

Started on	Tuesday, 19 March 2024, 2:00 PM
State	Finished
Completed on	Tuesday, 19 March 2024, 2:57 PM
Time taken	57 mins 23 secs
Marks	53.00/53.00
Grade	100.00 out of 100.00

Question 1

Correct

Mark 1.00 out of 1.00

What is one of the biggest problems with technicians?

Select one:

☐ a. Being able to think logically

☒ b. Being able to communicate with users ✓

☐ c. Being able to determine whether a problem is hardware or software

☐ d. Being able to solve computer problems

The correct answer is: Being able to communicate with users

Question 2

Correct

Mark 1.00 out of 1.00

A user states that the laser printer isn't working. When the technician arrives, what is the FIRST thing the technician will do?

Select one:

☐ a. Establish a theory of probably cause (question the obvious).

☐ b. Document findings, actions, and outcomes.

☐ c. Verify full system functionality and, if applicable, implement preventive measures.

☐ d. Test the theory to determine the cause.

☐ e. Establish a plan of action to resolve the problem and implement the solution.

☒ f. Identify the problem. ✓

The correct answer is: Identify the problem.

Question 3

Correct

Mark 1.00 out of 1.00

If a computer beeps once during POST, what is the problem?

Select one:

- ☐ a. DRAM refresh
- ☐ b. Video initialization error
- ☒ c. There is no problem. ✓
- ☐ d. CPU register test

The correct answer is: There is no problem.

Question 4

Correct

Mark 1.00 out of 1.00

A user wants to upgrade their parents' computer, but the user has trouble installing the module on the workstation. What is the most likely problem?

Select one:

- ☐ a. The user is trying to install the module into the wrong slot.
- ☒ b. The user bought the wrong memory module. ✓
- ☐ c. The user did not use proper antistatic procedures and has damaged the memory module.
- ☐ d. The user forgot to pull out the memory slot tab.

The correct answer is: The user bought the wrong memory module.

Question 5

Correct

Mark 1.00 out of 1.00

The audio beeps heard during the boot process are caused by the

Select one:

- ☐ a. Processor
- ☐ b. RAM
- ☒ c. BIOS ✓
- ☐ d. CMOS

The correct answer is: BIOS

Question 6

Correct

Mark 1.00 out of 1.00

Q05MC041 When multiple POST errors occur, the technician should

Select one:

- ☐ a. Reboot.
- ☐ b. Tell the customer to buy another computer.
- ☐ c. Start with the last error detected.
- ☒ d. Start with the first error detected. ✓

The correct answer is: Start with the first error detected.

Question 7

Correct

Mark 1.00 out of 1.00

In which troubleshooting step do you complete a help-desk ticket by typing the solution and closing the ticket?

Select one:

- ☐ a. Establish a theory of probable cause (question the obvious).
- ☐ b. Verify full system functionality and, if applicable, implement preventive measures.
- ☐ c. Test the theory to determine the cause.
- ☒ d. Document findings, actions, and outcomes. ✓
- ☐ e. Establish a plan of action to resolve the problem and implement the solution.
- ☐ f. Identify the problem.

The correct answer is: Document findings, actions, and outcomes.

Question 8

Correct

Mark 1.00 out of 1.00

A technician disassembles a desktop computer. After completely reassembling the unit, the technician observes that the motherboard standoffs were not installed. Read each statement below and select the one that best explains how the technician should handle the situation.

Select one:

- ☐ a. There is always a screw or washer left over. These things actually don't make a difference in the performance of the computer.
- ☐ b. Start up the computer and take no other action if it works.
- ☒ c. Correctly install the standoffs to prevent grounding problems or worse. ✓
- ☐ d. Push the standoffs against the traces until the traces touch the metal case and tape the standoffs in place. Boot the computer and complete the system check-up.

The correct answer is: Correctly install the standoffs to prevent grounding problems or worse.

Question 9

Complete

Not graded

Which of the following is NOT used to monitor memory usage or the amount of memory installed?

Select one:

- ☒ a. Memory control panel
- ☐ b. Performance Utility
- ☐ c. Properties for My Computer
- ☐ d. Task Manager

The correct answer is: Memory control panel

Question 10

Correct

Mark 1.00 out of 1.00

Which hard drive could be removed when power is applied to the computer?

Select one:

- ☐ a. SSD
- ☐ b. SATA
- ☐ c. Internal SCSI
- ☐ d. PATA
- ☒ e. eSATA ✓

The correct answer is: eSATA

Question 11

Correct

Mark 1.00 out of 1.00

The power going into the power supply is _____ power.

Select one:

- ☒ a. AC ✓
- ☐ b. DC
- ☐ c. Overvoltage
- ☐ d. Undervoltage

The correct answer is: AC

Question 12

Correct

Mark 1.00 out of 1.00

You have been asked to troubleshoot a scanner at a customer's location. Upon arriving at the scene and introducing yourself, what is the first step you should take?

Select one:

- ☐ a. Ensure the scanner is powered on.
- ☐ b. Ensure a document has been placed in the scanner.
- ☐ c. Check all scanner cabling.
- ☒ d. Ask the customer if the scanner has ever worked before. ✓

The correct answer is: Ask the customer if the scanner has ever worked before.

Question 13

Correct

Mark 1.00 out of 1.00

What is an advantage of using an Internet storage site?

Select one:

- ☐ a. More space is available.
- ☐ b. This provides better security.
- ☒ c. The service is more likely to back up the data. ✓
- ☐ d. The performance is better.

The correct answer is: The service is more likely to back up the data.

Question 14

Correct

Mark 1.00 out of 1.00

What do you do first if you get a boot message of Hard Drive Not Found?

Select one:

- ☐ a. Repartition and use a smaller cluster size.
- ☐ b. Use the bootrec /FIXBOOT command.
- ☒ c. Check power and disk cabling. ✓
- ☐ d. Repartition and use the NTFS file system.

The correct answer is: Check power and disk cabling.

Question 15

Correct

Mark 1.00 out of 1.00

A DIMM is installed .

Select one:

- ☒ a. Straight down into the socket ✓
- ☐ b. With the module keys facing inward toward the module
- ☐ c. While the computer is powered (hot swappable) or powered off
- ☐ d. At a 45-degree tilt

The correct answer is: Straight down into the socket

Question 16

Correct

Mark 1.00 out of 1.00

While at work, Max, a computer user, calls the computer repair center and requests that additional RAM be added to his new office PC. What tools would you consider most important for the technician to carry?

Select one:

- ☐ a. Soldering iron and solder
- ☒ b. Some screwdrivers and nut drivers ✓
- ☐ c. A multimeter and probe
- ☐ d. A chip insertion and removal tool

The correct answer is: Some screwdrivers and nut drivers

Question 17

Complete

Not graded

Why are SSDs more susceptible than mechanical hard drives to electrostatic discharge?

Select one:

- ☐ a. The internal battery of the SSD provides additional current.
- ☒ b. SSDs are memory.
- ☐ c. The SSD is a more fragile component.
- ☐ d. The voltage level of the SSD is lower than a mechanical hard drive.

The correct answer is: SSDs are memory.

Question 18

Correct

Mark 1.00 out of 1.00

After you determine that there is indeed a computer problem, what is the next step?

Select one:

- ☐ a. Test the theory to determine the cause.
- ☐ b. Verify full system functionality and, if applicable, implement preventive measures.
- ☐ c. Document findings, actions, and outcomes.
- ☐ d. Identify the problem.
- ☐ e. Establish a plan of action to resolve the problem and implement the solution.
- ☒ f. Establish a theory of probable cause (question the obvious). ✓

The correct answer is: Establish a theory of probable cause (question the obvious).

Question 19

Correct

Mark 1.00 out of 1.00

What type of memory do SSDs use?

Select one:

- ☒ a. Flash ✓
- ☐ b. SRAM
- ☐ c. EPROM
- ☐ d. RAM

The correct answer is: Flash

Question 20

Correct

Mark 1.00 out of 1.00

A noise produced by electrical device is

Select one:

- ☐ a. Standoffs
- ☒ b. EMI ✓
- ☐ c. ESD
- ☐ d. EDD

The correct answer is: EMI

Question 21

Correct

Mark 1.00 out of 1.00

When accessing data, which of the following has the fastest throughput?

Select one:

- ☐ a. Internal SATA hard drive
- ☐ b. Internal SCSI CD-RW drive
- ☐ c. External SCSI hard drive
- ☒ d. RAM ✓
- ☐ e. Internal PATA hard drive

The correct answer is: RAM

Question 22

Correct

Mark 1.00 out of 1.00

_____ is another name for a patch.

Select one:

- ☐ a. AUTOEXEC.BAT
- ☐ b. Upgrade
- ☒ c. Service release ✓
- ☐ d. Download

The correct answer is: Service release

Question 23

Correct

Mark 1.00 out of 1.00

A technician works for a college. Because the college is government-funded, the technician feels he should not rush around trying to solve all the computer problems. Time is not money to a government-funded institution. This way of thinking is

Select one:

- ☐ a. Proactive
- ☐ b. Dangerous
- ☐ c. Common
- ☒ d. Incorrect ✓

The correct answer is: Incorrect

Question 24

Correct

Mark 1.00 out of 1.00

Debbie keeps getting an error each time she tries to save her worksheet in AJAX ABC accounting software to the thumb drive. She then saves an Excel spreadsheet she was working on to the thumb drive, and it works fine. What is the most likely source of the problem?

Select one:

- ☐ a. A bad power connection
- ☒ b. The software ✓
- ☐ c. Something associated with the thumb drive
- ☐ d. The motherboard

The correct answer is: The software

Question 25

Correct

Mark 1.00 out of 1.00

Through what utility would a technician verify whether a motherboard eSATA port is disabled or enabled?

Select one:

- ☒ a. BIOS ✓
- ☐ b. Disk Management
- ☐ c. System Tools
- ☐ d. Diskpart

The correct answer is: BIOS

Question 26

Correct

Mark 1.00 out of 1.00

Most of the memory on the motherboard is

Select one:

- ☐ a. ROM
- ☐ b. In the BIOS chip
- ☒ c. DRAM ✓
- ☐ d. SRAM

The correct answer is: DRAM

Question 27

Correct

Mark 1.00 out of 1.00

How many pins are on a SATA IDE motherboard connector?

Select one:

- ☐ a. 10
- ☒ b. 7 ✓
- ☐ c. 25
- ☐ d. 40

The correct answer is: 7

Question 28

Correct

Mark 1.00 out of 1.00

Happy-go-lucky Harry decides to open his computer case to see what he could see. After a few moments of pondering, he notices five ribbon-like cables on the motherboard. He pulls at one and disconnects it from the motherboard. Delighted at his success at removing something, he pulls out all but one cable. He is interrupted by a phone call and when he returns, he realizes that he has forgotten which direction the cables face to be correctly reinserted into the board. What is the simplest thing you can do to solve Harry's problem?

Select one:

- ☐ a. Tell Harry that all cables on the motherboard are placed with pin 1 on the right.
- ☐ b. Take away Harry's computer and tell him that he has been naughty.
- ☒ c. Tell Harry to look at the orientation of the colored stripe on the last remaining attached cable and plug the other cables in the same direction. ✓
- ☐ d. Tell Harry to insert the cable in one direction and turn the computer on. If the function of the device works, then move to the next cable and repeat the test.

The correct answer is: Tell Harry to look at the orientation of the colored stripe on the last remaining attached cable and plug the other cables in the same direction.

Question 29

Correct

Mark 1.00 out of 1.00

_____ is memory used to store the operating system and software applications while in operation.

Select one:

- ☐ a. ROM
- ☐ b. CMOS
- ☐ c. BIOS
- ☒ d. RAM ✓

The correct answer is: RAM

Question 30

Correct

Mark 1.00 out of 1.00

Your computer displays a disk error each time you attempt to access a CD. You take the computer to the PC shop and explain that you think the problem is a bad optical drive. "I'm going to strip your computer down to the bare metal," the technician says, "then I'll rebuild it and check out every piece until I make it work right. I do that with every machine brought in here." The technician's method of repairing the computer:

Select one:

- ☐ a. Is the first technique recommended by all knowledgeable technicians to solve computer problems
- ☒ b. Makes you wonder about the experience level of the technician ✓
- ☐ c. Is used many times a day by most technicians
- ☐ d. Is worth the expense to get to the root of the problem

The correct answer is: Makes you wonder about the experience level of the technician

Question 31

Correct

Mark 1.00 out of 1.00

Which procedure would you follow to prevent ESD?

Select one:

- ☐ a. Move the computer to a different wall outlet and to a different location.
- ☒ b. Unplug the computer and use an antistatic wrist strap. ✓
- ☐ c. Close the shades on the window to keep sun rays off the computer.
- ☐ d. Use warm water with soap and a general purpose cloth.

The correct answer is: Unplug the computer and use an antistatic wrist strap.

Question 32

Correct

Mark 1.00 out of 1.00

What memory feature enables the BIOS to determine exact details about the memory module?

Select one:

- ☐ a. ECC
- ☐ b. STD
- ☒ c. SPD ✓
- ☐ d. VCM

The correct answer is: SPD

Question 33

Correct

Mark 1.00 out of 1.00

AC power from an outlet can be described as

Select one:

- ☐ a. A square wave
- ☐ b. An adaptive current
- ☐ c. A continuous direct supply of current
- ☒ d. A sine wave ✓

The correct answer is: A sine wave

Question 34

Correct

Mark 1.00 out of 1.00

Current is measured in

Select one:

- ☐ a. Watts
- ☐ b. Ohms
- ☒ c. Amps ✓
- ☐ d. Farads

The correct answer is: Amps

Question 35

Correct

Mark 1.00 out of 1.00

A laptop normally has a _____ type of hard drive installed.

Select one:

- ☒ a. Internal SATA ✓
- ☐ b. Internal SCSI
- ☐ c. External SCSI
- ☐ d. External SATA

The correct answer is: Internal SATA

Question 36

Correct

Mark 1.00 out of 1.00

Which of the following memory types has the slowest access?

Select one:

- ☐ a. Cache
- ☒ b. Virtual memory ✓
- ☐ c. RAM
- ☐ d. BIOS

The correct answer is: Virtual memory

Question 37

Correct

Mark 1.00 out of 1.00

Consider the following note left by a technician after a service call: "Ms. Jones, I am happy to report that I was able to repair your computer. It had a virus. The virus has been removed. I suggest you ask your company to purchase an antivirus application for your machine. Call our company any time you have any more problems at 904-555-help. Thanks and have a great day! Charlene, your computer repair person." This is an example of

Select one:

- ☐ a. Teamwork
- ☐ b. Being proactive
- ☒ c. Good written communication skills ✓
- ☐ d. Improper technical support technique

The correct answer is: Good written communication skills

Question 38

Correct

Mark 1.00 out of 1.00

Which memory module would have the fastest transfer rate?

Select one:

- ☐ a. DDR400
- ☐ b. PC2-5300
- ☒ c. DDR2-1066 ✓
- ☐ d. PC2100

The correct answer is: DDR2-1066

Question 39

Correct

Mark 1.00 out of 1.00

The processor can obtain data or instructions from the fastest.

Select one:

- ☒ a. Cache ✓
- ☐ b. The hard drive
- ☐ c. DRAM
- ☐ d. The CD/DVD drive

The correct answer is: Cache

Question 40

Correct

Mark 1.00 out of 1.00

Which of the following is NOT a file system?

Select one:

- ☐ a. FAT32
- ☒ b. FAT48 ✓
- ☐ c. FAT16
- ☐ d. FAT12

The correct answer is: FAT48

Question 41

Correct

Mark 5.00 out of 5.00

Match the memory type with its attribute.

ROM	Non-volatile	✓
SRAM	Cache memory	✓
RAM	Volatile	✓
SO-DIMM	Small devices	✓

The correct answer is: ROM → Non-volatile, SRAM → Cache memory, RAM → Volatile, SO-DIMM → Small devices

Question 42

Correct

Mark 5.00 out of 5.00

Match the disk management status state with the description.

Online (errors)	Use Check Now tool	✓
Failed	Need to reactivate	✓
Active	Bootable partition	✓
Unknown	Need to initialize	✓
Offline	Check cabling and power	✓
Foreign	Drive taken from another computer	✓

The correct answer is: Online (errors) → Use Check Now tool, Failed → Need to reactivate, Active → Bootable partition, Unknown → Need to initialize, Offline → Check cabling and power, Foreign → Drive taken from another computer

Question 43

Complete

Not graded

The 8 basic steps that the computer goes through to start-up are as follows:

- | | | |
|--------|------------------------------------------------------------|---|
| Step 1 | Power good signal is sent from power supply | ⬇ |
| Step 2 | CPU looks in BIOS for software | ⬇ |
| Step 3 | The CPU executes the POST | ⬇ |
| Step 4 | Computer initializes video | ⬇ |
| Step 5 | POST continues checking hardware | ⬇ |
| Step 6 | Computer looks for an operating system | ⬇ |
| Step 7 | Computer loads the operating system or halts with an error | ⬇ |
| Step 8 | Computer assigns system resources | ⬇ |

The correct answer is: Step 1 → Power good signal is sent from power supply, Step 2 → CPU looks in BIOS for software, Step 3 → The CPU executes the POST, Step 4 → Computer assigns system resources, Step 5 → Computer initializes video, Step 6 → POST continues checking hardware, Step 7 → Computer looks for an operating system, Step 8 → Computer loads the operating system or halts with an error

Question 44

Correct

Mark 5.00 out of 5.00

Match the following Power Terms

- | | | | |
|-------|---------------------------------------------------|---|---|
| Sag | Voltage from the wall outlet drops momentarily | ⬇ | ✓ |
| Surge | Over-voltage that lasts longer than 3 nanoseconds | ⬇ | ✓ |
| Spike | Over-voltage of 1 to 2 nanoseconds | ⬇ | ✓ |

The correct answer is: Sag → Voltage from the wall outlet drops momentarily, Surge → Over-voltage that lasts longer than 3 nanoseconds, Spike → Over-voltage of 1 to 2 nanoseconds