
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 online test.

Competencies and Task Lists

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

Website Resources

- A+ Essentials Hardware Practice Questions
<http://www.simulationexams.com/SampleQuestions/aplus-questions.htm>
- Basic Computer Terminology
http://www.zerocut.com/tech/c_terms.html
- How PCs Work
<http://computer.howstuffworks.com/pc.htm>
- How Operating Systems Work
<http://computer.howstuffworks.com/operating-system.htm>
- Inside the Computer Case
<http://www.pccomputernotes.com/inside.htm>

COMPUTER PROBLEM SOLVING SAMPLE QUESTIONS

1. What is the most likely consequence of a sudden power outage?
 - a. lost data
 - b. monitor damage
 - c. modem damage
 - d. RAM damage

Competency: Personal Computer Components

2. You install a SCSI 2 Ultra host adapter with four drives. After you bring up the system you notice that only two drives are detected. What is the likely cause for this problem?
 - a. the hard drives have been configured with the same SCSI ID
 - b. both drives have failed
 - c. the host adapter has failed
 - d. the devices were not terminated

Competency: Personal Computer Components

3. A 3xx POST error code indicates a problem with the:
 - a. mouse
 - b. video adapter
 - c. floppy drive
 - d. keyboard

Competency: Personal Computer Components

4. What is the data rate of a USB port?

- a. 12 Mbps
- b. 120 Mbps
- c. 16 Mbps
- d. 100 Mbps

Competency: Personal Computer Components

5. You bring up a newly installed server for the first time; however, **none** of the devices on the SCSI bus are recognized. What is the problem?

- a. One of the SCSI devices is not functioning.
- b. The SCSI host adapter was set to ID 7.
- c. The boot device was set to SCSI ID 0.
- d. The SCSI bus was not properly terminated.

Competency: Personal Computer Components

6. In the event of a power outage, what is an UPS designed to do?

- a. keeps computer running until power is restored
- b. allows the computer to shut down safely
- c. power notebook computer
- d. generates power

Competency: Personal Computer Components

7. Maximum USB cable length is:

- a. 5 meters
- b. 25 meters
- c. 18 meters
- d. 10 meters

Competency: Laptop and Portable Devices

8. The common 4:3 resolution found in notebook monitors that have an addressable pixel resolution of 1024 X 768 and a viewable area of 12.1 to 15 inches is known as:

- a. WXGA
- b. SXGA
- c. UXGA
- d. XGA

Competency: Laptop and Portable Devices

9. Which one of the following laser printer components is responsible for using heat and pressure to melt and bond the toner to the paper?

- a. transfer corona wire
- b. drum
- c. fusing unit
- d. pickup roller

Competency: Printers and Scanners

10. What is the best solution to the problem of having a bi-directional driver and printer, but a uni-directional cable?

- a. disable bi-directional printing in the printer itself
- b. disable bi-directional printing in the CMOS
- c. get a bi-directional cable and install it
- d. disable bi-directional printing in the printer setup

Competency: Printers and Scanners

11. Whenever you install new software, XP creates a:

- a. virtual drive
- b. EULA number
- c. master boot record
- d. restore point

Competency: Operating Systems

12. To restore the original registry settings when you first installed Windows, from the Emergency Repair Disk, which option would you use to restore the registry?

- a. press F for fast repair
- b. press A for repair all
- c. press R for registry repair
- d. press M for manual repair

Competency: Operating Systems

13. What's the best way to protect your hard drive data?

- a. run chkdsk at least once a week
- b. run scandisk at least once a week
- c. regular backups
- d. run a regular diagnostic

Competency: Operating Systems

14. Which utility can speed up the performance of your machine?

- a. DEFRAG
- b. MSD
- c. CHKDSK
- d. SCANDISK

Competency: Operating Systems

15. A customer who just bought a computer from you yesterday calls frantically. He tells you the computer says he performed an illegal operation. What do you tell him?

- a. Bring the computer in for repair.
- b. Explain that he told the CPU to do something that the CPU can't do. Tell him not to do it again.
- c. Choose OK and restart the program.
- d. Tell him he's got a virus.

Competency: Operating Systems

16. When you double click on a short cut that appears on the Windows Desktop why does the application **not** run?

- a. Desktop shortcuts cannot be used in this way.
- b. The shortcut file is corrupt and needs to be replaced.
- c. The program file for that shortcut is corrupt or deleted.
- d. The short cut has a different icon from the default.

Competency: Operating Systems

17. The customer is complaining that the program applications being displayed on the screen are missing lines, details, and other graphics. How should you change the setting?

- a. increase the horizontal setting on the monitor
- b. increase hardware graphics acceleration
- c. reduce hardware graphics acceleration
- d. decrease the vertical display settings on the monitor

Competency: Operating Systems

18. Which one of the following terms refers to the snapshot of the system state that is used during a system restore?

- a. event log
- b. restore point
- c. registry backup
- d. system console

Competency: Operating Systems

19. Which component is **not** part of the Windows Security Center?

- a. computer Management
- b. Windows Firewall
- c. automatic updates
- d. malware protection

Competency: Operating Systems

20. Which utility enables you to reset a computer's network adapter?

- a. network map
- b. Windows Network Diagnostics
- c. IPCONFIG
- d. local area connection

Competency: Operating Systems

21. You want to speed up disk-drive access in DOS by reserving a block of RAM and using it to swap data from the hard disk to RAM. Which one of the following allows you to accomplish this?

- a. MSCDEX
- b. DriveSpace
- c. SMARTDRV
- d. Virtual Memory

Competency: Operating Systems

22. Which is a difference between a Search Engine and a Directory?

- a. Search engines have a search box while directories are not searchable.
- b. Search engines are free while Directories charge money for their services.
- c. Most search engines use spiders while directories do not.
- d. Webmaster can submit their resource to a search engine, but not to a directory.

Competency: Networks

23. ISDN stands for:

- a. Interior Sector Direct None
- b. Inferior Sector Data Net
- c. Internal Select Data Nulls
- d. Integrated Services Digital Network

Competency: Security

24. The process that verifies that your login and password are correct is:

- a. ACL
- b. verification
- c. authentication
- d. access control

Competency: Security

25. How many keys are used in public key encryption to encrypt and decrypt data?

- a. four
- b. three
- c. two
- d. one

Competency: Security

26. The computer runs for various periods of time before giving an "out of memory" message.
The possible reason is a:

- a. badly seated memory chips
- b. bad power supply
- c. virus
- d. bad hard disk

Competency: Security

27. The user says that after downloading a program from the Internet the computer will **not** boot. What is the first thing to ask the user?

- a. Were any modem errors were reported?
- b. Was the downloaded software compatible with your system?
- c. Did you scan the file for viruses before you opened it?
- d. Is the network used for Internet access?

Competency: Security

28. Which one of the following is **not** listed by the FBI National Computer Crime Squad (NCCS) as a computer crime?

- a. installation of network monitoring software
- b. major computer network intrusion
- c. intrusion of the public phone system
- d. pirated software

Competency: Security

29. What term defines a computer crime where one person masquerades as someone else?

- a. spoofing
- b. identity theft
- c. clone
- d. sniffing

Competency: Security

30. When setting up a user's workstation, the angle of his/her forearm to his/her body should be at which degree?

- a. 180
- b. 90
- c. 45
- d. 30

Competency: Safety and Environmental Issues

Business Procedures Answer Key

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

Computer Applications Answer Key

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

Computer Problem Solving Answer Key

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

Cyber Security Answer Key

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