Started on	Thursday, 25 April 2024, 2:08 PM
State	Finished
Completed on	Thursday, 25 April 2024, 3:06 PM
Time taken	58 mins 17 secs
Marks	73.57/78.00
Grade	**94.32** out of 100.00

Question **1**

Correct

Mark 1.00 out of 1.00

Which statement about the star topology is true?

Select one:

- ○ a.   Cost is a major consideration when wiring a star topology.
- ◉ b.   More cable is used in wiring a star topology than other topologies. ✔
- ○ c.   All devices are attached to one long trunk line that connects to the server.
- ○ d.   The star topology is the most difficult to troubleshoot.

The correct answer is: More cable is used in wiring a star topology than other topologies.

Question **2**

Correct

Mark 1.00 out of 1.00

What encryption is used with wireless networks?

Select one:

- ○ a.   VPN
- ○ b.   Shared
- ○ c.   SSID
- ◉ d.   WEP ✔

The correct answer is: WEP

Question **3**

Correct

Mark 1.00 out of 1.00

You access a movie someone sends you a link through email. Now, email spam is rampant. This is an example of

Select one:

○ a. Spyware

○ b. Software piracy

◉ c. Malware✔

○ d. Adware

The correct answer is: Malware

Question **4**

Correct

Mark 1.00 out of 1.00

Software used to communicate between the operating system and an optical drive is called

Select one:

○ a. Application software

○ b. A service pack

◉ c. A device driver✔

○ d. A patch

The correct answer is: A device driver

Question **5**

Correct

Mark 1.00 out of 1.00

Where could you see the people who have logged onto a computer in the past 48 hours?

Select one:

○ a. Boot to Safe Mode and select the Security boot option

○ b. Device Manager security option

○ c. Computer Management tool's Local Users and Groups option

◉ d. Event Viewer security log✔

The correct answer is: Event Viewer security log

Question **6**

Correct

Mark 1.00 out of 1.00

What command would be used to determine the IP address assigned to a computer?

Select one:

  a. ipconfig ✔

  b. ping 127.0.0.1

  c. nslookup

  d. tracert

The correct answer is: ipconfig

Question **7**

Correct

Mark 1.00 out of 1.00

What is another name for a folder?

Select one:

  a. Depository

  b. Storage bin

  c. Receptacle

  d. Directory ✔

The correct answer is: Directory

Question **8**

Correct

Mark 1.00 out of 1.00

Which type of address uses 128 bits?

Select one:

  a. IPv6 ✔

  b. LC

  c. MAC

  d. IPv4

The correct answer is: IPv6

Question **9**
Correct
Mark 1.00 out of 1.00

How would you get rid of dead pixels?

Select one:
- ○ a.   Do a virus scan.
- ◉ b.   Replace the monitor. ✔
- ○ c.   Degauss the monitor.
- ○ d.   Add more video RAM.

The correct answer is: Replace the monitor.

Question **10**
Correct
Mark 1.00 out of 1.00

Which file system offers the most security?

Select one:
- ◉ a.   NTFS ✔
- ○ b.   FAT16
- ○ c.   OSPF
- ○ d.   FAT32

The correct answer is: NTFS

Question **11**
Correct
Mark 1.00 out of 1.00

What type of network is described when two or more computers are connected in the same room of a building?

Select one:
- ○ a.   GAN
- ◉ b.   LAN ✔
- ○ c.   WAN
- ○ d.   SAM

The correct answer is: LAN

Question **12**

Correct

Mark 1.00 out of 1.00

Blu-ray drives uses which type of laser?

Select one:

○ a. Red

○ b. Infrablue

○ c. Infrared

◉ d. Blue-violet✔

The correct answer is: Blue-violet

Question **13**

Correct

Mark 1.00 out of 1.00

Which combination of recommendations contains the best advice for avoiding burnout?

Select one:

○ a. Increase your productivity; get enough sleep; and subscribe to a positive saying or quote.

○ b. Have good eating habits; take a few days off each week; and read a joke on the Internet.

◉ c. Take a few breaks during the workday; take a vacation from work; exercise; and set reachable goals for the day.✔

○ d. Learn something new; smile; and drive different ways to work.

The correct answer is: Take a few breaks during the workday; take a vacation from work; exercise; and set reachable goals for the day.

Question **14**

Correct

Mark 1.00 out of 1.00

A retinal scanner is what type of device?

Select one:

○ a. Key fob

○ b. Hardware token

○ c. USS

◉ d. Biometric✔

The correct answer is: Biometric

Question **15**
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. Asynchronous communication
- ◉ b. Convergence✔
- ○ c. Telecomputing
- ○ d. QoS

The correct answer is: Convergence

Question **16**
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_CLASSES_ROOT
- ◉ c. HKEY_USERS✔
- ○ d. HKEY_LOCAL_MACHINE

The correct answer is: HKEY_USERS

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. OVL✔
- ○ b. COM
- ○ c. EXE
- ○ d. BAT

The correct answer is: OVL

Question **18**
Correct
Mark 1.00 out of 1.00

What option is used to access files that have been deleted?

Select one:

○ a.   Black Hole

○ b.   My Closet

◉ c.   Recycle Bin✔

○ d.   Land Fill

The correct answer is: Recycle Bin

Question **19**
Correct
Mark 1.00 out of 1.00

One of the oldest network topologies is the

Select one:

○ a.   Star

○ b.   Mesh

◉ c.   Bus✔

○ d.   Ring

The correct answer is: Bus

Question **20**
Correct
Mark 1.00 out of 1.00

What type of fiber optic cable enables only one light signal to be sent along the cable?

Select one:

○ a.   Multimode

○ b.   Mono-filament

◉ c.   Single-mode✔

○ d.   Single line

The correct answer is: Single-mode

Question **21**

Incorrect

Mark 0.00 out of 1.00

Which of the following is NOT a file extension for a purely audio file?

Select one:

○ a. .MID ✖

○ b. .MP3

○ c. .AVI

○ d. .WAV

The correct answer is: .AVI

Question **22**

Complete

Not graded

After installing a new video card, the computer displays no video output. Which of the following is the most likely cause?

Select one:

○ a. The integrated video port is still enabled.

○ b. The video card is in the wrong slot.

○ c. The video card is incompatible with the system.

○ d. The video card does not have enough video RAM installed.

The correct answer is: The integrated video port is still enabled.

Question **23**

Correct

Mark 1.00 out of 1.00

What does asymmetrical mean in relation to an ADSL modem?

Select one:

○ a. The modem has a disproportionate amount of memory in relationship to the processor speed on the modem.

○ b. ADSL uses faster downstream speeds than upstream. ✔

○ c. The modem uses a D connector.

○ 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.

Question **24**

Correct

Mark 1.00 out of 1.00

Which technique is NOT recommended when explaining a repair procedure you are about to perform to a computer?

Select one:

○ a. Use an analogy to explain the process.

○ b. Stay focused on explaining the issue at hand.

◉ c. Use accepted industry terms to explain the problem and solution.✔

○ d. Draw a diagram to explain the problem.

○ e. Limit the amount of technical information given to the customer to what they need to know.

The correct answer is: Use accepted industry terms to explain the problem and solution.

Question **25**

Correct

Mark 1.00 out of 1.00

Which of the following is an example of social engineering?

Select one:

○ a. Spyware

○ b. Malware

◉ c. Phishing✔

○ d. Spamming

The correct answer is: Phishing

Question **26**

Correct

Mark 1.00 out of 1.00

A business is located in two buildings in the same town. The accounting computers are connected to each other in the same office space; however, management is located in another building. Management can access the data on the accounting side through a connection installed between the two buildings. What type of network does this exemplify?

Select one:

○ a. MAN✔

○ b. CAN

○ c. WON

○ d. SAN

○ e. PAN

The correct answer is: MAN

Question **27**

Correct

Mark 1.00 out of 1.00

Which of the following is software that is used to create the virtual machine as well as allocate resources to each virtual machine?

Select one:

○ a. Configuration Manager

○ b. snapshot

○ c. Hypervisor✔

○ d. iTunes

The correct answer is: Hypervisor

Question **28**

Correct

Mark 1.00 out of 1.00

Which technique provides more security for the clients on a wireless network?

Select one:

○ a. Change the default password

○ b. Disable SSID broadcasting

○ c. Enable WPA2✔

○ d. Enable infrastructure mode

The correct answer is: Enable WPA2

Question **29**

Correct

Mark 1.00 out of 1.00

The set of morals by which you live or work is known as your

Select one:

○ a. Religious orientation

○ b. Habits

○ c. Personality type

◉ d. Ethics✔

The correct answer is: Ethics

Question **30**

Correct

Mark 1.00 out of 1.00

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

Select one:

◉ a. Task Manager✔

○ b. Event Viewer

○ c. Upgrade Advisor

○ d. REGEDIT

The correct answer is: Task Manager

Question **31**

Correct

Mark 1.00 out of 1.00

What term is used to describe a technician that helps another technician to learn the trade?

Select one:

○ a. Being reactive

○ b. Being proactive

○ c. Networking

◉ d. Mentoring✔

The correct answer is: Mentoring

Question **32**

Complete

Not graded

The holds Windows snap -in tools used to maintain the computer as well as enables access to Device Manager, shared folders, and performance logs.

Select one:

○ a. System Manager

○ b. Device Manager

○ c. Modem Manager

◉ d. Management Console

The correct answer is: Management Console

Question **33**

Correct

Mark 1.00 out of 1.00

Which one of the following statements about fiber optic cable is true?

Select one:

◉ a. It is more expensive than other cable media.✔

○ b. Multimode fiber can transmit a signal farther than single-mode.

○ c. It is susceptible to interference from EMI- or RFI-producing devices.

○ d. Security is the poorest using fiber optic cable.

The correct answer is: It is more expensive than other cable media.

Question **34**

Correct

Mark 1.00 out of 1.00

A classification method used for optical drives that is based on multiples of a standard transfer rate is called

Select one:

○ a. Buffering rate

◉ b. X factor✔

○ c. Average access time

○ d. None of these answers are true.

○ e. Average seek time

The correct answer is: X factor

Question 35

Correct

Mark 1.00 out of 1.00

An advantage of a dot-matrix printer over an inkjet printer is the capability

Select one:

○ a.   For faster speed

◉ b.   To print on multipart forms ✔

○ c.   To access advanced graphics capability

○ d.   For quiet operation

The correct answer is: To print on multipart forms

Question 36

Correct

Mark 1.00 out of 1.00

When installing a sound card on a motherboard that has built -in sound capability, what should you do before you install the sound card?

Select one:

◉ a.   Disable the onboard sound. ✔

○ b.   Upgrade the motherboard.

○ c.   Attach a cable from the sound card to the motherboard sound ports.

○ d.   Upgrade the motherboard BIOS.

○ e.   Nothing if the sound card is PnP.

The correct answer is: Disable the onboard sound.

Question 37

Correct

Mark 1.00 out of 1.00

A home wireless access point has been recently installed. The technician created an SSID, installed WPA2 with a passphrase, and configured DHCP pool information. What else is needed before attaching the wireless client?

Select one:

○ a.   Configure the WEP key.

◉ b.   Change the administrator password. ✔

○ c.   Attach the secondary antenna.

○ d.   Configure the TKIP option.

The correct answer is: Change the administrator password.

Question **38**

Correct

Mark 1.00 out of 1.00

Connectors, cables, and voltage levels are defined at which level in the OSI model?

Select one:

○ a.   Transport

◉ b.   Physical✔

○ c.   Network

○ d.   Data link

The correct answer is: Physical

Question **39**

Correct

Mark 1.00 out of 1.00

The current directory is C:\Util\Drivers. To return to the root directory in one step, may be entered.

Select one:

○ a.   CD \Util\Drivers

◉ b.   CD \✔

○ c.   CD Root

○ d.   CD ..

The correct answer is: CD \

Question **40**

Correct

Mark 1.00 out of 1.00

Which phase of the laser printing process places the toner particles from the drum onto the paper?

Select one:

○ a.   Conditioning

○ b.   Fusing

○ c.   Developing

◉ d.   Transferring✔

The correct answer is: Transferring

Question **41**

Correct

Mark 1.00 out of 1.00

Two or more computers that share files, printers, and other computer resources is called a(n)

Select one:

○ a. Organization

○ b. System

◉ c. Network✔

○ d. Group

The correct answer is: Network

Question **42**

Correct

Mark 1.00 out of 1.00

Technology that enables you to create a tunnel from one network device to another over the Internet is:

Select one:

○ a. Encryption

○ b. Phishing

◉ c. VPN✔

○ d. WEP

The correct answer is: VPN

Question **43**

Correct

Mark 1.00 out of 1.00

Which of the following is FALSE?

Select one:

○ a. All these answers are true.

◉ b. An optical drive with a 200ms access speed is faster than one with a 90ms access speed.✔

○ c. Optical drives are slower than hard drives.

○ d. The data on a single -sided disc is found on the side opposite the label.

○ e. Optical drives can be external devices.

The correct answer is: An optical drive with a 200ms access speed is faster than one with a 90ms access speed.

Question **44**

Correct

Mark 1.00 out of 1.00

What security term defines what resources can be accessed and used?

Select one:

○ a. Access level security

○ b. Authentication

○ c. Encryption

◉ d. Authorization✔

The correct answer is: Authorization

Question **45**

Correct

Mark 1.00 out of 1.00

For a laser printer, the function of the cleaning blade is to:

Select one:

○ a. Apply oil to the fusing roller to prevent sticking

○ b. Control the amount of toner allowed on the drum

○ c. Neutralize any residual charge on the drum before printing the next page

◉ d. Wipe away excess toner from the drum before printing the next page✔

The correct answer is: Wipe away excess toner from the drum before printing the next page

Question **46**

Correct

Mark 5.00 out of 5.00

Match the multi-media term with the description.

AIO	Multi-function device	⬍	✔
Red	Laser used by DVD drives	⬍	✔
Shielding	Cancels out magnetic interference	⬍	✔
S/PDIF	Newest type of sound ports	⬍	✔
Pixel	The smallest unit in a picture	⬍	✔
Blue-violet	Laser used by Blu-ray drives	⬍	✔
TWAIN	Scanner driver	⬍	✔

The correct answer is: AIO → Multi-function device, Red → Laser used by DVD drives, Shielding → Cancels out magnetic interference, S/PDIF → Newest type of sound ports, Pixel → The smallest unit in a picture, Blue-violet → Laser used by Blu-ray drives, TWAIN → Scanner driver

Question **47**

Correct

Mark 5.00 out of 5.00

Match the physical device with the description.

TPM	Chip on the motherboard for encryption	⬍	✔
Security token	Generates a PIN to access Microsoft's internal network	⬍	✔
Smart card	Swipe card entry into wiring closet	⬍	✔
Key fob	Keyless entry into an office space	⬍	✔
RFID	Used to track the location of heart monitor units	⬍	✔

The correct answer is: TPM → Chip on the motherboard for encryption, Security token → Generates a PIN to access Microsoft's internal network, Smart card → Swipe card entry into wiring closet, Key fob → Keyless entry into an office space, RFID → Used to track the location of heart monitor units

Question **48**
Partially correct
Mark 3.57 out of 5.00

Match the printer type with the description.

Laser	Works like a copier	✔
Thermal	Portable with heat sensitive paper	✔
Thermal wax	Like solid ink, but lower resolutions	✔
Solid ink	Uses film ribbons	✘
Dot matrix	Popular with multiple forms	✔
Inkjet	Most common home printer	✔
Dye sublimation	Hot melt printer with higher resolutions	✘

The correct answer is: Laser → Works like a copier, Thermal → Portable with heat sensitive paper, Thermal wax → Like solid ink, but lower resolutions, Solid ink → Hot melt printer with higher resolutions, Dot matrix → Popular with multiple forms, Inkjet → Most common home printer, Dye sublimation → Uses film ribbons

Question **49**
Partially correct
Mark 3.00 out of 5.00

Match the communication term with the description.

Asynchronous	Adds Extra bits for timing	✘
VoIP	Carries voice on a TCP/IP network	✔
Modem	Connects PC to the outside world	✘
Downstream	Displaying a web page	✔
Compression	Makes transmissions smaller	✔

The correct answer is: Asynchronous → Connects PC to the outside world, VoIP → Carries voice on a TCP/IP network, Modem → Adds Extra bits for timing, Downstream → Displaying a web page, Compression → Makes transmissions smaller

Question **50**

Correct

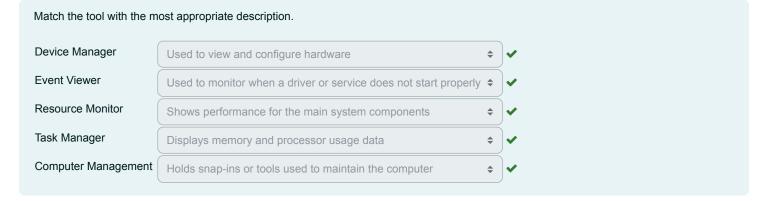Mark 5.00 out of 5.00

Match the Windows 10 control panel item with a related function.

Hardware and Sound	Tablet PC Settings ⬍	✔
System and Security	File History ⬍	✔
Programs	Default Programs ⬍	✔
User Accounts	Credential Manager ⬍	✔
Ease of Access	Speech Recognition ⬍	✔
Appearance and Personalization	File Explorer Options ⬍	✔
Network and Internet	Internet Options ⬍	✔

The correct answer is: Hardware and Sound → Tablet PC Settings, System and Security → File History, Programs → Default Programs, User Accounts → Credential Manager, Ease of Access → Speech Recognition, Appearance and Personalization → File Explorer Options, Network and Internet → Internet Options

Question **51**

Correct

Mark 5.00 out of 5.00

Match the tool with the most appropriate description.

Device Manager	Used to view and configure hardware ⬍	✔
Event Viewer	Used to monitor when a driver or service does not start properly ⬍	✔
Resource Monitor	Shows performance for the main system components ⬍	✔
Task Manager	Displays memory and processor usage data ⬍	✔
Computer Management	Holds snap-ins or tools used to maintain the computer ⬍	✔

The correct answer is: Device Manager → Used to view and configure hardware, Event Viewer → Used to monitor when a driver or service does not start properly, Resource Monitor → Shows performance for the main system components, Task Manager → Displays memory and processor usage data, Computer Management → Holds snap-ins or tools used to maintain the computer

Question **52**

Correct

Mark 5.00 out of 5.00

Match the network term with the description.

Backbone | Part of the network that connects buildings ⬍ | ✔

VoIP | Human voice over a traditional data network ⬍ | ✔

HTML | Used to create web pages ⬍ | ✔

SNMP | Used with network monitoring tools ⬍ | ✔

HTTP | Used before a URL to designate protocol being used ⬍ | ✔

The correct answer is: Backbone → Part of the network that connects buildings, VoIP → Human voice over a traditional data network, HTML → Used to create web pages, SNMP → Used with network monitoring tools, HTTP → Used before a URL to designate protocol being used