**Module 3: Troubleshooting And Helpdesk**

**Section 1: Multiple Choice Question**

**1. What is the primary function of a router in a computer network?**

a) Assigning IP addresses to devices

b) Providing wireless connectivity to devices

c) Forwarding data packets between networks

d) Managing user authentication and access control

**Ans: c) Forwarding data packets between networks**

**2. What is the purpose of DNS (Domain Name System) in a computer network?**

a) Encrypting data transmissions for security

b) Assigning IP addresses to devices dynamically

c) Converting domain names to IP addresses

d) Routing data packets between network segments

**Ans: c) Converting domain names to IP addresses**

**3. What type of network topology uses a centralized hub or switch to connect all devices?**

a) Star

b) Bus

c) Ring

d) Mesh

**Ans: a) Star**

**4. Which network protocol is commonly used for securely accessing and transferring files over a network?**

a) HTTP

b) FTP

c) SMTP

d) POP3

**Ans: b) FTP**

**Section 2: True or False**

**5. A firewall is a hardware or software-based security system that monitors and controls incoming and outgoing network traffic based on predetermined security rules.**

Ans: True

**6. DHCP (Dynamic Host Configuration Protocol) assigns static IP addresses to network devices automatically.**

Ans: False

**7. It is safe to remove a USB flash drive from a computer without ejecting it first.**

Ans: False

**Section 3: Short answer**

**8.** **Explain the difference between a hub and a switch in a computer network.**

**Ans:**

**9. Describe the process of troubleshooting network connectivity issues.**

**Ans:**

**Section 4: Practical Application**

**10. Demonstrate how to configure a wireless router's security settings to enhance network security.**

**Ans:**

**Section 5: Essay**

**13.** **Discuss the importance of network documentation and provide examples of information that should be documented.**