Quiz 4

Abdallah Tantawy

December 3, 2023

1. Which of the following is NOT a learning and support tool for application software?
   - ◯ a. Online tutorial
   - √ **b. Software update**
   - ◯ c. User guide
   - ◯ d. Online forum or community

2. What is a man-in-the-middle attack?
   - ◯ a. An attack that redirects users to malicious websites.
   - √ **b. An attack that intercepts communications between two parties and impersonates one of the parties.**
   - ◯ c. An attack that overwhelms computer systems or networks with traffic, making them unavailable to users.An attack that attempts to break encryption.
   - ◯ 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.
   - ◯ b. Unauthorized access to computer systems or networks.
   - ◯ c. Emails or websites that try to trick users into revealing personal information.
   - √ **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.
   - √ **b. An attack that redirects users to malicious websites.**
   - ◯ c. An attack that attempts to break encryption.
   - ◯ 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.

○ 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.

○ c. There is no difference between a communication network and a computer network.

√ **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

√ **b. All of the above**

○ c. To identify the cause of the problem

○ d. To develop a solution to the problem

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

○ a. All of the above

○ b. To develop a solution to the problem

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

√ **d. Identify the problem**

10. What is phishing?

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

○ b. 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.**

○ 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

○ b. Search the internet for help

○ c. Contact the manufacturer of your hardware or software

√ **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

○ b. Word processor

○ c. All of the above

√ **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

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

     √ **c. All of the above**

     ◯ 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.

     ◯ b. It is compatible with all devices and operating systems.

     √ **c. All of the above.**

     ◯ d. It is easy to use, affordable, scalable, and accessible from anywhere.

19. What is VoIP?

     ◯ a. All of the above

     √ **b. Voice over IP**

     ◯ c. Virtual Private Network

     ◯ d. Video over IP

20. What is the best way to troubleshoot dropped packets?

     ◯ a. Update the firmware on your network devices

     ◯ b. Check the network cables for damage

     √ **c. All of the above**

     ◯ 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

     √ **b. All of the above**

     ◯ c. Regularly back up your data

     ◯ 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

     √ **b. All of the above**

     ◯ c. Use multiple tests to confirm or disprove the hypothesis

     ◯ d. Document the results of the tests

23. What is the most common cause of slow internet speeds?

     ◯ a. High network traffic

○ b. Weak Wi-Fi signal

○ c. Faulty network hardware

√ **d. All of the above**

24. What is the best way to troubleshoot lost connections?

    ○ a. Ping devices on your network to test connectivity

    ○ b. Restart your network router and modem

    √ **c. All of the above**

    ○ d. Check the physical connections between your devices and your network

25. It is okay to reuse passwords for different accounts.

    ○ True

    √ **False**