

Desktop Support L1 Interview Questions and Answers

1) What is active directory?

ANS> Active directory authenticates and authorizes all users and computers in a windows domain network, ensuring the security of the computer and software. Through active directory various functions can be managed like creating admin users, connecting to printers or external hard drives.

2) What is DHCP and what it is used for?

ANS> DHCP stands for dynamic host configuration protocol. It is used to allocate IP addresses to a large number of the computer system in a network. It helps in managing a large number of IP's very easily.

3) What is DNS?

ANS> DNS means Domain Naming Service, and it is used for resolving IP addresses to name and names to IP address. DNS is like a translator for computers, computers understand the number and not the alphabet. For example, if we type like hotmail.com, the computer doesn't understand this, so they use DNS which converts (hotmail.com) into (numbers) and then executes the command.

4) What is forward and reverse lookup in DNS?

ANS> When we convert an IP address into names is called Reverse lookup, while converting names into IP address is called forward lookup.

5) What is the IPCONFIG command?

ANS> IPCONFIG command is used to display the IP information of the computer assigned like DNS IP address and gateway IP address.

6) What would you use to connect two computers without using switches?

ANS> Cross cables are used to connect two computers without using switches.

7) What is a domain?

ANS> A domain is a set of computers which network recognizes by the internet. It can be used by centrally administer computers. It is created when you install active directory.

8) What is the operating system?

ANS> Operating system acts as an interpreter between computer application and hardware. It works as a user interface.

9) What are the types of the operating system or O.S?

ANS> The two types of operating systems are:

- NOS: Network Operating System. Examples of NOS - Windows NT, 2000, 2003
- SOS: Simple Operating System. Examples of SOS - Windows 95, 98, ME

10) Explain about VPN server?

ANS> VPN means Virtual Private Network. It is a private communications network often used by companies or organizations to communicate confidentially over a public network. This is used by the mobile users in the network.

11) What is group policy?

ANS> Group policy provides streamlined access to all the users in the network. It can be used to define a user's security and networking policies. By group policy, you can keep control over certain functions like not allowing the users to shut down the system or using the control panel or running the command. Group policy is applicable to active directory containers like OU, site, and Domain.

12) How can you take a backup of emails in MS Outlook?

Desktop Support Interview Questions And Answers For L1 Level

Hussin A.Rothana



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