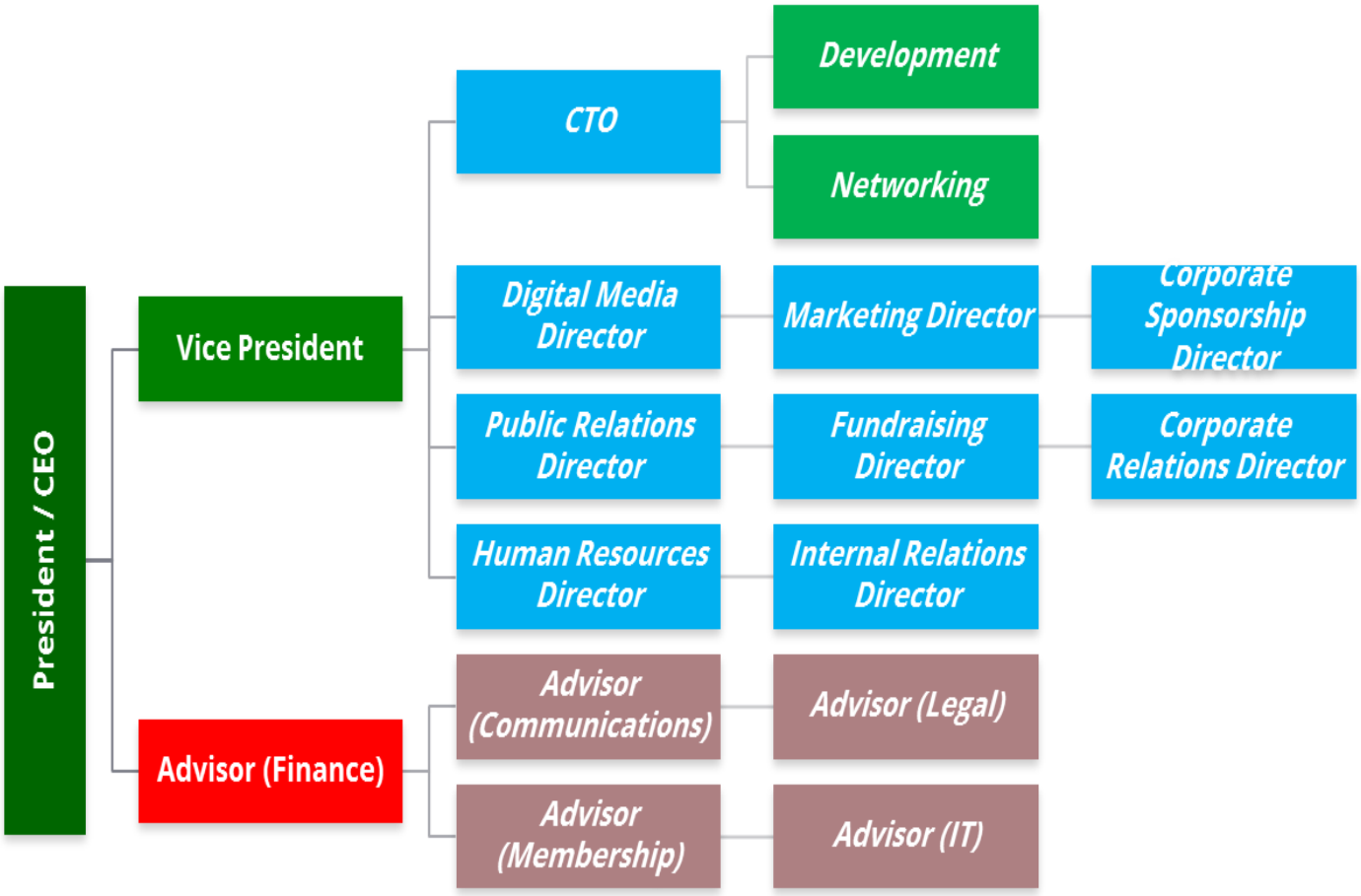

Figure 2.5.1: Infinity Dreams Bangladesh Structure

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CHAPTER 3

Tasks, Projects and Activities

3.1 Task and Activities

I built a new setup of a System after joining there. Such as I was setup a pc, then setup router, then installed windows, then installed necessary software's for daily task. Such as: Skype for foreign conversation, Team viewer for control our clients, Virtual Machine for Experiment Troubleshoot, FileZilla for File transfer protocol and many more.

Setup router via IP address:

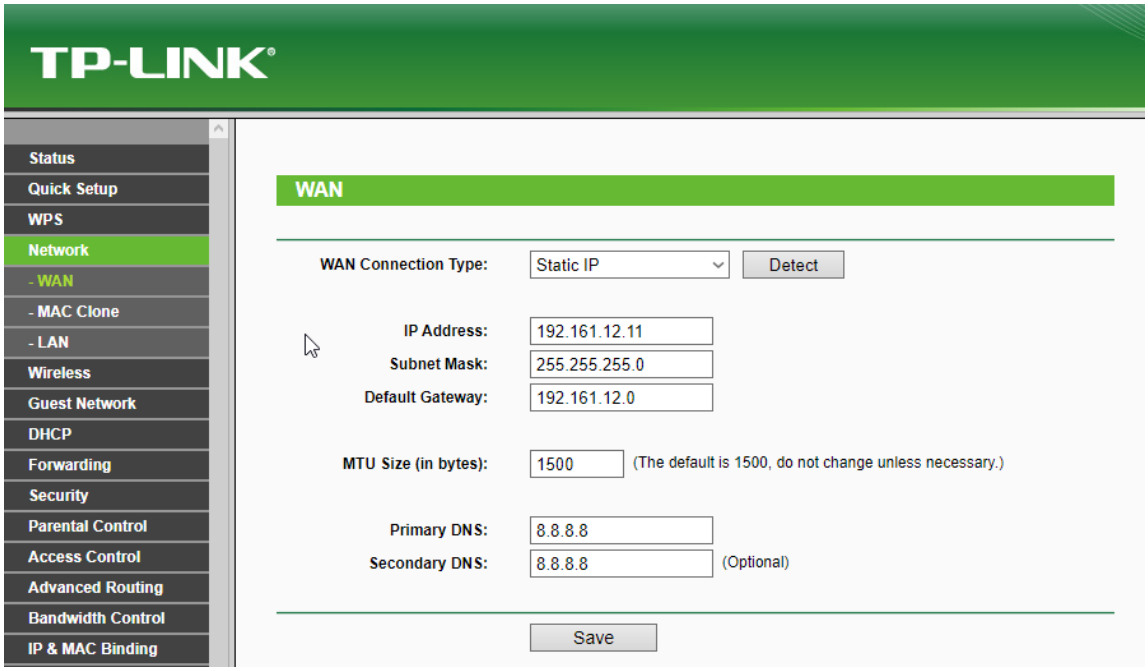

Figure 3.1.1: Router Configure

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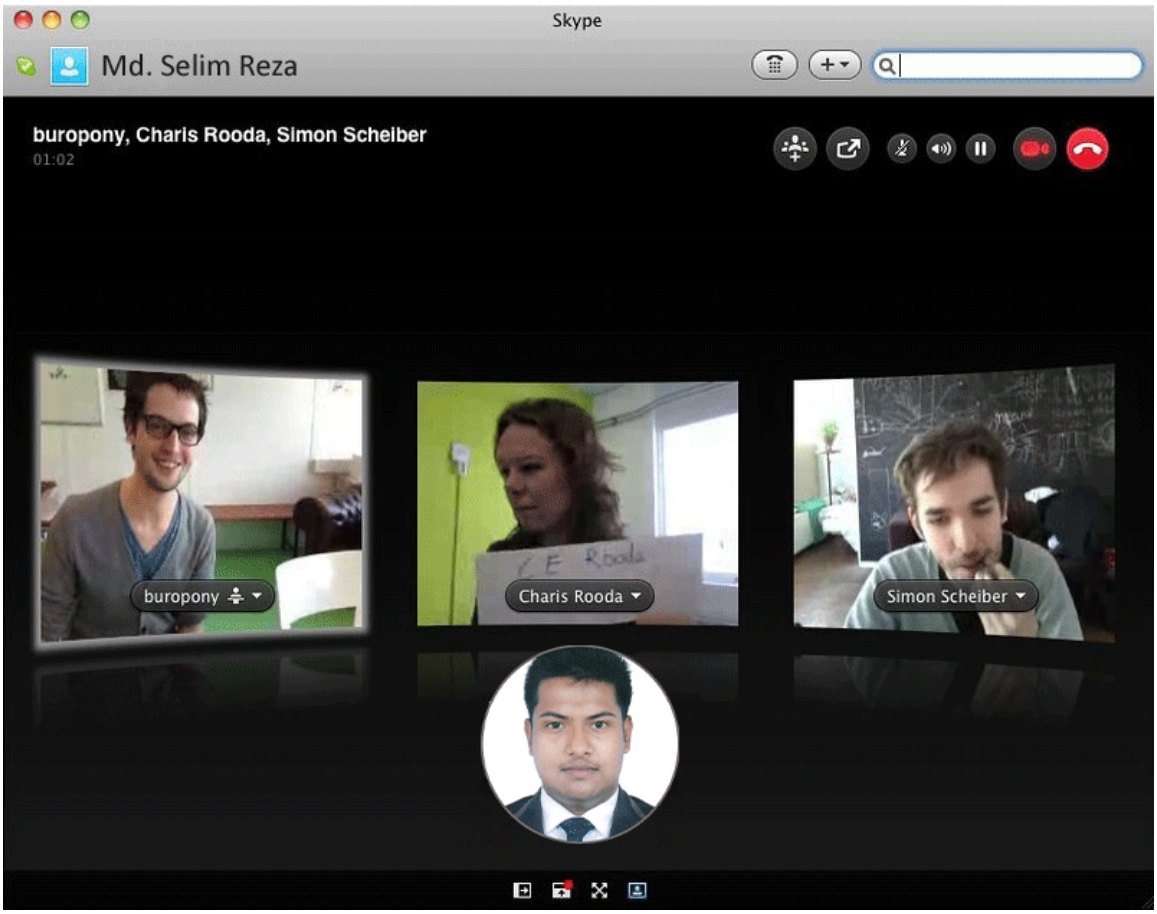
Our Daily Foreign Client Conversation Snap:



(Running Conversation)

Figure 3.1.2: Video Conversation

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Control Client Computer's:

Here we used Team Viewer remote control app as controller.

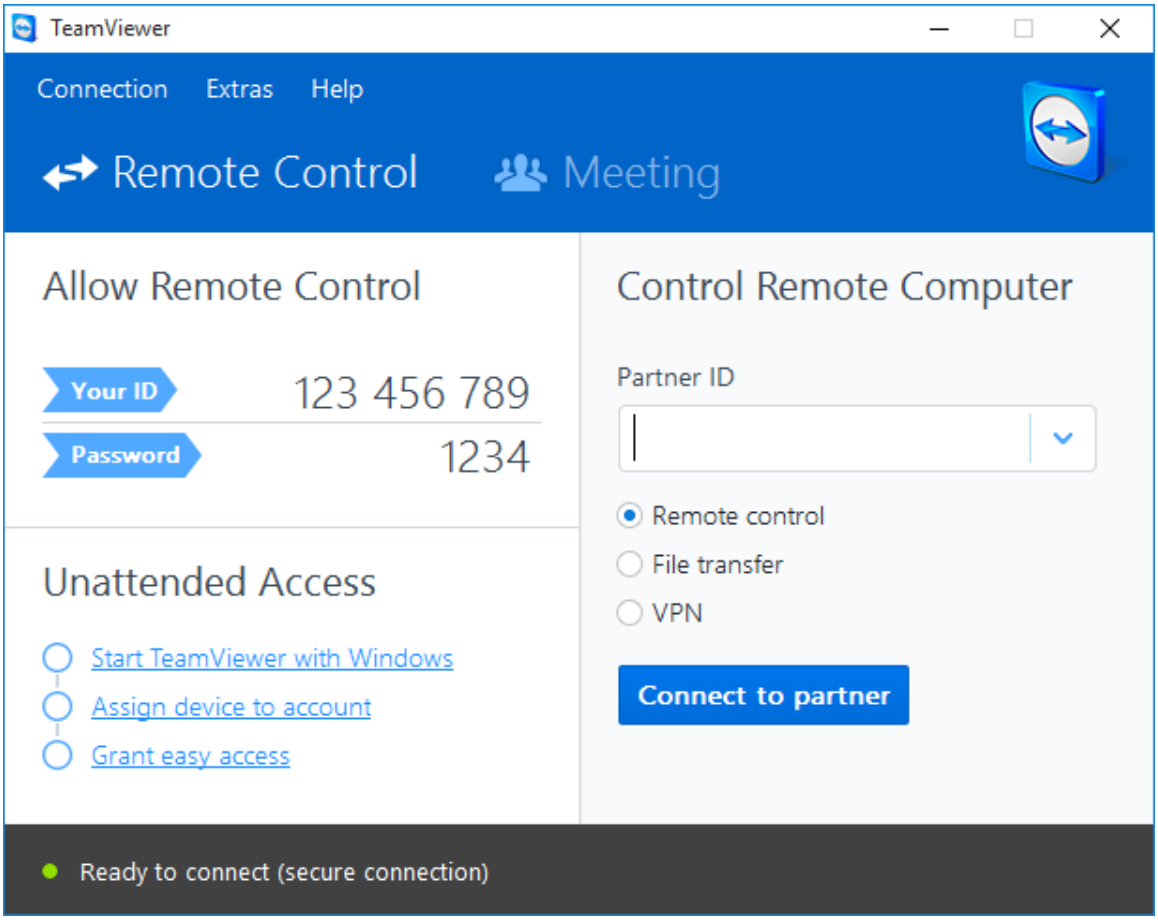

Figure 3.1.3: Client PC Access Center

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Client PC:

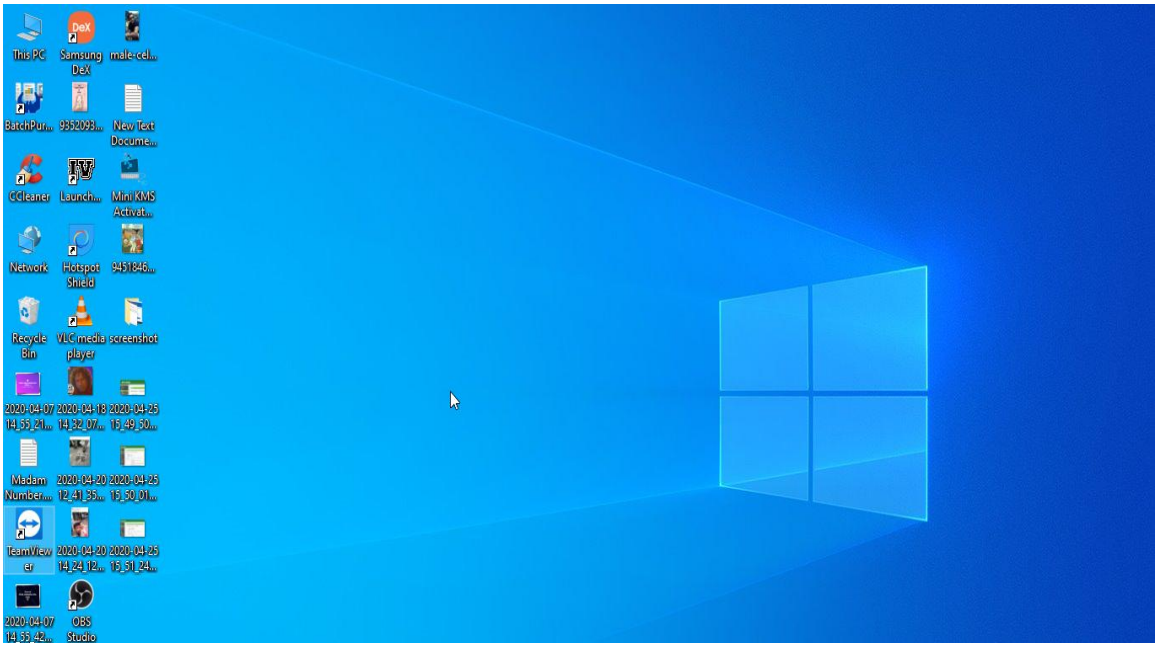

Figure 3.1.4: Client Desktop

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Linux Operating System UBUNTU Install and run for Troubleshooting Network:

1. Open Virtual Machine:

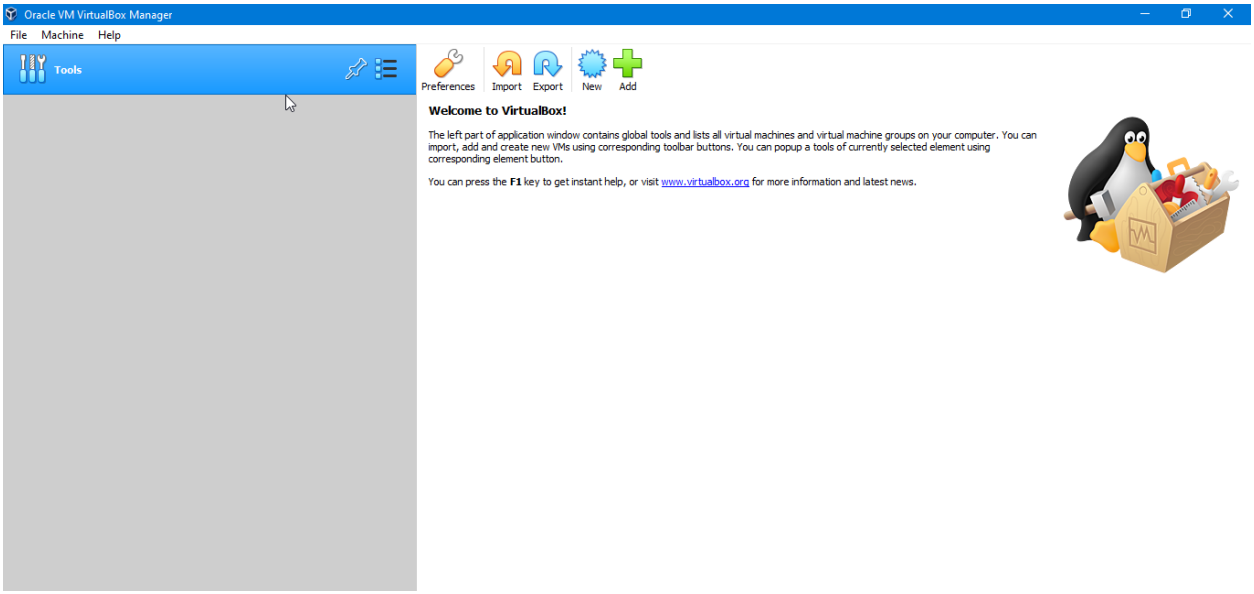

Figure 3.1.5: Virtual Machine Setup

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2. Add UBUNTU ISO in this system for compile and run in emulator:

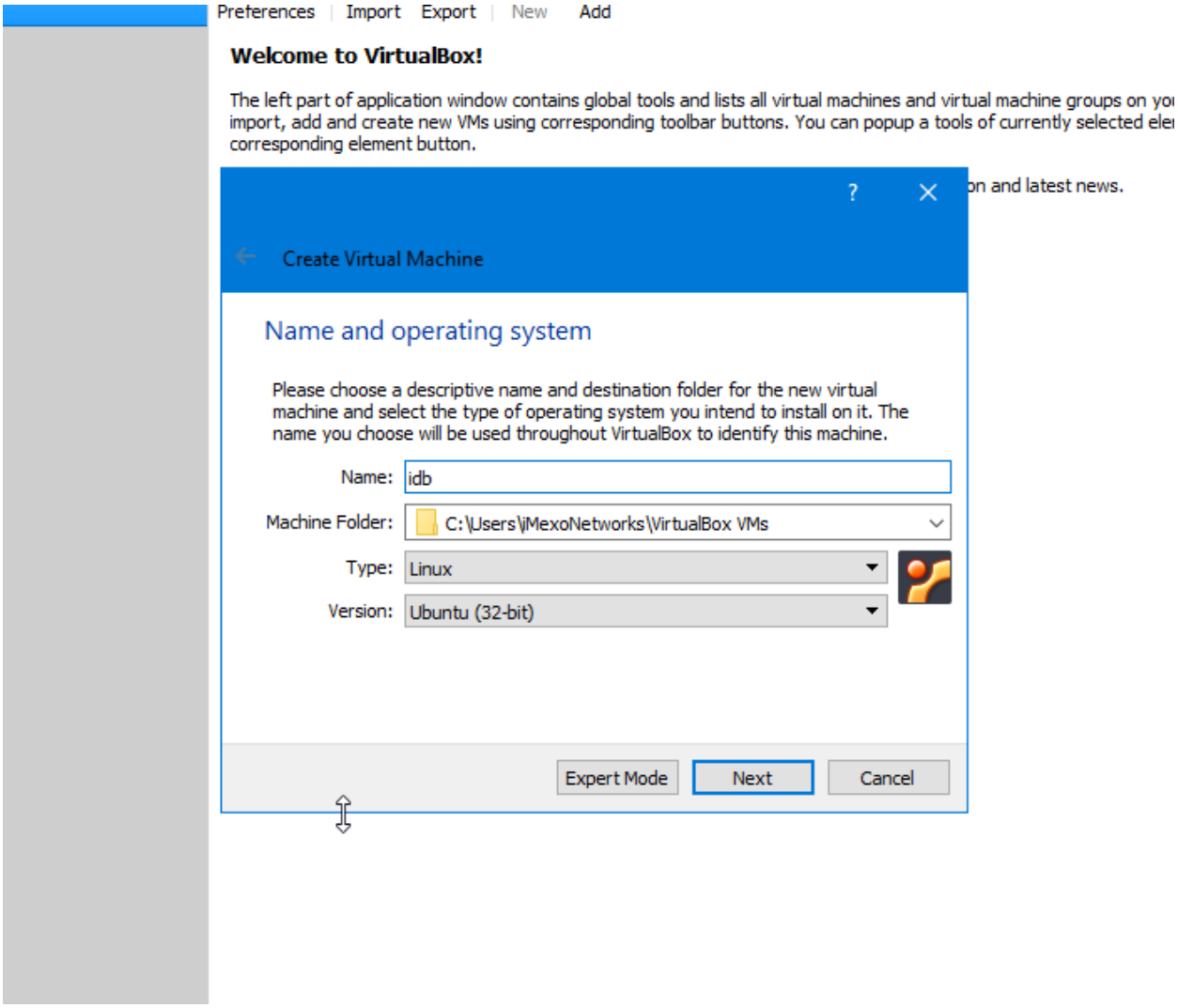

Figure 3.1.6: UBUNTU Installation Process

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3. Now run and setup UBUNTU Operating System:

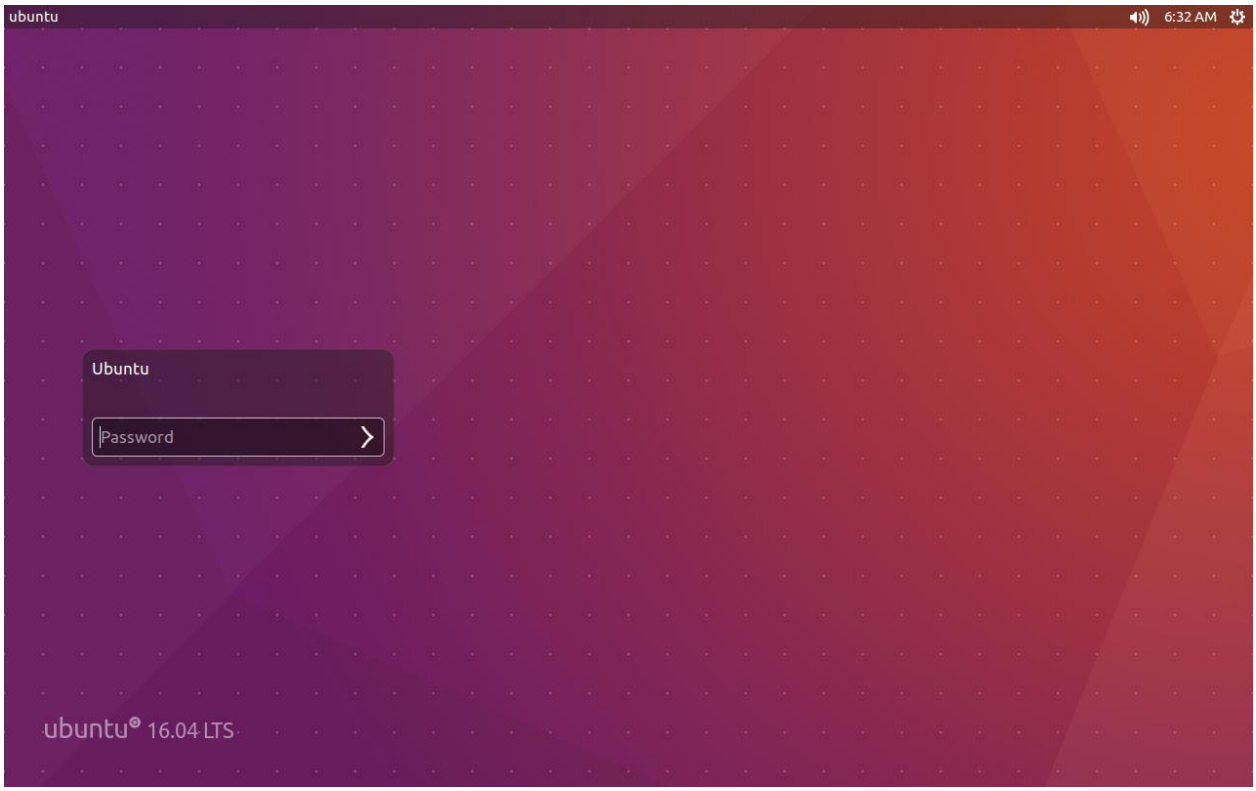

Figure 3.1.7: UBUNTU Login Screen

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4. Login to UBUNTU Secure Screen:

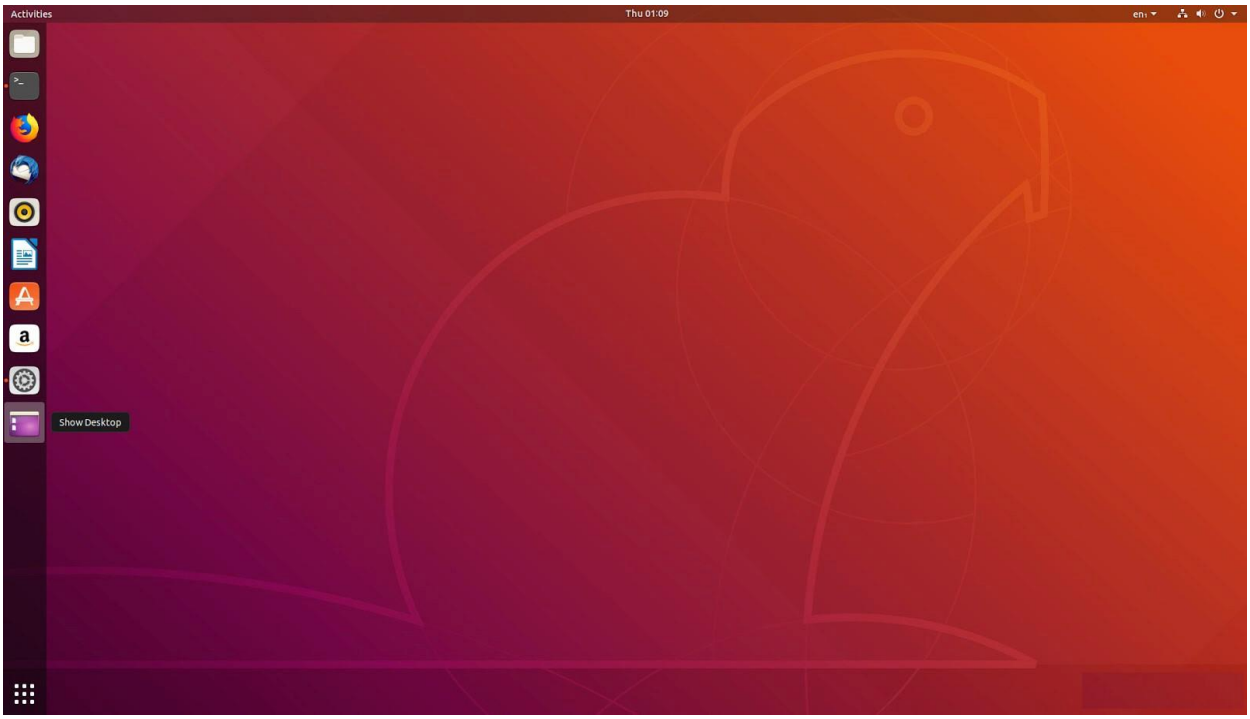

Figure 3.1.8: UBUNTU Desktop

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5. Go to terminal and write command to check and resolve problem:

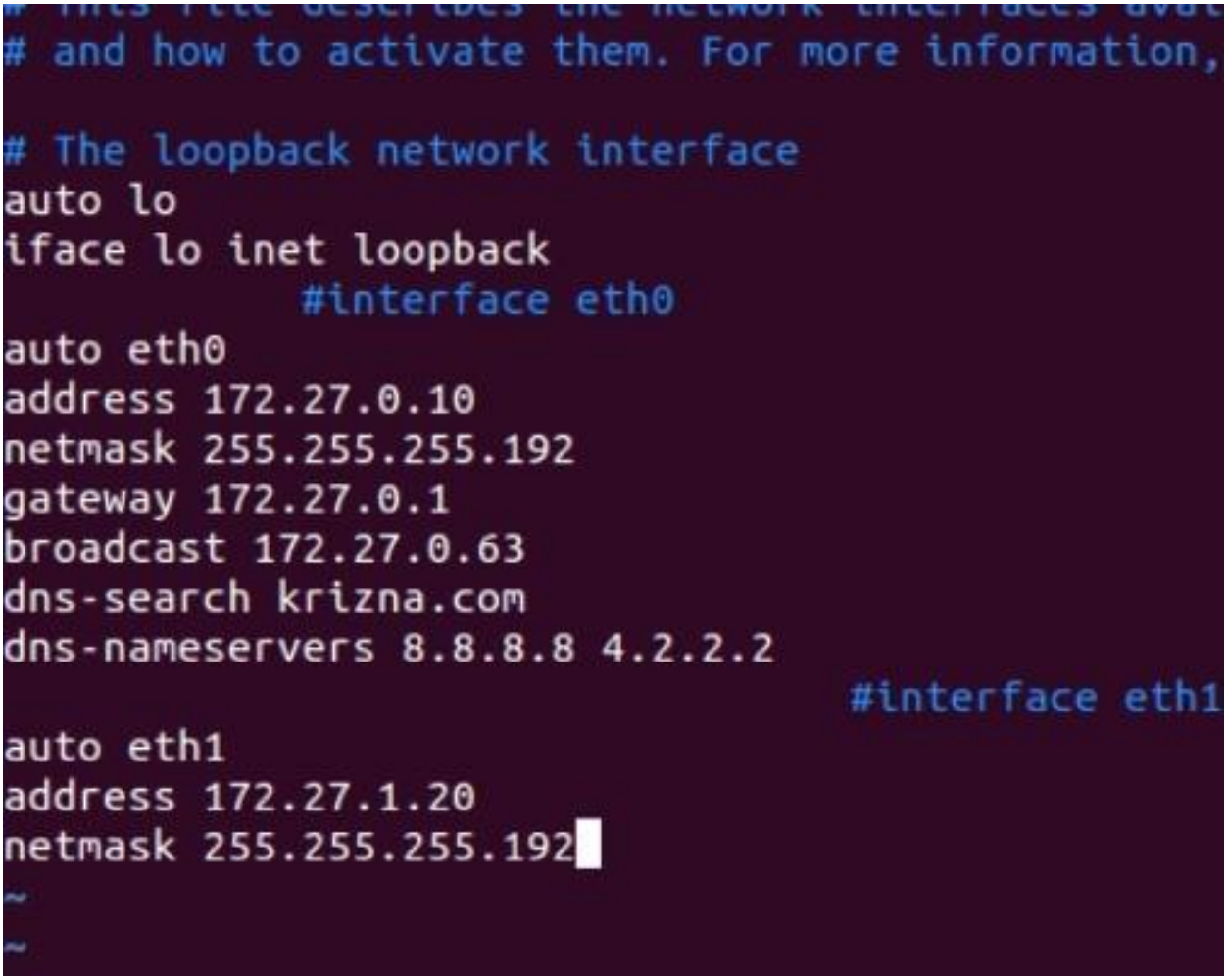

Figure 3.1.9: IP Check & troubleshooting terminal

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6. Configure and troubleshoot Ubuntu desktop server (apache, php, MySQL)

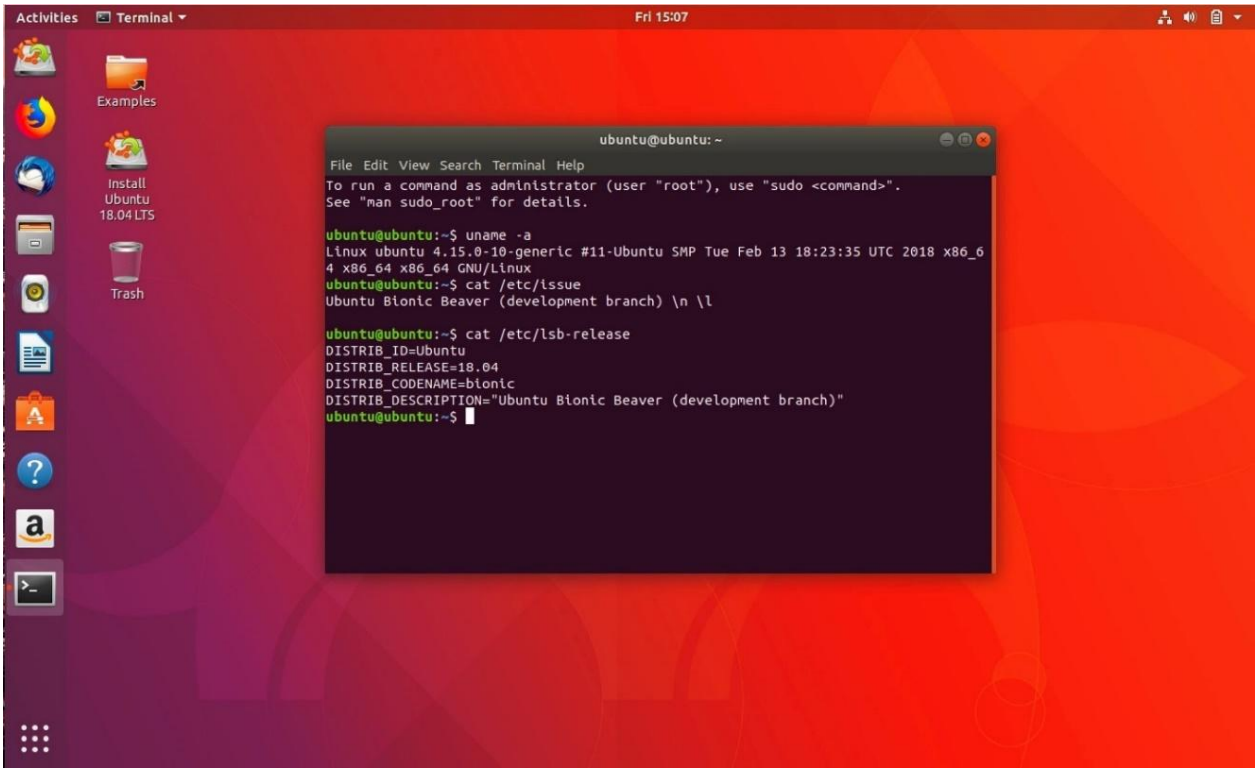

Figure 3.1.10: Configure Apache, PHP, MySQL via Terminal

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7. Running Troubleshoot and resolve server:

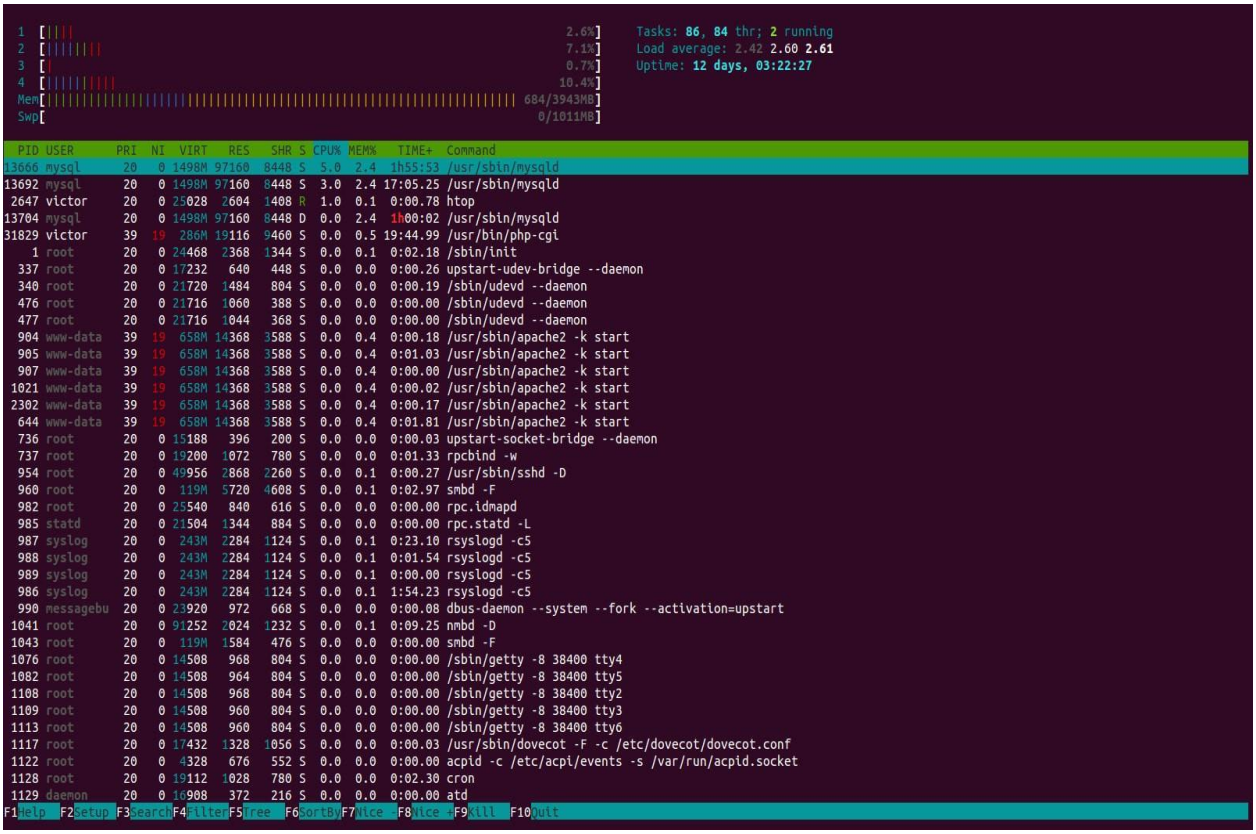

Figure 3.1.11: Troubleshoot & Resolve Server UBUNTU

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CHAPTER 4

Competencies and Smart Plan

4.1 Acquired

When I have gone to make this book, then I can realize about my knowledge and confidence. Because of after joining there, they gave me a blank desk with all equipment's. And called me that, "setup all things and freshly start your job." When I started to setup then I was stuck many times to complete tasks. But I had also solutions. They are first of all google and second is YouTube. I was setup a desktop computer, then Configure a router as a repeater to extend area coverage, then I was learned about online video meeting worldwide, then support clients virtually from office to them like physically via TeamViewer. I was use Ubuntu here and installed it successfully in virtual machine and it was my best learning point here that I controlled my client's computer and resolve their computers problem. Many client's astonished that and asked me, "how is this possible?" then I was so excited to their job confidentially.

4.2 Company Supports

I am so much glad to do internship here. Because of I couldn't believe it that, I can do something better like others sometimes. When I was stuck to complete my task then I took help from google. If articles not clear to me then I took help from YouTube videos. But I tried to complete my task by my own hand. Sometimes many big issues were stuck me and bond me to take help from my senior colleges. And I am fully thankful to them that, they were so much helpful colleges.

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CHAPTER 5

CONCLUSION

6.0 Discussion and Conclusion

In this internship, i got first time experience of corporate relationship. Many types of people now on my network. Using all virtual system management equipment's. And amazingly learned important matter that, if anyone not able attend to workplace then they can do everything from home virtually from official support to customers support with services. Our biggest challenge was that the customers will be happy without any complains.

Appendix: Company Details

Name	**Infinity Dreams Bangladesh**
Address	**Solimullah Road, Mohammadur, Dhaka-1212**
Telephone	**+880 1756-111 441**
Fax	**+88027710413**
Email	**ifdbd@gmail.com**
Website	**www.infinitydreamsbd.com** **www.ashabtech.com**
Type of Organization	**(Software Firm and Third-Party IT Support Provider)**
Employees	**23**

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References:

[1] Learn about TeamViewer. Available at: https://www.teamviewer.com/en/company/, Last access
date: 16th June 2020

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[4] Learn about Apache HTTP Server. Available at: https://httpd.apache.org/ , Last access date: 19th June 2020

[5] Learn about PHP. Available at: https://www.php.net/ , Last access date: 20th June 2020

[6] Learn about MySQL database server. Available at:
https://downloads.mysql.com/archives/community/, Last access date: 22th June 2020

[7] Learn about Ubuntu/Linux Terminal. Available at:
https://help.ubuntu.com/community/UsingTheTerminal , Last access date: 26th June 2020

Google Site:

https://sites.google.com/diu.edu.bd/mdsrs/home

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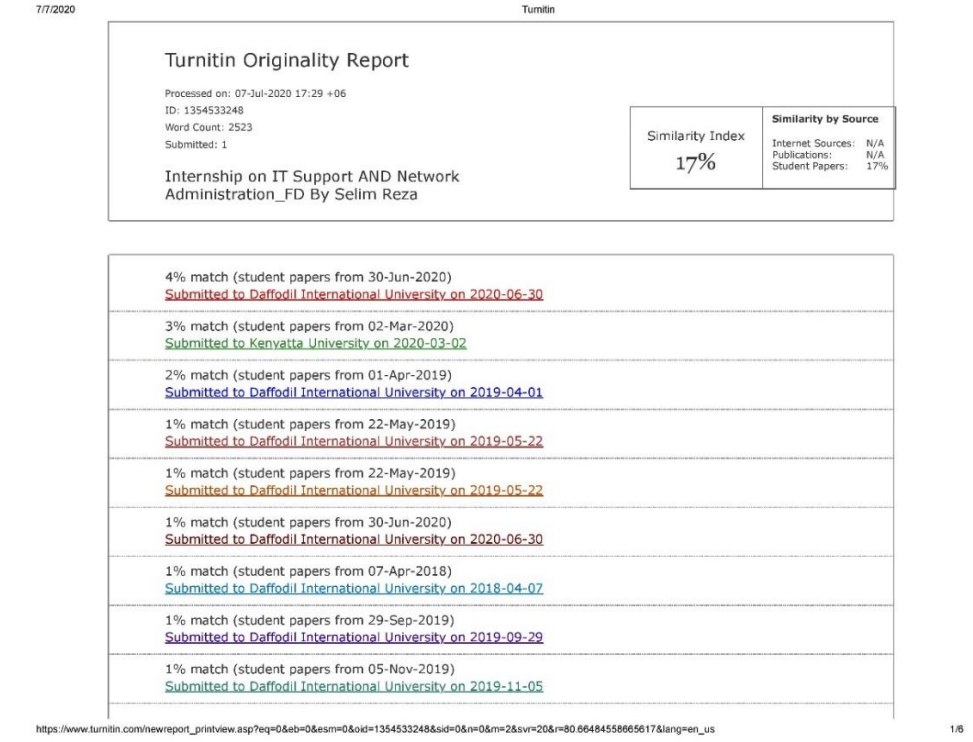

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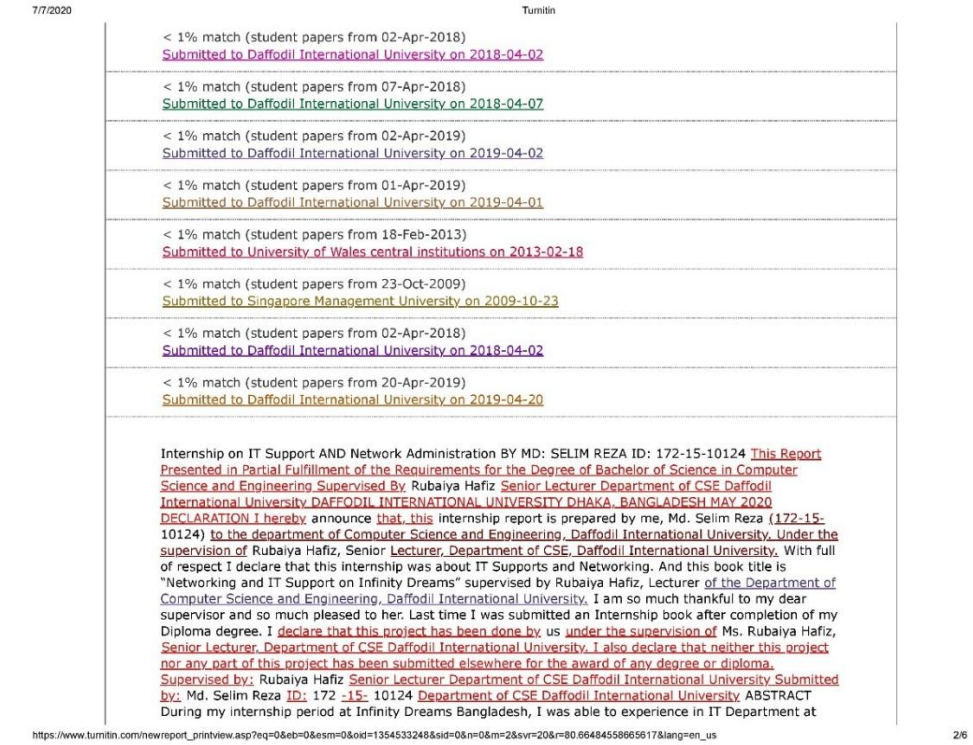

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Internship on IT Support AND Network Administration BY MD: SELIM REZA ID: 172-15-10124 This Report Presented in Partial Fulfillment of the Requirements for the Degree of Bachelor of Science in Computer Science and Engineering Supervised By Rubaiya Hafiz Senior Lecturer Department of CSE Daffodil International University DAFFODIL INTERNATIONAL UNIVERSITY DHAKA, BANGLADESH MAY 2020 DECLARATION I hereby announce that, this internship report is prepared by me, Md. Selim Reza (172-15-10124) to the department of Computer Science and Engineering, Daffodil International University, Under the supervision of Rubaiya Hafiz, Senior Lecturer, Department of CSE, Daffodil International University. With full of respect I declare that this internship was about IT Supports and Networking. And this book title is "Networking and IT Support on Infinity Dreams" supervised by Rubaiya Hafiz, Lecturer of the Department of Computer Science and Engineering, Daffodil International University. I am so much thankful to my dear supervisor and so much pleased to her. Last time I was submitted an Internship book after completion of my Diploma degree. I declare that this project has been done by us under the supervision of Ms. Rubaiya Hafiz, Senior Lecturer, Department of CSE Daffodil International University. I also declare that neither this project nor any part of this project has been submitted elsewhere for the award of any degree or diploma. Supervised by: Rubaiya Hafiz Senior Lecturer Department of CSE Daffodil International University Submitted by: Md. Selim Reza ID: 172 -15- 10124 Department of CSE Daffodil International University ABSTRACT During my internship period at Infinity Dreams Bangladesh, I was able to experience in IT Department at

https://www.turnitin.com/newreport_printview.asp?eq=0&eb=0&esm=0&oid=1354533248&sid=0&n=0&m=2&svr=20&r=80.66484558665617&lang=en_us 2/6

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Infinity Dreams Bangladesh. They are third party service provider Company in Bangladesh. So, they have many departments for giving supports in various types of departments. In my department had ISP Supports and Software supports with license renew, validation and bug support. So, for this reason I got a great chance to done many types IT related works. There were ISP Clients management, reputed company's software managements etc. I learned about create ISP plan, online software purchase for multiple license, installation, troubleshooting and many more. ACKNOWLEDGEMENTS I am very appreciative and stay obligated to ALLAH for who has guided in all dares to effectively finish my Internship book. I am so much thankful to my dear supervisor Rubaiya Hafiz. If she wasn't, I can't complete my internship book. Because of thousands of wrong I had done in my internship book creation time. Every single step I can go away by her help. For this reason, again I want to spread my thankful around her. Always she was motivated, inspired me and always throw me for moving forward with my own efficiency. I don't know how can I exposure my thankful to her. I am praying to ALLAH for her happiness and better future. I also thankful my dear Prof. Dr. Syed Akhter Hossain (Head of the department of Computer science and engineering) for his important directions and so much kind. I always store your loves in my depth of heart. Please I am requesting to both of you for hold me on your heart. DEDICATION I want to dedicate this internship book to my dear and best parents in the world. Today I am here for their hard try and highly dedication to my future. I love my parents and gratefulness for my parents. TABLE OF CONTENTS CONTENTS PAGE Abstract IV Acknowledgement V List of Figures VIII CHAPTER Chapter 1: Introduction 1- 2 1.1 Introduction 1 1.2 Motivations 1 1.3 Internship Objectives 1 1.4 Introduction to the Company 2 Chapter 2: Organization 3 -6 2.1 Introduction 3 2.2 Product and Market Situation 3 2.3 Mission 4 2.4 SWOT Analysis 2.4. 1 SWOT Figure 2.5 Organizational Structure 2.5 .1 Infinity Dreams Bangladesh Structure 5 5 6 6 Chapter 3: Tasks, Projects and Activities 7-17 3.1 Tasks and Activities 3.1.1 Router Configure 3.1.2 Video Configuration 3.1.3 Client PC Access Center 3.1.4 Client Desktop 7 7 8 9 10 3.1.5 Virtual Machine Setup 3.1.6 UBUNTU Installation Process 3.1.7 UBUNTU Login Screen 3.1.8 UBUNTU Desktop 3.1.9 IP Check & troubleshooting terminal 3.1.10 Configure Apache, PHP, MySQL via Terminal 3.1.11 Troubleshoot & Resolve Server UBUNTU 11 12 13 14 15 16 17 Chapter 4: Competencies and Smart Plan 4.1 Acquired 18 4.2 Company Support 18 Chapter 5: Conclusion 5.0 Discussion and Conclusion 19 APPENDIX 19 REFERENCES 20 REPORT 21-24 LIST OF FIGURES FIGURES PAGE NO 2. 4.1: SWOT Figure 15 2. 5.1: Infinity Dreams Bangladesh Structure 16 3.1.1: Router Configure 18 3.1.2: Video Conversation 19 3.1.3: Client PC Access Center 20 3.1.4: Client Desktop 21 3.1.5: Virtual Machine Setup 22 3.1.6: UBUNTU Installation Process 23 3.1.7: UBUNTU Login Screen 24 3.1.8: UBUNTU Desktop 25 3.1.9: IP Check & troubleshooting terminal 26 3.1.10: Configure Apache, PHP, MySQL via Terminal 27 3.1.11: Troubleshoot & Resolve Server UBUNTU 28 CHAPTER 1 Introduction 1.1 Introduction This book is the era of Networking and IT Support for a company. In this time maximum people of this world depends on Internet. For this reason, networking system todays, a popular section of the world. There are billions of networks exists in the world. And they are must in under servers. And these servers always should be under maintenance. So, if we are interested in this sector, we have to know about CCNA details. CCNA is so much big place. We have to select just a part to done our job and multiple tasks. It is surveyed that more than 1 million CCNA confirmations have been allowed since it was first moved in 1998. The CCNA assertion covers a far-reaching extent of frameworks organization thoughts. It makes plausibility prepare for the latest framework headways they are presumably going to manage. 1.2 Motivations I am now obeying Bachelors in Computer Science Engineering at Daffodil International University. I was completed many credits here under many valuable subjects in my BSC life. Now I need to know something visual, and practically should be done for experience and use my talent. For this reason,

this internship is my motivation for make me confidant. I can understand importance of this internship course when I have done this internship. 1.3 Internship Objectives In this internship day by day developed myself. How to manage a company networks now I know, how to communicate with colleagues, clients and others. Basically, I didn't know corporate world is another world in this world. When I have passed days one by one, I was astonished and making me happy with them for learning about real life. By this internship I developed my skill level. Now I can give supports and services to another place from here in the world. 1.4 Introduction Company Infinity Dreams Bangladesh is a third-party service provider in various types of skill. There are available many services like Information technology sector, Web and Offline Software Department, Networking Department, Freelancers Department, Interior Design department. From 2012 they have completed thousands of tasks till now. Still now they have hundreds of Clients. Services they are providing like: · IT Services ? Corporate Internet Solution ? IP calling. ? Security solution. ? Domain registration and web hosting. ? Website development. ? Open source application solution. ? Internet Service Provider ? Data Connectivity, Data center& Co -Location. ? Proxy &DNS Server solution, Mail Server Solution. ? Professional course and trainings. ? Virtual Troubleshooting. Chapter 2 Organization 2.1 Introduction This is a Bangladesh based registered customized software development and customized IT solutions provider. We provide all kinds of Customized Software Development & Maintenance, IT Enabled Services (ITES), E-Commerce/Web Services, IT Consultancy, Mobile Application development and IT training services to our clients globally. We are also interested to undertake Graphic Design outsourcing and subcontracting services. 2.2 Product and Market Situation The world is now very much technology improved. Now-a-days internet connections are available in everywhere and every country (except some of countries). Social media is the big recourse for collect information and friends and family's updates. Sometimes peoples sharing false news's to others. And many peoples are reading this false news's and the supposed that, the news is correct and informative. But they don't know what's happening in behind. Some of the selfish peoples for some extra earnings, sharing false and fake news's to publicly. In Bangladesh, now-a-days, many online newspapers have been published and they are posting fake news's although. In other countries, Governmental and nongovernmental agencies are collecting and archiving the entertainment information's for the next generation. Because, they need to continue their cultures as well. They collect public comments, reviews about movies and shows and creates reports about the survey. At this moment, right now we are far away from them; but not so far as well. We also have to contribute and develop the digital archives for our future generations. Specially, this process is now very much important as because, they should have to collect accurate and trustworthy entertainment information's. If we keep the accurate information's for our generations, they could know our culture and histories as well. Although, we should have to keep practicing saving data's in soft copies. Physical copied data are not easy to movable and sharable as well. Bangladesh is now very much technology developed country. We have own manpower's, technical persons, software and hardware engineers etc. also, we do have high speed internet connectivity around the country. People can access internet through mobile and computer devices. Our government is also trying to digitalize every sector. So that, entertainment and cultural sector should have to be developed and digitalized and publicly accessible. Also, foreign visitors also welcome to read and collect our cultural information's. 2.3 Mission We will provide most accurate archive and data information about entertainment. We will store present, past and future entertainment information's in our datacenter. We will archive data for our future generations. We will share the API accessibility as per user needs. So that, any company or organization can collect information from us via API service. We will develop and share our database in World Wide Web. So that, peoples from rest of the world can access our datacenter. We will store the documents in soft copy version. But it will be

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printable anytime with custom filtering options. All the services are web based. So that, any of changes made by our contributors, it will become updated instantly everywhere. We are developing cross device friendly software. So that, everyone can access our database from any devices. Wrong and week information's will be ignored. So that, peoples will get the fresh information from us. 2.4 SWOT Analysis SWOT analysis (alternatively SWOT matrix) is an acronym for Strengths, Weaknesses, Opportunities, and Threats, and is a structured planning method that evaluates those four elements of a project or business venture. A SWOT analysis can be carried out for a company, product, place, industry, or person. It involves specifying the objective of the business venture or project and identifying the internal and external factors that are favorable and unfavorable to achieve that objective Strengths ? Strong technical experience ? Effective management leadership Weaknesses ? High quality service and support ? Enough skilled manpower ? 24x7 internet connectivity problem ? Experience and highly qualified (Downtime available) operating and management team ? Instant financial crisis ? Organized working team ? Innovative workers Opportunities ? Government has positive view on Threats developing digital Bangladesh. ? High speed internet connectivity ? More companies are trying to involve this availability. sector. ? Cross platform software availability. ? Governmental regulations. ? Media personalities expressed their ? Political instability. interest. ? Global Competitions. ? We are making large datacenter in our country. (Figure 2.4 .1): SWOT Figure 2. 5 Organization Structure (Figure 2.5.1): Infinity Dreams Bangladesh Structure Chapter 3 Tasks, Projects and Activities 3.1 Task and Activities I built a new setup of a System after joining there. Such as I was setup a pc, then setup router, then installed windows, then installed necessary software's for daily task. Such as: Skype for foreign conversation, Team viewer for control our clients, Virtual Machine for Experiment Troubleshoot, FileZilla for File transfer protocol and many more. Setup router via IP address: (Figure 3.1.1): Router Configure Our Daily Foreign Client Conversation Snap: (Running Conversation) (Figure 3.1.2): Video Conversation Control Client Computer's: Here we used Team Viewer remote control app as controller. (Figure 3.1.3): Client PC Access Center Client PC: (Figure 3.1.4): Client Desktop Linux Operating System UBUNTU Install and run for Troubleshooting Network: 1. Open Virtual Machine: (Figure 3.1.5): Virtual Machine Setup 2. Add UBUNTU ISO in this system for compile and run in emulator: (Figure 3.1.6): UBUNTU Installation Process 3. Now run and setup UBUNTU Operating System: (Figure 3.1.7): UBUNTU Login Screen 4. Login to UBUNTU Secure Screen: (Figure 3.1.8): UBUNTU Desktop 5. Go to terminal and write command to check and resolve problem: (Figure 3.1.9): IP Check & troubleshooting terminal 6. Configure and troubleshoot Ubuntu desktop server (apache, php, MySQL) (Figure 3.1.10): Configure Apache, PHP, MySQL via Terminal 7. Running Troubleshoot and resolve server: (Figure 3.1.11): Troubleshoot & Resolve Server UBUNTU Chapter 4 Competencies and Smart Plan 4.1 Acquired When I have gone to make this book, then I can realize about my knowledge and confidence. Because of after joining there, they gave me a blank desk with all equipment's. And called me that, "setup all things and freshly start your job." When I started to setup then I was stuck many times to complete tasks. But I had also solutions. They are first of all google and second is YouTube. I was setup a desktop computer, then Configure a router as a repeater to extend area coverage, then I was learned about online video meeting worldwide, then support clients virtually from office to them like physically via TeamViewer. I was use Ubuntu here and installed it successfully in virtual machine and it was my best learning point here that I controlled my client's computer and resolve their computers problem. Many client's astonished that and asked me, "how is this possible?" then I was so excited to their job confidentially. 4.2 Company Supports I am so much glad to do internship here. Because of I couldn't believe it that, I can do something better like others sometimes. When I was stuck to complete my task then I took help from google. If articles not clear to me then I took help from YouTube videos. But I tried to

complete my task by my own hand. Sometimes many big issues were stuck me and bond me to take help from my senior colleges. And I am fully thankful to them that, they were so much helpful colleges. CHAPTER 6 CONCLUSION 6.0 Discussion and Conclusion In this internship, i got first time experience of corporate relationship. Many types of people now on my network. Using all virtual system management equipment's. And amazingly learned a important matter that, if anyone not able attend to workplace then they can do everything from home virtually from official support to customers support with services. Our biggest challenge was that the customers will be happy without any complains. Appendix: Company Details Name Address Telephone Fax Email Website Type of Organization Employees Infinity Dreams Bangladesh Solimullah Road, Mohammadur, Dhaka-1212 +880 1756-111 441 +88027710413 ifdbd@gmail.com www.infinitydreamsbd.com www.ashabtech.com (Software Firm and Third-Party IT Support Provider) 23 References: http://192.168.0.1/ https://www.teamviewer.com/en/company/ https://www.virtualbox.org/wiki/Documentation https://ubuntu.com/download/server https://httpd.apache.org/ https://www.php.net/ https://downloads.mysql.com/archives/community/ https://help.ubuntu.com/community/UsingTheTerminal Google Site: https://sites.google.com/diu.edu.bd/mdsrs/home

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