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Time taken	39 mins 1 sec
Marks	43.00/44.00
Grade	9.77 out of 10.00 (97.73%)

Question 1

Correct

Mark 1.00 out of 1.00

Why do serial transmissions travel slower than parallel transmissions?

Select one:

☒ a. Serial transmissions send 1 bit at a time instead of 8.✔

☐ b. Serial transmissions can travel farther than parallel transmission.

☐ c. Parity checking of data slows a serial transmission.

☐ d. Parallel cables are made of more conductive material than serial cables.

The correct answer is: Serial transmissions send 1 bit at a time instead of 8.

Question 2

Correct

Mark 1.00 out of 1.00

The \_\_\_\_\_ is the starting point for all directories.

Select one:

☐ a. Platform

☒ b. Root✔

☐ c. Base

☐ d. Limb

The correct answer is: Root

Question 3

Correct

Mark 1.00 out of 1.00

Which of the following is a serial device used even today?

Select one:

- ☐ a. Scanner
- ☐ b. None of these answers are true.
- ☒ c. Modem ✓
- ☐ d. Mouse
- ☐ e. Digitizer

The correct answer is: Modem

Question 4

Correct

Mark 1.00 out of 1.00

What network technology would use a non-line-of-sight tower?

Select one:

- ☒ a. 802.16 ✓
- ☐ b. QoS
- ☐ c. Wireless hot spot
- ☐ d. PSTN

The correct answer is: 802.16

Question 5

Correct

Mark 1.00 out of 1.00

An advantage of an external modem is .

Select one:

- ☐ a. Less expensive than internal modems
- ☐ b. All these answers are true.
- ☐ c. Come with its own UART
- ☒ d. Can easily connect to a different computer without taking the computer apart ✓

The correct answer is: Can easily connect to a different computer without taking the computer apart

Question 6

Correct

Mark 1.00 out of 1.00

What mobile device capability allows parents to determine where their children are located if the underaged person has their cell phone on them?

Select one:

- ☒ a. Geo-tracking ✓
- ☐ b. Tailgating
- ☐ c. Shadowing
- ☐ d. RFID

The correct answer is: Geo-tracking

Question 7

Correct

Mark 1.00 out of 1.00

What type of Windows partition holds the majority of the operating system files?

Select one:

- ☐ a. F: drive
- ☒ b. Boot partition ✓
- ☐ c. MBD
- ☐ d. C: drive

The correct answer is: Boot partition

Question 8

Correct

Mark 1.00 out of 1.00

A Windows 7 computer has a problem and it is after hours, but the computer has been left on. What utility could be used from a Windows 2000 Professional computer to look at the Vista computer?

Select one:

- ☐ a. Telnet
- ☐ b. Remote Desktop
- ☐ c. Remote Assistance
- ☒ d. None of these programs will help. ✓

The correct answer is: None of these programs will help.

Question 9

Correct

Mark 1.00 out of 1.00

Which one of the following is an example of a command prompt?

Select one:

- ☐ a. A:>
- ☒ b. A:\> ✓
- ☐ c. A:/>
- ☐ d. A>

The correct answer is: A:\>

Question 10

Correct

Mark 1.00 out of 1.00

Which installation would support full use of 6GB of RAM?

Select one:

- ☐ a. 32-bit Windows XP Professional
- ☐ b. Windows Vista Ultimate x86
- ☐ c. 48-bit Windows 7 Home Basic
- ☒ d. Windows 7 Home Premium x64 ✓

The correct answer is: Windows 7 Home Premium x64

Question 11

Complete

Not graded

What is the minimum amount of hard disk space required to install Windows 7 Professional?

Select one:

- ☐ a. 500MB
- ☒ b. 16GB
- ☐ c. 1GB
- ☐ d. 6GB

The correct answer is: 16GB

Question 12

Correct

Mark 1.00 out of 1.00

Windows Vista and 7 are a/an \_\_\_\_\_ and \_\_\_\_\_-bit operating system. (Select two.)

Select one or more:

- ☐ a. 256
- ☒ b. 64 ✓
- ☐ c. 16
- ☒ d. 32 ✓
- ☐ e. 128

The correct answers are: 32, 64

Question 13

Correct

Mark 1.00 out of 1.00

Explain the difference between a system partition and a boot partition.

Select one:

- ☒ a. The system partition is the active drive partition that has the files needed to load the operating system. The system partition is normally the C: drive (the active partition). The boot partition is the partition or logical drive where the operating system files are located. ✓
- ☐ b. The boot partition is the active drive partition that has the files needed to load the operating system. The system partition is normally the C: drive (the active partition). The system partition is the partition or logical drive where the operating system files are located.
- ☐ c. The system partition is the active drive partition that has the files needed to load the operating system. The system partition is normally the C: drive (the active partition). The boot partition is the partition is in the BIOS.
- ☐ d. The system partition is in the Bios. The system partition is normally the C: drive (the active partition). The boot partition is the partition or logical drive where the operating system files are located.

The correct answer is: The system partition is the active drive partition that has the files needed to load the operating system. The system partition is normally the C: drive (the active partition). The boot partition is the partition or logical drive where the operating system files are located.

Question 14

Correct

Mark 1.00 out of 1.00

What is another name for a folder?

Select one:

- ☐ a. Depository
- ☐ b. Receptacle
- ☒ c. Directory ✓
- ☐ d. Storage bin

The correct answer is: Directory

Question 15

Correct

Mark 1.00 out of 1.00

Which registry key holds user profiles?

Select one:

- ☐ a. HKEY\_SOFTWARE
- ☐ b. HKEY\_LOCAL
- ☐ c. HKEY\_PROFILES
- ☒ d. HKEY\_USERS ✓

The correct answer is: HKEY\_USERS

Question 16

Correct

Mark 1.00 out of 1.00

What Windows tool would be used to view current and active memory and CPU utilization when a computer runs slowly?

Select one:

- ☐ a. Device Manager
- ☐ b. Event Viewer
- ☐ c. Startup Repair
- ☒ d. Task Manager ✓

The correct answer is: Task Manager

Question 17

Correct

Mark 1.00 out of 1.00

Which one of the following file types is NOT an executable file?

Select one:

- ☐ a. EXE
- ☐ b. COM
- ☐ c. BAT
- ☒ d. OVL ✓

The correct answer is: OVL

Question 18

Incorrect

Mark 0.00 out of 1.00

What term describes traditional voice traffic going over the Internet?

Select one:

- ☐ a. VoIP
- ☒ b. DSL ✗
- ☐ c. Gateway
- ☐ d. Aggregation
- ☐ e. Bandwidth

The correct answer is: VoIP

Question 19

Correct

Mark 1.00 out of 1.00

What command would allow you to view a list of all installed drivers?

Select one:

- ☐ a. IPCONFIG
- ☐ b. LISTSVCS
- ☐ c. HELP
- ☒ d. MSINFO32 ✓

The correct answer is: MSINFO32

Question 20

Correct

Mark 1.00 out of 1.00

Which of the following would be the best to implement virtualization?

Select one:

- ☐ a. When the computer does not have enough memory to run a particular application
- ☐ b. When a home user needs to upgrade Microsoft Office
- ☒ c. When technicians are trying a new Windows 7 load for faculty members ✓
- ☐ d. When a gamer wants to try a trial version of a new game

The correct answer is: When technicians are trying a new Windows 7 load for faculty members

Question 21

Correct

Mark 1.00 out of 1.00

What are the **two** most important steps for a successful device installation?

Select one or more:

- ☒ a. Obtain the latest driver. ✓
- ☐ b. Have all tools at hand.
- ☐ c. Test Internet connectivity *before* installing the device.
- ☒ d. Follow the device manufacturer's installation directions. ✓
- ☐ e. Ensure the operating system has all service packs and patches.

The correct answers are: Follow the device manufacturer's installation directions., Obtain the latest driver.

Question 22

Correct

Mark 1.00 out of 1.00

What is the purpose of the SFC command?

Select one:

- ☐ a. Can be used to set the system root directory
- ☐ b. Can be used to transfer files securely across a network
- ☒ c. Can be used to repair system files ✓
- ☐ d. Can be used to remotely access a network device

The correct answer is: Can be used to repair system files



Question 23

Correct

Mark 1.00 out of 1.00

Which file system offers the most security?

Select one:

- ☐ a. OSPF
- ☐ b. FAT16
- ☒ c. NTFS ✓
- ☐ d. FAT32

The correct answer is: NTFS

Question 24

Correct

Mark 1.00 out of 1.00

What are two ways to get an older piece of software to work in 64-bit Windows 7?

Select one or more:

- ☒ a. Run it in compatibility mode. ✓
- ☐ b. Run the application within a separate window.
- ☐ c. Use the command prompt to type the .exe file that starts the application.
- ☒ d. Use Windows XP mode. ✓
- ☐ e. Downgrade to Windows XP.
- ☐ f. Downgrade to Windows Vista.

The correct answers are: Use Windows XP mode., Run it in compatibility mode.

Question 25

Correct

Mark 1.00 out of 1.00

What term describes the sending of data, voice, and video over the same network?

Select one:

- ☒ a. Convergence ✓
- ☐ b. Telecomputing
- ☐ c. QoS
- ☐ d. Asynchronous communication

The correct answer is: Convergence

Question 26

Correct

Mark 1.00 out of 1.00

What is the purpose of the BCDEDIT command?

Select one:

- ☐ a. Activate an editor used to convert text files to .INI files.
- ☐ b. Activate an editor used to register an unregistered Windows driver.
- ☐ c. Edit any binary file used by the operating system and registered drivers.
- ☒ d. Edit the file that replaced the BOOT.INI file used in Windows Vista and higher when multiple operating systems are loaded on the computer. ✓

The correct answer is: Edit the file that replaced the BOOT.INI file used in Windows Vista and higher when multiple operating systems are loaded on the computer.

Question 27

Correct

Mark 1.00 out of 1.00

Which connectivity options are used to connect to the Internet? (Select all that apply.)

Select one or more:

- ☒ a. Dial-up modem ✓
- ☒ b. Satellite modem ✓
- ☒ c. VoIP ✗
- ☒ d. PSTN ✓
- ☒ e. DSL ✓
- ☒ f. Cable modem ✓
- ☐ g. TelePort
- ☒ h. WiMax ✓

The correct answers are: WiMax, Cable modem, Dial-up modem, Satellite modem, DSL, PSTN

Question 28

Correct

Mark 1.00 out of 1.00

What registry hive has a list of hardware components and software drivers?

Select one:

- ☐ a. Hkey\_Classes\_Root
- ☐ b. Hkey\_Current\_Config
- ☒ c. Hkey\_Local\_Machine ✓
- ☐ d. Hkey\_Users

The correct answer is: Hkey\_Local\_Machine

Question 29

Correct

Mark 1.00 out of 1.00

Which of the following viruses pretends to be a normal application?

Select one:

- ☐ a. Stealth
- ☐ b. Boot sector
- ☐ c. Worm
- ☒ d. Trojan horse ✓

The correct answer is: Trojan horse

Question 30

Correct

Mark 1.00 out of 1.00

What browser ships with Windows 7?

Select one:

- ☐ a. Windows Explorer
- ☐ b. Chrome
- ☒ c. Internet Explorer ✓
- ☐ d. Firefox

The correct answer is: Internet Explorer

Question 31

Correct

Mark 1.00 out of 1.00

Which technology would support talking to a friend in Europe over the Internet?

Select one:

- ☒ a. VoIP ✓
- ☐ b. QoS
- ☐ c. PSTN
- ☐ d. Convergence

The correct answer is: VoIP

Question 32

Correct

Mark 1.00 out of 1.00

The operating system does which one of the following?

Select one:

- ☐ a. Controls disk and file management activities
- ☐ b. Coordinates the interaction between a user and the computer
- ☐ c. Coordinates the interaction between the hardware and software
- ☒ d. All these answers are functions performed by the operating system. ✓

The correct answer is: All these answers are functions performed by the operating system.

Question 33

Correct

Mark 1.00 out of 1.00

What command switch is used to rewrite the hard drive boot sector?

Select one:

- ☐ a. bootrec
- ☐ b. diskcfg
- ☒ c. fixboot ✓
- ☐ d. bootcfg

The correct answer is: fixboot

Question 34

Correct

Mark 1.00 out of 1.00

The extension of a batch file is

Select one:

- ☐ a. txt
- ☒ b. bat ✓
- ☐ c. exe
- ☐ d. COM

The correct answer is: bat

Question 35

Correct

Mark 1.00 out of 1.00

Which of the following is NOT an operating system?

Select one:

- ☐ a. Solaris
- ☒ b. Config.Sys ✓
- ☐ c. Windows 7 Home Premium
- ☐ d. OS X
- ☐ e. Windows 8

The correct answer is: Config.Sys

Question 36

Correct

Mark 1.00 out of 1.00

What command could be used from a command prompt environment to stop a process?

Select one:

- ☐ a. DOWN
- ☐ b. HALT
- ☒ c. TASKKILL ✓
- ☐ d. STOP

The correct answer is: TASKKILL

Question 37

Correct

Mark 1.00 out of 1.00

Which registry key tracks individual users and user preferences?

Select one:

- ☐ a. HKEY\_CURRENT\_USER
- ☐ b. HKEY\_LOCAL\_MACHINE
- ☒ c. HKEY\_USERS ✓
- ☐ d. HKEY\_CLASSES\_ROOT

The correct answer is: HKEY\_USERS

Question 38

Correct

Mark 1.00 out of 1.00

What Windows tool is used to halt an application that is not responding?

Select one:

- ☐ a. REGEDIT
- ☒ b. Task Manager ✓
- ☐ c. Upgrade Advisor
- ☐ d. Event Viewer

The correct answer is: Task Manager

Question 39

Correct

Mark 1.00 out of 1.00

A laptop cannot connect to a wireless WAN even though the laptop sold with wireless broadband connectivity. What is the most likely issue?

Select one:

- ☐ a. The laptop is defective.
- ☒ b. The option is not enabled in BIOS. ✓
- ☐ c. The BIOS needs to be flashed.
- ☐ d. The antenna is not attached.

The correct answer is: The option is not enabled in BIOS.

Question 40

Correct

Mark 1.00 out of 1.00

What is the default location for 64-bit application files in Windows 7?

Select one:

- ☐ a. The SysWOW64 folder
- ☐ b. The System32 folder
- ☒ c. The Program Files folder ✓
- ☐ d. The System64 folder
- ☐ e. The Windows folder

The correct answer is: The Program Files folder

Question 41

Correct

Mark 1.00 out of 1.00

What is a home screen on a mobile device?

Select one:

- ☐ a. Where photo files are stored
- ☒ b. Where app icons are found ✓
- ☐ c. Where you have to be to see what applications are currently running
- ☐ d. Where the physical volume control is normally located

The correct answer is: Where app icons are found

Question 42

Correct

Mark 1.00 out of 1.00

What tool can be used before installing Windows 7 to determine whether a computer has compatibility issues?

Select one:

- ☐ a. NTHQ
- ☐ b. WFP
- ☐ c. WIA
- ☒ d. Upgrade Advisor ✓

The correct answer is: Upgrade Advisor

Question 43

Correct

Mark 1.00 out of 1.00

What is mentoring?

Select one:

- ☐ a. Learning a new skill
- ☐ b. Being a proactive technician
- ☒ c. Helping other technicians who are not as skilled as you are ✓
- ☐ d. Using normal language around nontechnical personnel

The correct answer is: Helping other technicians who are not as skilled as you are

Question 44

Correct

Mark 1.00 out of 1.00

What is the name given to the group of important Windows files that include the registry, system files, and boot files?

Select one:

- ☐ a. Boot log
- ☒ b. System state ✓
- ☐ c. Core Folder
- ☐ d. Reg-system Files

The correct answer is: System state

Question 45

Correct

Mark 1.00 out of 1.00

What does asymmetrical mean in relation to an ADSL modem?

Select one:

- ☐ a. The modem uses a D connector.
- ☐ b. The modem has a disproportionate amount of memory in relationship to the processor speed on the modem.
- ☒ c. ADSL uses faster downstream speeds than upstream. ✓
- ☐ d. The modem has an irregular shape to fit more compactly into the computer slot.

The correct answer is: ADSL uses faster downstream speeds than upstream.



