

Exam Report: 4.5.9 Practice Questions

Date: 3/13/2020 4:40:59 pm

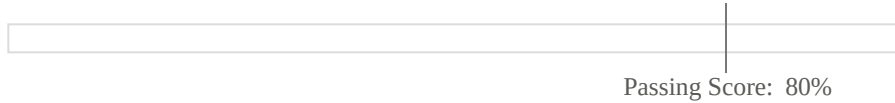
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Time Spent: 10:33

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Overall Performance

Your Score: 57%

View results by: ☐ Objective Analysis ☒ Individual Responses

Individual Responses

▼ Question 1: Correct

You are installing an updated driver for a hardware device on your system. A dialog box displays indicating that Microsoft has digitally signed the driver you are installing. What benefits does driver signing provide? (Select TWO.)

- ☐ The driver being installed is the most recent driver available.
- ➔ ☒ The driver file has not been altered.
- ➔ ☒ The driver has been tested by Microsoft.
- ☐ The driver being installed is compatible with 32- and 64-bit versions of Windows.
- ☐ The driver will not interfere with other devices on the system.

Explanation

A Microsoft digital signature is your assurance that a particular file has met a certain level of testing and that the file has not been altered or overwritten by another program's installation process. Unfortunately, this testing cannot completely eliminate the possibility of drivers interfering with each other, nor can it ensure that the most recent driver has been installed. Later drivers can be installed, and both the earlier and more recent drivers may carry digital signatures from Microsoft. Typically, separate drivers are provided for 32- and 64-bit versions of Windows.

References

TestOut PC Pro - 4.5 Device Driver Management
[e_inst_pp6.exam.xml Q_DEV_INST_DEVICE_DRIVER_SIGNING]

▼ Question 2: Incorrect

Most devices that you install in a system require little to no configuration; they simply work after you plug them in. This is because devices are automatically assigned the system resources needed for the device to begin functioning.

Which of the following are the three types of system resources that are USUALLY automatically assigned?

- ☒ Power, I/O address, IRQ
- ☐ Digital signature, DMA channel, driver updates
- ☐ Device drivers, IRQ, interrupt address
- ➔ ☐ I/O address, IRQ, DMA channel

Explanation

The I/O address, IRQ, and DMA channel system resources are automatically assigned for most devices when they are plugged in.

Device drivers are not system resources. Drivers are special programs the device needs to be able to

communicate with the OS and vice versa. Usually, device drivers should be downloaded and updated before you install a new device. Digital signatures are not system resources. They verify that the driver package is compatible with the operating system and that the program comes from a reputable source.

References

TestOut PC Pro - 4.5 Device Driver Management
[e_inst_pp6.exam.xml Q_DEV_INST_DEVICE_INSTALLATION]

▼ Question 3: Correct

Which of the following terms describes a PC card that you can insert and remove without rebooting the computer?

- ☐ AT attachment
- ☐ Hot play
- ☐ Plug-and-play

➡ ☒ Hot swappable

Explanation

Inserting and removing PC cards without rebooting the computer is called hot swapping. This feature is also called dynamic reconfiguration. Plug-and-play devices are automatically detected by the system and the driver is automatically loaded. Unless the bus and the device is hot swappable, plug-and-play devices should be added or removed with the system shut down. AT attachment (ATA) is the standard interface for transferring data from storage devices such as hard disk drives and optical drives.

References

TestOut PC Pro - 4.5 Device Driver Management
[e_inst_pp6.exam.xml Q_DEV_INST_HOT_SWAPPABLE_CARD]

▼ Question 4: Incorrect

Your company has decided to use only SATA drives in their systems. Which of the following is true of MOST newer SATA drives?

- ➡ ☐ They can be added to or removed from a system without shutting down the computer.
- ☐ After you install the latest driver from Device Manager, they can be added to or removed from a system without shutting down the computer.
- ☒ ~~They can be added to or removed from a system without shutting down the computer, but they must be enabled from Device Manager.~~
- ☐ They can be plugged into a system without shutting down the computer, but not removed without shutting down.

Explanation

Most newer SATA drives are hot swappable, which means:

- They can be added and removed without shutting down the computer.
- Windows automatically detects the device, configures a driver (if one is not already installed), and enables the device.

References

TestOut PC Pro - 4.5 Device Driver Management
[e_inst_pp6.exam.xml Q_DEV_INST_HOT_SWAP_SATA]

▼ Question 5: Incorrect

You have installed a device in your system and the system does not recognize the device.

Which of the following BEST describes why the device was not discovered?

- ☒ ~~The device does not require a driver.~~
- ☐ The device driver was installed before the device was installed.



- ☒ The device does not support plug and play.
- ☐ The device connects to the USB bus.

Explanation

If the legacy device is not detected, you need to install the driver files manually.

All devices require a driver.

USB devices are plug and play. To install a USB device, install the driver and then connect the device. The device will be automatically detected and configured.

References

TestOut PC Pro - 4.5 Device Driver Management
[e_inst_pp6.exam.xml Q_DEV_INST_INSTALL_NON_PLUG_AND_PLAY]

▼ Question 6: Correct

On a Linux system, what is the name of the directory where you will find a text file called *devices* that contains information about the devices that are configured on the system?

- ☐ /sys
- ☐ /hwinform
- ☐ /root
- ☒ /proc
- ☐ /dev

Explanation

The **/proc** directory is actually dynamically created whenever you access it. **/proc** contains the *devices* file that lists all the hardware devices that are configured in the system. **/proc** also contains the *cpuinfo* file with information about the processor installed in the system and the *dma* file, which contains a list of DMA channel assignments.

References

TestOut PC Pro - 4.5 Device Driver Management
[e_inst_pp6.exam.xml Q_DEV_INST_LINUX_DEVICES]

▼ Question 7: Correct

Anna has been backing up her data on a hot swappable drive mounted in an external hard drive docking station. This docking station holds two drives. Anna would like to exchange one of the drives with a drive of higher storage capacity.

Which of the following is the BEST method for replacing the drive?

- ☒ Remove and replace the drive after using the Safely Remove Hardware feature to shut down the device.
- ☐ Remove and replace the drive without powering off the computer.
- ☐ From Control Panel, use the Disk Management tool to prepare the bad drive for ejection.
- ☐ Power off the computer. Remove and replace the drive. Power on the computer and test the drive.

Explanation

Hot swappable devices (such as a hard disk) are devices that you can add or remove without shutting down the computer. When you connect a hot swappable device, Windows automatically detects the device, configures a driver (if one is not already installed), and enables the device. Although you can remove and replace the drive without powering off the compute, you should always use the Safely Remove Hardware feature to shut down the device before unplugging it from the system. Doing so will ensure that the data on the device is not corrupted. Using the Disk Management tool is not required.

References

TestOut PC Pro - 4.5 Device Driver Management
[e_inst_pp6.exam.xml Q_DEV_INST1_CERO_HOT_SWAPPABLE]

▼ Question 8:

Incorrect

Match the system resources on the left with the descriptions or examples on the right. The system resources may be used once, more than once, or not at all.

Allows two devices in a computer to send information to each other.

~~Device driver~~

I/O address

The method used by different system devices to interact with the CPU.

~~I/O address~~

IRQ (Interrupt Request)

Conduits used by high-speed devices to bypass the CPU and communicate directly with RAM.

✓ DMA (Direct Memory Access)

Allows a device to request processing time from the CPU.

~~DMA (Direct Memory Access)~~

IRQ (Interrupt Request)

Each device in a computer must have its own.

✓ I/O address

References

TestOut PC Pro - 4.5 Device Driver Management
[e_inst_pp6.exam.xml Q_DEV_INST_SYSTEM_RESOURCES]

▼ Question 9:

Correct

As a member of the help desk administration team, you've been assigned to update the driver for the network adapter that is installed on most of the machines in your department. You have a copy of the latest driver on a USB flash drive. Which Windows utility will allow you to manually update this new driver?

☐ Driver Manager

➡ ☒ Device Manager

☐ Network and Sharing Center

☐ Internet Properties

Explanation

Device Manager allows you to view installed devices and their status, update drivers, disable devices, and uninstall devices.

From Network and Sharing Center, you can view the status of your network and internet connections, change or set up new connections, or troubleshoot network problems. From Internet Properties, you can configure general settings associated with your computer's connection to the internet. You can configure settings related to security, privacy, content, and several other types of settings. Driver Manager is not Windows utility.

References

TestOut PC Pro - 4.5 Device Driver Management
[e_inst_pp6.exam.xml Q_DEV_INST2_DEVICE_MANAGER]

▼ Question 10:

Incorrect

Device manufacturers are constantly finding bugs, vulnerabilities, or better ways for their devices to communicate with the operating system.

Because of this, which of the following is the BEST practice to do before installing a new device?

☐ Obtain the latest driver from the manufacturer's website only if there is a problem.

☒ Let the installation program find the latest driver and download it during installation.

- ➡ ☐ Obtain the latest driver from the manufacturer's website.
- ☐ Use the driver included on the installation disc from the manufacturer.

Explanation

The best practice when installing device drivers is to obtain the latest driver before installation from the manufacturer's website.

Updating drivers only if there is a problem may result in unnecessary down time later when a problem is discovered, so this is not the best practice.

As technicians learn through experience, the driver that is included on the installation disk may no longer work correctly due to changes in the hardware and/or operating system.

Not all installation programs will check for the latest driver, so this is not the best practice.

References

TestOut PC Pro - 4.5 Device Driver Management
[e_inst_pp6.exam.xml Q_DEV_INST2_DRIVER_INSTALLATION]

▼ Question 11: Correct

For which type of device will you typically install the driver before you connect the device to your system?

- ☐ Hot swappable devices
- ☐ Firewire devices
- ➡ ☒ USB devices
- ☐ Plug-and-play devices

Explanation

For USB devices, you will typically install the driver prior to connecting the device.

References

TestOut PC Pro - 4.5 Device Driver Management
[e_inst_pp6.exam.xml Q_DEV_INST2_INSTALLING_USB]

▼ Question 12: Correct

Alice recently purchased a new cell phone. After her vacation, Alice wanted to transfer her holiday photos to her computer to do some touchup work before sending the pictures to her children. When Alice attached her phone to her computer, she saw that Windows detected her phone and tried to load the applicable software to give her access to her phone. Unfortunately, after trying for several minutes, Windows displayed a message indicating that it was unsuccessful. When Alice explored her available drives, her phone was not listed.

Which of the following would be the BEST administrative tool to help Alice gain access to her phone?

- ☐ Event Viewer
- ➡ ☒ Device Manager
- ☐ Component Services
- ☐ System Configuration
- ☐ Services

Explanation

When Alice plugged in her phone, Windows detected the new device and automatically tried to find a device driver that would give her access to her phone and pictures. Since Windows was unsuccessful at locating a driver automatically, Alice should open the Device Manager, from which she could install the applicable driver.

System Configuration controls the initial startup, the boot files, and the services loaded, along with other

tasks.

Component Services is used to access the local Event Viewer to examine Administrative Events and system logs.

Event Viewer maintains logs about program, security, and system events on Windows and can be used to view and manage the event logs, gather information about hardware and software problems, and monitor Windows security events.

The Services console lets you disable or enable Windows services (system-level programs that typically start when Windows boots up).

References

TestOut PC Pro - 4.5 Device Driver Management
[e_inst_pp6.exam.xml Q_DEV_INST2_PCPRO_DEVICE_MANAGER]

▼ Question 13: Incorrect

While troubleshooting a computer, you need to view a list of all IRQs and the device using each IRQ.

Which of the following options would BEST allow you to accomplish this task?

- ☐ In Device Manager, click View > Customize.... Add IRQ as a column
- ➔ ☒ In Device Manager, click View > Resources by type
- ☐ In Device Manager, click View > Show hidden devices
- ☐ In Device Manager, click View > Devices by connection

Explanation

To view the IRQs used by all devices, change the view in Device Manager to Resources by type or Resources by connection. Showing hidden devices shows devices that are normally not displayed, such as system devices. The Customize feature adds or removes columns, but cannot show IRQs or other resources. Showing devices by connection shows devices in relationship to the bus or port connections.

References

TestOut PC Pro - 4.5 Device Driver Management
[e_inst_pp6.exam.xml Q_DEV_INST2_WINDOWS_SYSTOOLS_01]

▼ Question 14: Correct

Which system utility would you use to troubleshoot hardware devices, examine and control the resources used by specific devices, and install updated device drivers?

- ☐ Msconfig
- ➔ ☒ Device Manager
- ☐ System Restore
- ☐ Services console
- ☐ Msinfo32

Explanation

Use Device Manager to troubleshoot hardware devices, examine and control the resources used by specific devices, and install updated device drivers.

System Restore takes periodic snapshots, called restore points, of the system configuration. The Msconfig utility is used to customize the way the system boots. The Msinfo32 utility is used to view system configuration and hardware information. The Services console is used to manage system services.

References

TestOut PC Pro - 4.5 Device Driver Management
[e_inst_pp6.exam.xml Q_DEV_INST2_WINDOWS_SYSTOOLS_02]