Instructions

Students are expected to use this template as a guide to answering (Computer Maintenance and technical support Questions).

Students are expected to answer the questions on their own before comparing their answers with the suggested answers!

1. . … …. Is when the computer is turned on and the operating system is

   A. loading.
   B. Booting
   C. Flashing
   D. Tracking
   E. Tapin

2. . _____ is a situation when a program misbehaves only when certain conditions met otherwise it works as a genuine program.

   A. Trojan Horse
   B. Trap Door
   C. Logic bomb
   D. Viru

3. What is Trojan horse?

   A. It is a useful way to encrypt password
   B. It is a user which steals valuable information
   C. It is a rogue program which tricks users
   D. It's a brute force attack algorithm

4. When you delete a file in your computer, where does it go?

   A. Recycle bin
   B. Hard disk
   C. Taskbar
   D. None of these

5. Which program runs first after booting the computer and loading the GUI?

   A. Desktop Manager
   B. File Manager
   C. Windows Explorer
   D. Authentication

6. One is show that the software related problem (select more best answers)

   A. Thrashing
   B. Corrupt Registry
   C. Improper Drivers
   D. Virus
   E. Compatibility Error

7. What is Microsoft window?

   A. Operating system
   B. Graphics program
   C. Word Processing
   D. Database program

8. Which is the first program run on a computer when the computer boots up?

   A. System software
   B. Operating system
   C. System operations
   D. None

9. Beep codes are generated by which of the following?

   A. CMOS
   B. RTC
   C. POST
   D. Windows

10. Which bus slot provides the highest video performance?

    A. PCI
    B. SCSI
    C. AGP
    D. PCIe

11. Which of the following connectors is used for musical equipment?

    A. MIDI
    B. HDMI
    C. DVI
    D. DisplayPort

12. Moving your CPU's speed beyond its normal operating range is called _____
    A. Overclocking   C. Overpowering
    B. Overdriving   D. Over speeding

13. Which password is used in the BIOS (CMOS) to prevent end users from accessing the BIOS contents?
    A. Supervisor   C. Administrator
    B. User   D. Local

14. What does a yellow exclamation point next to a device in the Device Manager indicate?
    A. A driver is not properly installed for this device.
    B. The device is disabled.
    C. The driver is not digitally signed.
    D. The device driver needs to be upgraded.

15. Which tool should always be used when working on the inside of the computer?
    A. Cordless drill   C. Multimeter
    B. Antistatic strap   D. Screwdriver

16. On a laptop, which of the following would most likely be a pointing device?
    A. Serial mouse   C. USB mouse
    B. PS/2 mouse   D. Touchpad

17. Which device can store a maximum of 1.44 MB on a removable disk?
    A. Floppy drive   C. ROM
    B. CD-ROM   D. Compact Flash

18. Which type of RAM has a peak transfer of 12,800 MB/s?
    A. DDR3-800
    B. DDR2-1600
    C. DDR3-1600
    D. DDR4-1060

19. A computer you are working on has a lot of dust inside it. How should you clean this?
    A. Disassemble the power supply and remove the dust.
    B. Use a vacuum to clean up the dust.
    C. Use a surface dust cleaning solution.
    D. Use compressed air to remove the dust.

20. Setting an administrator password in the BIOS accomplishes which of the following?
    A. Prevents a user from rearranging the boot order
    B. Prevents a user from reading e-mail
    C. Prevents a virus from infecting the MBR
    D. Prevents an attacker from opening the case

21. What is an LCD display's contrast ratio defined as?
    A. Power consumption   C. The darkest and lightest outputs
    B. Display resolution and brightness   D. Power savings

22. Which of the following tools can protect you in the case of a surge?
    A. Torx wrench
    B. Antistatic strap
    C. Voltmeter
    D. Antistatic mat

23. What connector can have audio and video pass through it?
    A. VGA
    B. RGB
    C. DVI
    D. HDMI

24. You just upgraded the CPU. Which of the following can make your computer shut down automatically after a few minutes? (Select the best answer.)
    A. Wrong CPU driver.
    B. Wrong voltage to the CPU.
    C. Incorrect CPU has been installed.
    D. CPU has overheated.

25. Which of the following power connections might be used by hard drives? (Select the two best answers.)
    A. 8-pin
    B. 7-pin
    C. Molex
    D. 35-pin
    E. Berg

26. You want to upgrade memory in your computer. Which of the following is user-replaceable memory in a PC?
    A. CMOS
    B. BIOS
    C. DRAM
    D. SRAM
    E. ROM

27. Which of the following is not a configuration that can be made in the BIOS?
    A. Boot sequence
    B. Temperature thresholds
    C. Overclocking
    D. Install drivers
    E. Intrusion detection

28. When working on a computer, which of the following should you disconnect to prevent electrical shock? (Select the two best answers.)
    A. Printer
    B. Mouse
    C. Power supply cord cable
    D. Power cord cable

29. . Which of the following controls the connection between the CPU and the PCIe x16 expansion slot?
    A. Northbridge
    B. Power supply
    C. Memory
    D. Memory controller

30. A customer experiences a server crash. When you arrive, the manager is upset about this problem. What should you do in this scenario?
    A. Stay calm and do the job as efficiently as possible.
    B. Take the customer out for a cup of coffee.
    C. Avoid the customer and get the job done quickly.
    D. Refer the customer to your supervisor.

31. As you are servicing a manager's PC at your company, you run across a list of names of employees who are supposedly about to be let go from the company. Some of these people are coworkers. What should you do?
    A. Turn the sheet over.
    B. Act as if you never saw the list.
    C. In secret, tell everyone who was on the list.
    D. Yell at the manager for having that list out.

32. Which of the following is the newest type of mouse connection?
    A. Serial
    B. USB
    C. PS/2
    D. Parallel

33. Which of the following is a unique characteristic of a dual-core processor versus a single-core processor?
    A. A dual-core processor has two cores, with separate caches, on the same physical chip.
    B. A dual-core processor has several unique cores, with the same cache, on two different chips.
    C. A dual-core processor uses higher voltage than a single-core processor.
    D. A dual-core processor requires more RAM to function than a single-core processor

34. You need to expand the peripherals of a computer, but the system doesn't have enough ports. Which type of card should you install?
    A. Modem
    B. Network adapter
    C. USB card
    D. TV tuner card

35. Which of the following is a typical speed of a SATA hard drive?
    A. 1000 Mbps
    B. 3.1 GHz
    C. 8 GB
    D. 7200 RPM

36. One way to provide preventive maintenance to a hard drive is to do what?
    A. Upgrade the cache on the drive to improve performance.
    B. Increase the amount of RAM on the PC to increase the page file.
    C. Install a second hard drive.
    D. Keep an area of airflow around the drive so that it doesn't overheat.

37. A USB port can connect up to … …. Different peripherals together with a single connector.
    A. 125
    B. 126
    C. 127
    D. 128

38. You need to replace and upgrade the memory card in a smartphone. Which type of memory does this smartphone most likely use?
    A. SSD
    B. CF
    C. USB flash drive
    D. SD

39. Assume that you are computer technician in the Wachemo University ICT Department , you receive the following customer request from different departments in afternoon as follows
1) Mr. Abera from Management Department request to his computer always restart
2) Dr.Multa From Physics Department request his computer is show black screen
3) Dr.Abebe From Human resource office request as you develop new software resource
4) Mr.Abera from Worldbright college request you his monitor do not work
5) Mr.Geda From civil engineering Department request you his computer giving warning for disk full
6) Miss. Abeba From HR department her computer program which is used to calculate employees salary do not work

Based on the client request you have as above, which order the client request service is more correct from high to low priority request based on the organization critical system?

   A. 6,3,4,5,1,2   C. 1,2,3,4,5,6

   B. 1,3,2,4,5,6   D. 6,2,1,5,3,4

40. Which software used to make bootable USB driver for windows 10
   A. Power iso   C. USB installer
   B. Rufus   D. All of the above

41. What are the basic idea we consider during we formatting the computer?(select any best answer(s))
   A. Check the minimum HW requirement of the windows you have
   B. Make the bootable devices such as USB Driver
   C. Backup data critical data
   D. Identify the partition of your driver

42. Which software is called as product oriented software
   A. System Software   C. Device Driver software
   B. Application software   D. System Utility software

43. Which types of system software used to manage processor, Memory, files and protecting as well as scheduling the computer program
   A. Operating system   C. Device Driver software
   B. Application software   D. System Utility software

44. The system software which is used to manage particular types of hardware devices that attached to the computer such as printer, keyboard and network is called_____
   A.Operating system   C. Device Driver software
   B. Application software   D. System Utility software

45. The types of system software that make computer work more efficiently or boast the performance of the computer is known as_____
   A.Operating system   C. Device Driver software
   B.Application software   D. System Utility software

46. Select the correct statement about the abstract view of the components of a computer system with the system software
    A. The placement of the operating system is at the bottom of is the driver software
    B. In the computer system On the top of the hardware is always the driver software
    C. Utility software acts as an intermediary between the user of a computer and the computer hardware
    D. Driver system is used to hides the hardware and gives the programmer a more convenient set of instructions to work with.

47. From the following software which is the language software
    A. Application software   C. Compiler software
    B. Operating system software   D. Utility software

48. From the following software types which one is used to change high level language to low level statement by statement …
    A. Interpreter   C. Assembler
    B. Compiler   D. Utility

49. Which types of operating system does not allows as user and computer does not interact directly
    A. Batch operating system   C. Embedded operating system
    B. Time sharing operating system   D. Multiprogramming operating system

50. Which types of operating system provide the environment in which multiple independent computer work to each other
    A. Batch operating system
    B. Time sharing operating system
    C. Distributing operating system
    D. Multiprogramming operating system

51. The network of electric wire inside the computer system which allow as the components communicate to each other is known as -----
    A. Video card   C. Bus
    B. Audio card   D. Printer

52. The data bus is ____ directional.
    A. Single directional   C. Bidirectional
    B. Multi-directional   D. None of the above

53. A program in execution is called a _____.
    A. Programming
    B. Process
    C. High-level Language reading
    D. Data releasing

54. Which is not an example of a peripheral device?
    A. Keyboard   C. Register
    B. Mouse   D. Speakers

55. The speed at which a CPU processes data to convert it, is measured in:
    A. megabytes
    B. gigahertz
    C. Gigabytes
    D. Terabytes

56. For each instructions of program in memory the CPU goes through a
    A. decode - fetch - execute sequence
    B. execute - store - decode sequence
    C. fetch - decode - execute sequence
    D. fetch - execute - decode sequence

57. Which memory is non volatile and may be written only once.
    A. RAM
    B. EE-PROM
    C. EPROM
    D. PROM

58. In magnetic disks data is organized on the platter in a concentric sets or rings called
    A. sector
    B. track
    C. head
    D. block

59. which file system is allow the permission ,encryption and compression on the file
    A. NTFS
    B. FAT8
    C. FAT16
    D. FAT32

60. _____is an operating system's overall structure in which file named, stored and organized in the storage devices..
    A. File system
    B. File allocation table
    C. New technology file system
    D. Dual operating system

61. _____is the process of creating logical division of the hard driver in one or more..
    A. Formatting
    B. Partition
    C. Upgrading
    D. Booting

62. _____is the process of creating and configuring a file allocation table or new technology file system as well as creating the root directory …
    A. Formatting
    B. Partition
    C. Upgrading
    D. Booting

63. From the following file system types which one is the oldest version file allocation types
    A. FAT 12
    B. FAT 16
    C. FAT 32
    D. exFAT

64. From the following file Allocation table which one have maximum number of clusters
    A. FAT 12
    B. FAT 16
    C. FAT 32
    D. exFAT

65. Which one of the following is false about the New Technology file system on the storage devices
    A. It is automatically repair the hard driver error without displaying the error message
    B. It keep the detail about the transaction log which help to recover file from failure

    C. It all permission such as read, write and execute files

    D. It is less robust and effective than FAT since it makes use of less advanced data structure

66. In comparison to the internal (main) memory,

    A. tape or disk memory is   D. faster and more expensive

    B. slower and more expensive   E. faster and less expensive

    C. slower and less expensive

67. Arithmetic logic unit

I. perform arithmetic operations

II. store data

III. perform comparison

IV. Communicate with input devices of the

above the correct one is

    A. I only   C. I and II only

    B. II only   D. I and III only

68. Impact printers

    A. strike a ribbon against the paper to produce character images.

    B. include ink-jet and thermal devices

    C. are more expensive than laser printers

    D. use optical technology