Exam Report: 2.5.7 Practice Questions

Date: 2/24/2020 7:27:39 pm
Time Spent: 15:13

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Overall Performance

Your Score: 92%

Passing Score: 80%

View results by: Objective Analysis Individual Responses

Individual Responses

Question 1: Correct

A new laptop was delivered to your home and left on the porch while you were at work. It is very cold outside, and you don't know how long it has been there. You unpack the computer. You would like to know if it is working properly.

Which of the following is the BEST action to take?

- Visually inspect the LCD screen for cracks before turning it on.
- Let the computer warm up to room temperature before turning it on.
- Turn on the computer and run self-diagnostic tests.
- Place the laptop next to a heater set on high and warm it up.
- Blow compressed air into the cooling ports before turning it on.

Explanation

If a computer has been in a cold environment, you should let it warm up to room temperature before turning it on. Otherwise, the heat produced by the components might cause water condensation inside the computer. This water might then damage system components. However, placing the laptop next to a heater set on high would be a poor strategy for warming the system up because it could potentially melt the plastic parts within the unit. Blowing compressed air into the cooling ports will not warm up the laptop.

References

TestOut PC Pro - 2.5 PC Maintenance
[e_maint_pp6.exam.xml Q_MAINTCLEAN_COLD_LAPTOP]

Question 2: Correct

Which of the following are common tools used to physically clean the inside of a computer? (Select TWO.)

- [x] Natural bristle brush
- [ ] Industrial degreaser
- [ ] Damp rag
- [ ] Wire brush
- [x] Compressed air

Explanation

You can use a natural bristle brush and can of compressed air to blow dust off of a motherboard and other circuit cards. Never use anything harsh, such as a wire brush. Rags are also discouraged because

they easily snag on electrical leads and parts.

References

TestOut PC Pro - 2.5 PC Maintenance
[e_maint_pp6.exam.xml Q_MAINTCLEAN_CPU_CLEANING]

Question 3: Incorrect

Which of the following is most helpful in keeping a computer cool? (Select TWO).

- [ ] Remove a slot cover from the back of the computer.
- [ ] Vacuum dust from the system regularly.
- [ ] Use a high-wattage power supply.
- [x] ~~Install a thermostat in the fan circuit.~~
- [x] Verify that cooling fans are not circulating air in the wrong directions.

Explanation

Vacuuming dust from the system is critical to keeping the computer cool. In addition, verify that your cooling fans are blowing air in the right direction and are not working against each other. Do not remove any slot covers in an attempt to cool the computer. Lacking slot covers decreases the fan's ability to remove hot air from inside the computer.

References

TestOut PC Pro - 2.5 PC Maintenance
[e_maint_pp6.exam.xml Q_MAINTCLEAN_KEEP_COOL]

Question 4: Correct

Which of the following statements about cleaning monitors and display devices is true?

- ( ) Monitors are best cleaned while powered on in order to observe the effectiveness of your cleaning.
- ( ) An LCD monitor is best cleaned using a lint rag and glass cleaner.
- ( ) Most new monitors are self-cleaning and should not be cleaned using external methods.
- (•) A monitor should be powered off and cleaned with a lint-free cloth.

Explanation

Cleaning cloths should always be lint-free. In general, an LCD monitor is best cleaned using a dry cloth. While many newer monitors do have certain automatic calibration features, self-cleaning is not one of them.

References

TestOut PC Pro - 2.5 PC Maintenance
[e_maint_pp6.exam.xml Q_MAINTCLEAN_MONITOR_CLEANING]

Question 5: Correct

Which of the following features should you look for when selecting a vacuum cleaner for your cleaning kit? (Select TWO).

- [ ] Coarse grade bag
- [ ] Washable filters
- [ ] Static induction motor
- [x]

Non-static generating

One that blows as well as vacuums

Explanation

It is important to select a vacuum cleaner for use with computer equipment that will not generate harmful static. Electrostatic discharge should always be avoided around sensitive computer components. In some cases, it may be better to remove dust and other foreign matter by applying a blowing force rather than vacuuming. The bag used in this type of vacuum should be fine enough to collect toner particles. Otherwise, these particles may circulate within and outside the vacuum and spread toner.

References

TestOut PC Pro - 2.5 PC Maintenance
[e_maint_pp6.exam.xml Q_MAINTCLEAN_VACUUM]

Question 6: Correct

Your company provides testing services that help customers identify and resolve performance issues with their software and e-commerce sites before they go live. To perform accurate testing, a large number of computers are required, sometimes numbering in the hundreds.

Recently, you have noticed that the lights in the testing lab seem dimmer than normal and sometimes flicker.

Which of the following electrical terms BEST describes the condition you are most likely experiencing?

Brownout

Power spike

Blackout

Power surge

Explanation

The dimming or flickering is most likely caused by a drop in the voltage to the lab due to the large number of computer being run at the same time. This drop in voltage is known as a brownout and can be harmful to your computers. You should take steps to maintain a constant level of electricity.

Power surges (also called power spikes) are abnormally high voltages that last for short periods of time. These can also be harmful to your computers.

A blackout is the total loss of power.

References

TestOut PC Pro - 2.5 PC Maintenance
[e_maint_pp6.exam.xml Q_PWR_PROT_BROWNOUT]

Question 7: Correct

Which of the following devices help protect equipment from temporary, above-normal voltages?

Grounding wire

Power strip

ESD grounding strap

Surge protector

Explanation

A power surge is a temporary, excessive voltage increase to a computer. A surge protector helps protect hardware from power surges. A power strip may or may not include surge protection circuits. An ESD grounding strap should be worn when touching anything inside a computer to avoid shocking computer components by not sharing a common ground.

References

TestOut PC Pro - 2.5 PC Maintenance
[e_maint_pp6.exam.xml Q_PWR_PROT_SURGE_PROTECTOR]

Question 8: Correct

Your company resides in an area with rapid growth in both the corporate and residential areas surrounding your office. As such, your company has been experiencing several brownouts due to power grid problems (too much demand and not enough electricity). Fearing that your computers (especially the servers) could be damaged by these brownouts, your manager has asked you to find a solution to this problem.

Which of the following would be the BEST device to recommend to your manager for computer protection?

- (selected) UPS
- Surge suppressor
- Power strips
- GFCI

Explanation

An uninterruptible power supply (UPS) is a device that contains a large battery suitable to run the attached devices for an extended period of time in the event that power is lost or drops below an acceptable level. A UPS can protect your computers from brownouts, power surges, and blackouts. UPSs can be purchased in varying size to accommodate large server or individual computers.

A surge suppressor is typically a small box with several utility outlets, a power switch, and a three-wire cord for plugging into a wall outlet. The purpose of this device is to protect the electrical devices plugged in the suppressor from voltage spikes or power surges. A surge suppressor will not protect equipment from a drop in voltage.

A ground-fault circuit interrupter (GFCI) is a protection device designed to protect people from electric shock from an electrical system. A GFCI protects you from ground faults (such as an electrical short). You often see these outlets in bathrooms and kitchens, where the chance of an electrical shock is greater due to water.

A power strip can sometimes include a surge suppressor, but often only provides a way to plug multiple appliances into on wall outlet.

References

TestOut PC Pro - 2.5 PC Maintenance
[e_maint_pp6.exam.xml Q_PWR_PROT_UPS]

Question 9: Correct

What does occasional beeping from the UPS mean?

- The power reserve in the UPS battery is critically low.
- (selected) The computer is running on the UPS battery power.
- The computer is about to shut down.
- The UPS battery is no longer able to hold a charge.
- The UPS is not connected to the computer.

Explanation

Most UPS manufacturers indicate AC power outages and internal battery use with occasional beeping, usually about four beeps every 30 seconds. Some UPS units have a switch that you can use to disable the warning signal when running on battery power.

Other types of beeps, such as rapid chirping or beeps at more frequent intervals, indicate other UPS problems. A failed connection between the UPS and the computer or a low battery on the UPS would

most likely provide a visual notification on the computer screen from the UPS monitoring software, not an audible beep.

References

TestOut PC Pro - 2.5 PC Maintenance
[e_maint_pp6.exam.xml Q_PWR_PROT_UPS_BEEPING]

Question 10: Correct

Which of the following device types should be plugged into a surge-protected-only outlet on a UPS unit, and not a battery backup outlet?

- [x] Laser printer
- [ ] External hard disk drive
- [ ] Secondary LCD monitor
- [ ] Inkjet printer

Explanation

Due to the periodic high power requirements to heat the fuser roller, a laser printer should not be plugged into a UPS's battery backup outlets. Instead, a laser printer should only be plugged into the surge protection outlets or directly into a wall outlet.

Inkjet printers, external hard drives, and secondary LED monitors should be plugged into battery backup outlets.

References

TestOut PC Pro - 2.5 PC Maintenance
[e_maint_pp6.exam.xml Q_PWR_PROT_UPS_BEST_PRACTICE]

Question 11: Correct

Besides protecting a computer from under-voltages, a typical UPS also performs which other actions? (Select TWO.)

- [ ] Protects network cabling from EMI
- [ ] Prevents ESD
- [x] Conditions the power signal
- [x] Protects from over-voltages
- [ ] Prevents electric shock

Explanation

A typical UPS protects a computer from overvoltages as well as undervoltages. Also, because the quality of the electrical signal provided by a UPS battery is not as good as the AC power from the wall outlet, UPS devices often have built-in line conditioners.

References

TestOut PC Pro - 2.5 PC Maintenance
[e_maint_pp6.exam.xml Q_PWR_PROT_UPS_FEATURES]

Question 12: Correct

You are trying to help a co-worker order a UPS for each PC in her remote office location. What rating is used to specify the size of a UPS?

- [ ] Watts
- [x] VA

- Volt/ohm
- Volts

Explanation

The size of a UPS is specified by a volt-amp (VA) rating. The larger the VA rating of the UPS, the longer the UPS can keep the system running in the event of a power failure. Volts are only part of the rating system used for UPS units. Ohms are not used to rate UPS units, nor is wattage.

References

TestOut PC Pro - 2.5 PC Maintenance
[e_maint_pp6.exam.xml Q_PWR_PROT_UPS_RATING]