1. Which of the following is NOT a learning and support tool for application software?

   - ◯ a. Online tutorial
   - ◯ c. User guide
   - √ **b. Software update**
   - ◯ d. Online forum or community

2. What is a man-in-the-middle attack?

   - ◯ a. An attack that redirects users to malicious websites.
   - ◯ c. An attack that overwhelms computer systems or networks with traffic, making them unavailable to users.An attack that attempts to break encryption.
   - √ **b. An attack that intercepts communications between two parties and impersonates one of the parties.**
   - ◯ d. An attack that overwhelms computer systems or networks with traffic, making them unavailable to users.

3. 1-You should only install software from trusted sources.

   - √ **True**
   - ◯ False

4. What is malware?

   - ◯ a. Attacks that attempt to make computer systems or networks unavailable to users.
   - ◯ c. Emails or websites that try to trick users into revealing personal information.
   - ◯ b. Unauthorized access to computer systems or networks.
   - √ **d. Malicious software, such as viruses, worms, and Trojan horses.**

5. Anti-static wristbands are required when troubleshooting hardware problems.

   - ◯ True
   - √ **False**

6. What is a DNS poisoning attack?

   - ◯ a. An attack that overwhelms computer systems or networks with traffic, making them unavailable to users.
   - ◯ c. An attack that attempts to break encryption.
   - √ **b. An attack that redirects users to malicious websites.**
   - ◯ d. An attack that intercepts communications between two parties and impersonates one of the parties.

7. What is the difference between a communication network and a computer network?

   - ◯ a. A communication network is used to transmit data over long distances, while a computer network is used to connect devices within a small area.
   - ◯ c. There is no difference between a communication network and a computer network.
   - ◯ b. A communication network is used to transmit data over a variety of media, such as copper wires, fiber optic cables, and radio waves, while a computer network is typically used to transmit data over copper wires.
   - √ **d. A communication network is used to transmit data between two or more devices, while a computer network is used to connect computers together.**

8. What is the purpose of gathering information during the troubleshooting process?

○ a. To verify that the solution has resolved the problem

○ c. To identify the cause of the problem

√ **b. All of the above**

○ d. To develop a solution to the problem

9. What is the first step in the troubleshooting methodology?

  ○ a. All of the above

  ○ c. To verify that the solution has resolved the problem

  ○ b. To develop a solution to the problem

  √ **d. Identify the problem**

10. What is phishing?

  ○ a. Malicious software, such as viruses, worms, and Trojan horses.

  √ **c. Emails or websites that try to trick users into revealing personal information.**

  ○ b. Attacks that attempt to make computer systems or networks unavailable to users.

  ○ d. Unauthorized access to computer systems or networks.

11. What is the best way to troubleshoot a problem that you can't figure out on your own?

  ○ a. Ask a friend or colleague for help

  ○ c. Contact the manufacturer of your hardware or software

  ○ b. Search the internet for help

  √ **d. All of the above**

12. Computer security is only important for businesses.

  ○ True

  √ **False**

13. Which of the following is an example of application software for communication?

  ○ a. Spreadsheet

  ○ c. All of the above

  ○ b. Word processor

  √ **d. Email client**

14. 1-A communication network is a system of interconnected devices that allows users to communicate with each other.

  √ **True**

  ○ False

15. What is the best way to troubleshoot overheating problems?

  ○ a. Use a cooling pad or fan to keep your laptop cool

  √ **c. All of the above**

  ○ b. Clean the dust out of your computer case and fans

  ○ d. Make sure that your computer is properly ventilated

16. Antivirus software is enough to protect your computer from all security threats.

  ○ True

  √ **False**

17. You should never use public Wi-Fi networks EVEN if you are using a VPN.
    ○ True
    √ **False**

18. What are the benefits of using a cloud-based video conferencing system for business communication?
    ○ a. It is secure, reliable, and offers high-quality video and audio.
    √ **c. All of the above.**
    ○ b. It is compatible with all devices and operating systems.
    ○ d. It is easy to use, affordable, scalable, and accessible from anywhere.

19. What is VoIP?
    ○ a. All of the above
    ○ c. Virtual Private Network
    √ **b. Voice over IP**
    ○ d. Video over IP

20. What is the best way to troubleshoot dropped packets?
    ○ a. Update the firmware on your network devices
    √ **c. All of the above**
    ○ b. Check the network cables for damage
    ○ d. Reduce the amount of traffic on your network

21. What is the best way to prevent hardware and network problems from occurring?
    ○ a. Use a firewall and antivirus software
    ○ c. Regularly back up your data
    √ **b. All of the above**
    ○ d. Keep your software up to date

22. What is the best way to test a hypothesis during the troubleshooting process?
    ○ a. Perform tests that are relevant to the hypothesis
    ○ c. Use multiple tests to confirm or disprove the hypothesis
    √ **b. All of the above**
    ○ d. Document the results of the tests

23. What is the most common cause of slow internet speeds?
    ○ a. High network traffic
    ○ c. Faulty network hardware
    ○ b. Weak Wi-Fi signal
    √ **d. All of the above**

24. What is the best way to troubleshoot lost connections?
    ○ a. Ping devices on your network to test connectivity
    √ **c. All of the above**
    ○ b. Restart your network router and modem
    ○ d. Check the physical connections between your devices and your network

25. It is okay to reuse passwords for different accounts.
    ○ True
    √ **False**