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|---|---|
| **Started on** | Tuesday, 19 March 2024, 2:00 PM |
| **State** | Finished |
| **Completed on** | Tuesday, 19 March 2024, 3:01 PM |
| **Time taken** | 1 hour |
| **Marks** | 36.17/53.00 |
| **Grade** | **68.24** out of 100.00 |

**Question 1**
Incorrect
Mark 0.00 out of 1.00

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

Select one:
- a. Internal SCSI ✖
- b. External SATA
- c. Internal SATA
- d. External SCSI

The correct answer is: Internal SATA

**Question 2**
Incorrect
Mark 0.00 out of 1.00

Current is measured in

Select one:
- a. Amps
- b. Watts ✖
- c. Ohms
- d. Farads

The correct answer is: Amps

**Question 3**
Correct
Mark 1.00 out of 1.00

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

Select one:
- a. CMOS
- b. RAM
- c. BIOS ✔
- d. Processor

The correct answer is: BIOS

**Question 4**
Correct
Mark 1.00 out of 1.00

Which of the following memory types has the slowest access?

Select one:
- a. RAM
- b. BIOS
- c. Cache
- d. Virtual memory ✔

The correct answer is: Virtual memory

**Question 5**
Correct
Mark 1.00 out of 1.00

Which of the following is NOT a file system?

Select one:
- a. FAT16
- b. FAT48 ✔
- c. FAT12
- d. FAT32

The correct answer is: FAT48

**Question 6**
Incorrect
Mark 0.00 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. Good written communication skills
- b. Being proactive
- c. Teamwork
- d. Improper technical support technique ✖

The correct answer is: Good written communication skills

**Question 7**

Incorrect

Mark 0.00 out of 1.00

How many pins are on a SATA IDE motherboard connector?

Select one:
- a. 25 ✗
- b. 40
- c. 7
- d. 10

The correct answer is: 7

**Question 8**

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. CMOS
- b. ROM
- c. RAM ✔
- d. BIOS

The correct answer is: RAM

**Question 9**

Incorrect

Mark 0.00 out of 1.00

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

Select one:
- a. Internal SCSI CD-RW drive
- b. Internal SATA hard drive ✗
- c. Internal PATA hard drive
- d. External SCSI hard drive
- e. RAM

The correct answer is: RAM

**Question 10**

Incorrect

Mark 0.00 out of 1.00

What type of memory do SSDs use?

Select one:
- a. RAM
- b. Flash
- c. SRAM ✗
- d. EPROM

The correct answer is: Flash

**Question 11**

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

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

**Question 12**

Correct

Mark 1.00 out of 1.00

_____ is another name for a patch.

Select one:
- a. Service release ✔
- b. Upgrade
- c. AUTOEXEC.BAT
- d. Download

The correct answer is: Service release

**Question 13**

Correct

Mark 1.00 out of 1.00

AC power from an outlet can be described as

Select one:
- a. A continuous direct supply of current
- b. A square wave
- c. A sine wave ✔
- d. An adaptive current

The correct answer is: A sine wave

**Question 14**
Incorrect
Mark 0.00 out of 1.00

Which memory module would have the fastest transfer rate?

Select one:
- a. PC2100
- b. DDR400 ✘
- c. PC2-5300
- d. DDR2-1066

The correct answer is: DDR2-1066

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**Question 15**
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. Is worth the expense to get to the root of the problem
- c. Makes you wonder about the experience level of the technician ✔
- d. Is used many times a day by most technicians

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

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**Question 16**
Correct
Mark 1.00 out of 1.00

The power going into the power supply is _____ power.

Select one:
- a. Overvoltage
- b. Undervoltage
- c. DC
- d. AC ✔

The correct answer is: AC

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**Question 17**
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. Check power and disk cabling. ✔
- b. Repartition and use a smaller cluster size.
- c. Use the bootrec /FIXBOOT command.
- d. Repartition and use the NTFS file system.

The correct answer is: Check power and disk cabling.

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

Which procedure would you follow to prevent ESD?

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

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

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**Question 19**
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. 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.
- b. Correctly install the standoffs to prevent grounding problems or worse. ✔
- c. Start up the computer and take no other action if it works.
- d. There is always a screw or washer left over. These things actually don't make a difference in the performance of the computer.

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

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**Question 20**
Incorrect
Mark 0.00 out of 1.00

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

Select one:
- a. ECC ✘
- b. SPD
- c. VCM
- d. STD

The correct answer is: SPD

**Question 21**
Correct
Mark 1.00 out of 1.00

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

Select one:
- ○ a. Video initialization error
- ◉ b. There is no problem. ✔
- ○ c. CPU register test
- ○ d. DRAM refresh

The correct answer is: There is no problem.

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**Question 22**
Incorrect
Mark 0.00 out of 1.00

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

Select one:
- ○ a. Document findings, actions, and outcomes.
- ◉ b. Identify the problem. ✖
- ○ c. Establish a plan of action to resolve the problem and implement the solution.
- ○ d. Establish a theory of probably cause (question the obvious).
- ○ e. Verify full system functionality and, if applicable, implement preventive measures.
- ○ f. Test the theory to determine the cause.

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

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**Question 23**
Incorrect
Mark 0.00 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 did not use proper antistatic procedures and has damaged the memory module.
- ◉ c. The user forgot to pull out the memory slot tab. ✖
- ○ d. The user bought the wrong memory module.

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

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**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. The software ✔
- ○ b. Something associated with the thumb drive
- ○ c. The motherboard
- ○ d. A bad power connection

The correct answer is: The software

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**Question 25**
Incorrect
Mark 0.00 out of 1.00

A DIMM is installed .

Select one:
- ○ a. With the module keys facing inward toward the module
- ○ b. While the computer is powered (hot swappable) or powered off
- ◉ c. At a 45-degree tilt ✖
- ○ d. Straight down into the socket

The correct answer is: Straight down into the socket

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**Question 26**
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 to look at the orientation of the colored stripe on the last remaining attached cable and plug the other cables in the same direction. ✔
- ○ b. Tell Harry that all cables on the motherboard are placed with pin 1 on the right.
- ○ c. 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.
- ○ d. Take away Harry's computer and tell him that he has been naughty.

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.

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**Question 27**
Correct
Mark 1.00 out of 1.00

What is one of the biggest problems with technicians?

Select one:
- ◉ a. Being able to communicate with users ✔
- ○ b. Being able to solve computer problems
- ○ c. Being able to determine whether a problem is hardware or software
- ○ d. Being able to think logically

The correct answer is: Being able to communicate with users

**Question 28**
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. The SSD is a more fragile component.
- c. SSDs are memory.
- d. The voltage level of the SSD is lower than a mechanical hard drive.

The correct answer is: SSDs are memory.

**Question 29**
Correct
Mark 1.00 out of 1.00

Q05MC041 When multiple POST errors occur, the technician should

Select one:
- a. Start with the last error detected.
- b. Reboot.
- c. Start with the first error detected. ✔
- d. Tell the customer to buy another computer.

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

**Question 30**
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. Identify the problem. ✔
- b. Document findings, actions, and outcomes.
- c. Establish a plan of action to resolve the problem and implement the solution.
- d. Establish a theory of probably cause (question the obvious).
- e. Test the theory to determine the cause.
- f. Verify full system functionality and, if applicable, implement preventive measures.

The correct answer is: Identify the problem.

**Question 31**
Complete
Not graded

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

Select one:
- a. Task Manager
- b. Memory control panel
- c. Performance Utility
- d. Properties for My Computer

The correct answer is: Memory control panel

**Question 32**
Incorrect
Mark 0.00 out of 1.00

Most of the memory on the motherboard is

Select one:
- a. DRAM
- b. SRAM ✖
- c. ROM
- d. In the BIOS chip

The correct answer is: DRAM

**Question 33**
Correct
Mark 1.00 out of 1.00

The processor can obtain data or instructions from the fastest.

Select one:
- a. Cache ✔
- b. The CD/DVD drive
- c. The hard drive
- d. DRAM

The correct answer is: Cache

**Question 34**
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. Ask the customer if the scanner has ever worked before. ✔
- c. Ensure a document has been placed in the scanner.
- d. Check all scanner cabling.

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

**Question 35**
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. System Tools
- c. Disk Management
- d. Diskpart

The correct answer is: BIOS

**Question 36**
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. A multimeter and probe
- b. Some screwdrivers and nut drivers ✔
- c. Soldering iron and solder
- d. A chip insertion and removal tool

The correct answer is: Some screwdrivers and nut drivers

**Question 37**
Correct
Mark 1.00 out of 1.00

What is an advantage of using an Internet storage site?

Select one:
- a. The performance is better.
- b. More space is available.
- c. The service is more likely to back up the data. ✔
- d. This provides better security.

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

**Question 38**
Correct
Mark 1.00 out of 1.00

A noise produced by electrical device is

Select one:
- a. Standoffs
- b. ESD
- c. EMI ✔
- d. EDD

The correct answer is: EMI

**Question 39**
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. Common
- c. Dangerous
- d. Incorrect ✔

The correct answer is: Incorrect

**Question 40**
Incorrect
Mark 0.00 out of 1.00

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

Select one:
- a. PATA
- b. Internal SCSI
- c. eSATA
- d. SATA
- e. SSD ✘

The correct answer is: eSATA

**Question 41**
Correct
Mark 5.00 out of 5.00

Match the following Power Terms

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

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

**Question 42**
Partially correct
Mark 2.50 out of 5.00

Match the memory type with its attribute.

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

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

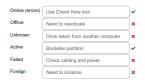**Question 43**
Complete
Not graded

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 | The CPU executes the POST |
| Step 3 | POST continues checking hardware |
| Step 4 | CPU looks in BIOS for software |
| Step 5 | Computer assigns system resources |
| Step 6 | Computer looks for an operating system |
| Step 7 | Computer loads the operating system or halts with an error |
| Step 8 | Computer initializes video |

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**
Partially correct
Mark 3.67 out of 5.00

Match the disk management status state with the description.

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

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