

### 16.1.1 Worksheet: Answer Security Policy Questions

Print and complete this activity.

In this activity, you will answer security questions regarding the IT Essentials classroom.

1. List the person(s) responsible for each piece of network equipment that is used in your classroom (for example, routers, switches, and wireless access points).

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2. List the person(s) responsible for the computers that are used in your classroom.

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3. List the person(s) responsible for assigning permissions to use the network resources.

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4. Which Internet web sites do you have permission to access?

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5. What type of Internet web sites are not permitted to be accessed in the classroom?

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6. List activities that could damage the network or the computers attached to the network with malware.

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7. Should anyone, other than the network administrator, be allowed to attach modems or wireless access points to the network? Please explain why or why not.

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### 16.2.3 Worksheet: Research Firewalls

Print and complete this activity.

In this activity, you will use the Internet, a newspaper, or a local store to gather information about hardware and software firewalls.

1. Using the Internet, research two different hardware firewalls. Based on your research, complete the table below.

<b>Company/Hardware Name</b>	<b>Website URL</b>	<b>Cost</b>	<b>Subscription Length (Month/Year/Lifetime)</b>	<b>Hardware Features</b>

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2. Which hardware firewall would you purchase? List reasons for your selection.

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3. Using the Internet, research two different software firewalls. Based on your research, complete the table below.

Company/Software Name	Website URL	Cost	Subscription Length (Month/Year/Lifetime)	Software Features


4. Which software firewall would you purchase? List reasons for your selection.

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## 16.3.2 Lab: Configure Windows XP Firewall

### Introduction

Print and complete this lab.

In this lab you will explore the Windows XP Firewall and configure some advanced settings.

### Step 1

Navigate to the Windows XP Firewall:

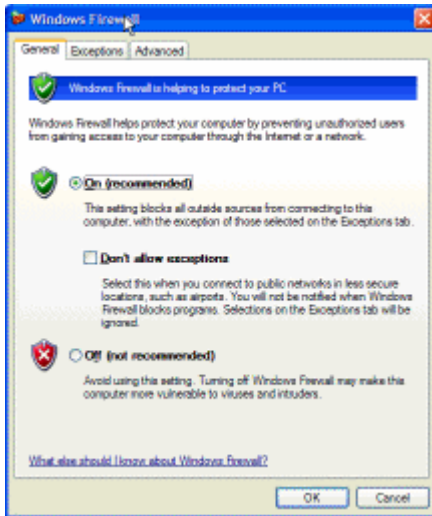
**Start > Control Panel > Security Center**

The Firewall indicator shows the status of the firewall. The normal setting is “ON”.



Access the controller for the firewall by clicking **Windows Firewall** at the bottom of the window.

## Step 2



In the space below, state why turning off the Windows Firewall is not advised.

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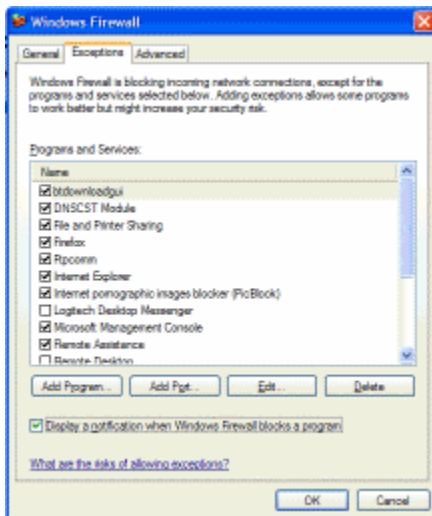
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## Step 3

From the Windows Firewall control menu select the **Exceptions** tab. Programs and services that Windows Firewall is not blocking will be listed with a checkmark.

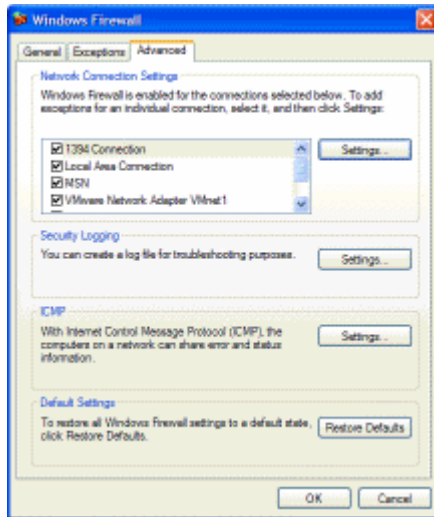


You can add applications to this list. This may be necessary if your customer has an application that requires outside communications but for some reason the Windows Firewall cannot perform the configuration automatically. You must be logged on to this computer as an administrator to complete this procedure.

Creating too many exceptions in your Programs and Services file can have negative consequences. Describe a negative consequence to having too many exceptions.

## Step 4

From the Windows Firewall control menu select the **Advanced** tab to view the **Network Connection Settings**. Network Connection Settings displays the different connections configured for your computer.



Click the **Settings** button in the Network Connection Settings area. The Advanced Settings window has two tabs: Services and ICMP. Click the **Services** tab.

In the space below, list the services that are available.

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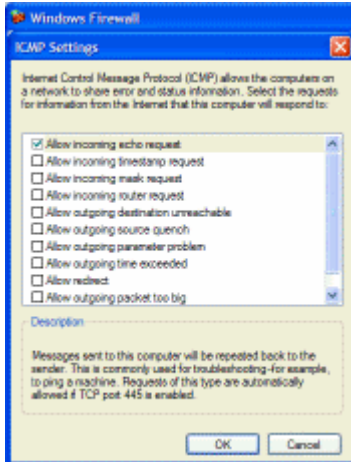
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## Step 5

There are many applications that users do not normally see that also need to get through the Windows Firewall to access your computer. These are the network level commands that direct traffic on the network and the Internet.

Under the ICMP heading, click the **Settings** button. You will see the menu where ICMP exceptions are configured.



In the example here, allowing incoming echo requests is what allows network users to “ping” your computer to determine if it is present on the network and how fast information travels to and from it.

In the space below, list the requests for information that your computer will respond to.

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### 16.5.3 Remote Technician: Fix a Security Problem (Student Technician Sheet)

Print and complete this activity.

Gather data from the customer to begin the troubleshooting process. Document the customer's problem in the work order below.

**Company Name:** Smith Lumber Supply  
**Contact:** James Smith  
**Company Address:** 1234 S. Main Street  
**Company Phone:** 801-555.1212

## Work Order

### Generating a New Ticket

Category Security Closure Code \_\_\_\_\_ Status Open

Type \_\_\_\_\_ Escalated \_\_\_\_\_ Pending \_\_\_\_\_

Item \_\_\_\_\_ Pending Until Date \_\_\_\_\_

Business Impacting?  Yes  No

Summary Customer cannot use laptop wireless connection at work

Case ID# \_\_\_\_\_ Connection Type Wireless

Priority \_\_\_\_\_ Environment \_\_\_\_\_

User Platform Windows XP Pro

Problem Description: Customer's wireless connection does not work in any location at the work place. The customer can use wireless connection at home and other places.

Problem Solution:

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## (Student Customer Sheet)

Use the contact information and problem description below to report the following information to your lab partner who will be acting as a level-two technician. Your lab partner will guide you through the process of troubleshooting and fixing your wireless connection remotely. You must perform the tasks your lab partner recommends.

### Contact Information

Company Name: Smith Lumber Supply

Contact: James Smith

Company Address: 1234 S. Main Street

Company Phone: 801-555-1212

Category: Security

### Problem Description

You are unable to use your laptop's wireless connection while at work. The wireless connection works fine at home and the coffee shop downstairs, but for some reason, it will not connect to the wireless anywhere in the office. Since you are unable to access the wireless connection, you have been using the Ethernet cable connection instead. The cable connection is working fine.

*(NOTE: Once you have given the problem description, use the Additional Information to answer any follow up questions your lab partner may ask.)*

### Additional Information

- Windows XP Pro
- XP Wireless Client
- Wireless client can see the wireless network
- My wireless connection worked yesterday at work
- I can connect using an Ethernet cable
- My wireless account is in good standing
- Wireless connection works for other employees
- I have not made any changes to my wireless security settings
- A new wireless router was installed on the network yesterday