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## COMPUTER PROBLEM SOLVING

### Overview

This event provides recognition for FBLA members who have a broad base of knowledge and competencies in core hardware and operating system technologies including installation, configuration, diagnostics, preventative maintenance, and basic networking.

This is an individual objective test.

### Competencies and Task Lists

<http://www.fbla-pbl.org/docs/ct/FBLA/COMPUTERPROBLEMSOLVING.pdf>

### Web Site Resources

- A+ Essentials Hardware Practice Questions  
<http://www.simulationexams.com/SampleQuestions/aplus-Questions.htm>
- Basic Computer Terminology  
[http://www.zerocut.eom/tech/c terms.html](http://www.zerocut.eom/tech/c%20terms.html)
- How PCs Work  
<http://computer.howstuffworks.com/pc.htm>
- How Operating Systems Work  
<http://computer.howstuffworks.com/operating-svstem.htm>
- Inside the Computer Case  
<http://www.pccomputernotes.com/inside.htm>

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## COMPUTER PROBLEM SOLVING SAMPLE QUESTIONS

1. Which type is used for a hard drive?
  - a. Type IV
  - b. Type II
  - c. Type I
  - d. Type III
2. What area of a laser printer can be a burn hazard?
  - a. transfer
  - b. cleaning
  - c. fuser
  - d. conditioner
3. Simulated memory using hard drive space is called:
  - a. ROM
  - b. virtual PC
  - c. virtual memory
  - d. RAM
4. Which is **not** a recovery console command?
  - a. MORE
  - b. LBLCONFIG
  - c. BOOTCFG
  - d. TYPE

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5. Scanners are considered \_\_\_\_\_ devices.
    - a. LCD
    - b. output
    - c. laser
    - d. input
  6. A drawback of wireless networking is:
    - a. FDDI
    - b. cable length
    - c. security
    - d. TCP/IP
  7. What allows FDDI to be full-duplex?
    - a. a modem
    - b. the second ring
    - c. fiber distribution
    - d. TCP/IP
  8. The term \_\_\_\_\_ is a generic term for anyone who intends to access a computer system without permission.
    - a. hacker
    - b. cracker
    - c. smacker
    - d. hijacker
  9. A memory cache (SRAM) temporarily holds data in expectation of what the \_\_\_\_\_ will request next.
    - a. ram
    - b. hard drive
    - c. motherboard
    - d. CPU
  10. To upgrade memory means to add more \_\_\_\_\_ to a computer.
    - a. RAM
    - b. data
    - c. bandwidth
    - d. speed
  11. Windows Vista includes a basic graphics program called:
    - a. Acrobat
    - b. Illustrator
    - c. CorelDRAW
    - d. Paint
  12. Marty is configuring a laptop to access his home wireless network. He is at the point of setting the channel number. When reviewing the wireless NICs installation manual, he notices that although his 802.11b NIC can support 14 different channels, because wireless networks are regulated in a certain way in the United States, he can only use channels:
    - a. 1-6
    - b. 1-9
    - c. 1-11
    - d. 1-13

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13. Patrick is studying for his upcoming A+ certification exam. Hes reviewing the material on printing and print languages. Right now, he is studying the print language that was developed by Adobe Systems. What is the name of that language?
    - a. Enhanced Metafile Format (EMF)
    - b. PostScript
    - c. PrintScripting
    - d. ASCII
  14. Jeff is trying to troubleshoot a problem with his printer. He suspects the difficulty is with the printer cable. Of the options below, which one is most likely to help solve Jeffs problem?
    - a. Verify that the F-switch connecting one printer between two computers is turned on.
    - b. Enter the CMOS setup of the PC and check how the parallel port is configured.
    - c. Use a longer printer cable.
    - d. Verify that the parallel cable is IEEE 1394 compliant.
  15. What should you do to check a battery of a laptop if the battery does **not** power the laptop or hold a charge?
    - a. Plug the AC adapter and check the battery meter.
    - b. Unplug the AC adapter while the laptop is running.
    - c. Open the battery and check each cell individually.
    - d. Charge the battery for 15 to 20 minutes, unplug the AC adapter, and press the Power button.
  16. What should you do to manually check the health of a laptop's battery?
    - a. Start the computer in normal mode, and record the current time with a fully charged battery.
    - b. Connect the AC adapter, and charge the battery for 15 to 30 minutes.
    - c. Connect the AC adapter, and fully charge the battery.
    - d. Open the battery and check each cell individually.
  17. What is the normal operating temperature range in most of the laptops?
    - a. 35-40 degrees Celsius
    - b. 20-25 degrees Celsius
    - c. 50-55 degrees Celsius
    - d. 55-60 degrees Celsius
  18. Which random access memory (RAM) technology fetches 4 bits of data per clock cycle and uses 1.8 V to operate?
    - a. DDR SDRAM
    - b. SGRAM
    - c. SDRAM
    - d. DDR2 SDRAM
  19. During which stage of the laser printing process is the laser used?
    - a. fusing
    - b. transferring
    - c. writing
    - d. developing
  20. You specify multiple documents to print on your laser printer in the following order. FileA.doc, FileB.doc, FileC.doc. Due to time constraints, you want to print only FileB.doc and print it as quickly as possible. What should you do?
    - a. Turn off the printer. Specify FileB.doc for printing again.
    - b. Use Windows Task Manager to end the print task. Specify FileB.doc for printing again.
    - c. Cancel printing of all documents from the printer spooler. Specify FileB.doc for printing again.
    - d. Cancel printing of FileA.doc and FileC.doc from the printer spooler.

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21. Which status value in the job completion status box in the Backup Progress window indicates that a backup job experienced no error?
- timed out
  - completed with exceptions
  - failed
  - completed
22. What allows multiple SCSI devices to reside on a single SCSI chain?
- Each device is configured as either a master or a slave.
  - The data cable is twisted to give each device a unique physical address.
  - Each device is assigned a unique I/O address and IRQ.
  - Each device is assigned a unique ID.
23. What does a cable rated as "plenum" indicate about the cable?
- It is rated for speeds of 1000 Mbps.
  - It will not produce toxic gas when it burns.
  - It is not Layer 2 protocol-dependent.
  - It cannot be tapped without detection.
24. What is the most important activity that users must undertake while handling confidential data?
- logging off from the computer whenever they leave their workstations
  - enabling auditing and monitoring on the computer whenever they leave their workstations
  - encrypting passwords
  - transferring data in an encrypted form
25. You want to allow a help desk technician to delete files and subfolders within a folder named MiscFiles regardless of the permissions protecting the files and subfolders on a Windows XP computer. What is the minimum permission that you should grant to the help desk technician to be able to delete files and subfolders within the MiscFiles folder?
- Allow - Modify
  - Allow - Full Control
  - Allow - Write
  - Allow - Read
26. The following steps can be performed in response to electrocution of a person:
- 1.Remove the person's contact with source of electricity by pulling him or her.
  - 2.Turn off the main switch.
  - 3.Call for medical help.
  - 4.Provide cardiopulmonary resuscitation.
- Which option represents the correct sequence in which these actions should be performed in event of an electrocution?
- 1,2,4,3
  - 2,1,4,3
  - 1,2,3,4
  - 3,2,4,1
27. You are an electrical engineer for your company. You notice that there are spikes, surges, and occasionally drops in voltage. Which device should you deploy to address the problem?
- surge protector
  - voltage transformer
  - batteries
  - UPS

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28. You plan to replace some components within a computer. As a recommended practice, what should be the first step towards disassembling a computer?
- a. The memory modules should be removed from the motherboard.
  - b. The power cords of the CPU should be disconnected.
  - c. The power supply should be disconnected from the motherboard.
  - d. The processor should be removed from the motherboard.
29. Which network type uses WEP for security?
- a. 802.3
  - b. Bluetooth
  - c. 802.11b
  - d. 802.5
30. In which Windows XP Registry hive is control set data stored?
- a. HKEY\_LOCAL\_MACHINE\SOFTWARE
  - b. HKEY\_LOCAL\_MACHINE\SYSTEM
  - c. HKEY\_LOCAL\_MACHINE\SAM
  - d. HKEY\_LOCAL\_MACHINE\SECURITY

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**Business Law Answer Key**

1) A	11) C	21) D
2) D	12) A	22) B
3) C	13) B	23) B
4) B	14) A	24) B
5) B	15) B	25) D
6) C	16) A	26) B
7) C	17) C	27) C
8) D	18) C	28) A
9) D	19) C	29) D
10) D	20) A	30) C

**Business Math Answer Key**

1) D	11) B	21) C
2) D	12) C	22) A
3) D	13) D	23) A
4) A	14) D	24) D
5) A	15) B	25) A
6) B	16) A	26) A
7) B	17) B	27) A
8) D	18) C	28) B
9) C	19) C	29) B
10) A	20) B	30) C

**Business Procedures Answer Key**

1) B	11) A	21) A
2) C	12) B	22) D
3) B	13) A	23) C
4) A	14) C	24) D
5) A	15) C	25) C
6) C	16) B	26) C
7) B	17) B	27) D
8) A	18) D	28) A
9) A	19) D	29) A
10) C	20) B	30) C

**Computer Applications Answer Key**

1) C	11) A	21) C
2) B	12) D	22) B
3) B	13) C	23) A
4) B	14) C	24) A
5) B	15) C	25) B
6) C	16) A	26) D
7) D	17) A	27) D
8) A	18) A	28) D
9) D	19) D	29) B
10) D	20) C	30) B

**Computer Problem Solving Answer Key**

1) D	11) D	21) D
2) C	12) C	22) D
3) C	13) B	23) B
4) B	14) B	24) A
5) D	15) C	25) B
6) C	16) C	26) B
7) B	17) A	27) D
8) A	18) D	28) B
9) D	19) C	29) C
10) A	20) D	30) B