

Example

Author

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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**