**Quiz 2**

Tech Support

Mr. O’Toole

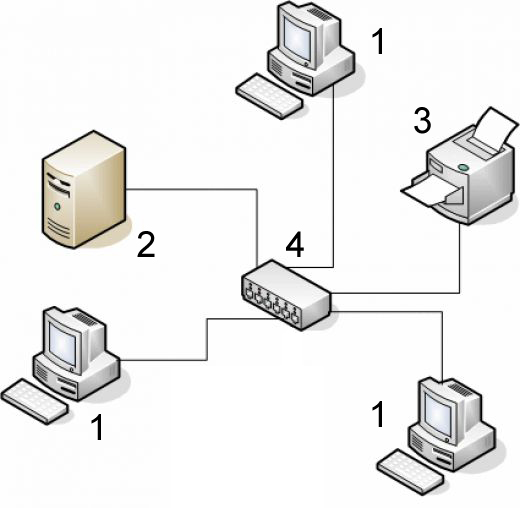
**OS/Hardware**

1. Why do you have to format a hard drive? (1)
2. Why do users partition hard drives? (1)
3. If you were to upgrade any 2 pieces of hardware on your computer which would you choose and why? Describe function of each (1)
4. You just finished installing an operating system on a client’s computer. After rebooting the computer you notice that you have no sound.

Give a detailed set of step-by-step instructions that describe the process of fixing this problem. (5)

**Networking**

1. Why would you want to share a folder on a network? (1)
2. Why would you set up permissions on folder? (1)
3. What is the difference between DHCP and a Static IP address? (2)
4. What is remote desktop? Describe 2 uses for remote desktop. (2)
5. Fill in the blanks for each of the 4 numbers below. For each of the numbers that you fill in, explain in detail that the role that each component plays on the network. (8)



1.

2.

3.

4.

**Security**

1. What is a firewall? What are the 2 types of Firewalls? (2)
2. Define and describe a LAN and a WAN and how are they different from each other? (3)
3. What are 3 things you can do to add security to a network? (3)

**Value 30**