Started on Thursday, 25 April 2024, 2:08 PM
State Finished
Completed on Thursday, 25 April 2024, 3:15 PM
Time taken 1 hour 7 mins
Marks 73.14/78.00
Grade **93.77** out of 100.00

Question **1**
Correct
Mark 1.00 out of 1.00

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

Select one:
- a. BAT
- b. COM
- c. OVL ✔
- d. EXE

The correct answer is: OVL

Question **2**
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. Networking
- b. Mentoring ✔
- c. Being reactive
- d. Being proactive

The correct answer is: Mentoring

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

One of the oldest network topologies is the

Select one:
- a. Mesh
- b. Ring
- c. Star
- d. Bus ✔

The correct answer is: Bus

Question **4**
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_CLASSES_ROOT
- d. HKEY_USERS ✔

The correct answer is: HKEY_USERS

Question **5**
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. tracert
- b. ping 127.0.0.1
- c. ipconfig ✔
- d. nslookup

The correct answer is: ipconfig

Question **6**
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. LAN ✔
- b. GAN
- c. WAN
- d. SAM

The correct answer is: LAN

Which statement about the star topology is true?

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

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

Blu-ray drives uses which type of laser?

Select one:
- a.   Blue-violet ✔
- b.   Infrared
- c.   Red
- d.   Infrablue

The correct answer is: Blue-violet

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

Select one:
- a.   Ethics ✔
- b.   Personality type
- c.   Habits
- d.   Religious orientation

The correct answer is: Ethics

What is another name for a folder?

Select one:
- a.   Storage bin
- b.   Directory ✔
- c.   Receptacle
- d.   Depository

The correct answer is: Directory

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

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

Select one:
- a.   Group
- b.   Network ✔
- c.   Organization
- d.   System

The correct answer is: Network

Which of the following is FALSE?

Select one:
- a.   The data on a single -sided disc is found on the side opposite the label.
- b.   Optical drives are slower than hard drives.
- c.   An optical drive with a 200ms access speed is faster than one with a 90ms access speed. ✔
- d.   Optical drives can be external devices.
- e.   All these answers are true.

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

Question 14
Correct
Mark 1.00 out of 1.00

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

Select one:
- a. Enable WPA2 ✔
- b. Change the default password
- c. Enable infrastructure mode
- d. Disable SSID broadcasting

The correct answer is: Enable WPA2

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. Convergence ✔
- b. Asynchronous communication
- c. Telecomputing
- d. QoS

The correct answer is: Convergence

Question 16
Correct
Mark 1.00 out of 1.00

Which type of address uses 128 bits?

Select one:
- a. MAC
- b. IPv6 ✔
- c. IPv4
- d. LC

The correct answer is: IPv6

Question 17
Correct
Mark 1.00 out of 1.00

Which file system offers the most security?

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

The correct answer is: NTFS

Question 18
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. Modem Manager
- b. Device Manager
- c. System Manager
- d. Management Console

The correct answer is: Management Console

Question 19
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. It is susceptible to interference from EMI- or RFI-producing devices.
- c. Multimode fiber can transmit a signal farther than single-mode.
- d. Security is the poorest using fiber optic cable.

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

Question 20
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. Land Fill
- c. My Closet
- d. Recycle Bin ✔

The correct answer is: Recycle Bin

Question 21
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. WON
- b. MAN ✔
- c. PAN
- d. SAN
- e. CAN

The correct answer is: MAN

Question 22
Correct
Mark 1.00 out of 1.00

How would you get rid of dead pixels?

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

The correct answer is: Replace the monitor.

Question 23
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. Device Manager security option
- b. Computer Management tool's Local Users and Groups option
- c. Boot to Safe Mode and select the Security boot option
- d. Event Viewer security log ✔

The correct answer is: Event Viewer security log

Question 24
Incorrect
Mark 0.00 out of 1.00

What encryption is used with wireless networks?

Select one:
- a. Shared
- b. SSID ✘
- c. VPN
- d. WEP

The correct answer is: WEP

Question 25
Correct
Mark 1.00 out of 1.00

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

Select one:
- a. Have good eating habits; take a few days off each week; and read a joke on the Internet.
- b. Take a few breaks during the workday; take a vacation from work; exercise; and set reachable goals for the day. ✔
- c. Increase your productivity; get enough sleep; and subscribe to a positive saying or quote.
- 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 26
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. A service pack
- b. Application software
- c. A device driver ✔
- d. A patch

The correct answer is: A device driver

Question 27
Correct
Mark 1.00 out of 1.00

Which of the following is an example of social engineering?

Select one:
- a. Malware
- b. Phishing ✔
- c. Spamming
- d. Spyware

The correct answer is: Phishing

Question **28**
Correct
Mark 1.00 out of 1.00

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

Select one:
- a. Control the amount of toner allowed on the drum
- b. Neutralize any residual charge on the drum before printing the next page
- c. Apply oil to the fusing roller to prevent sticking
- 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 **29**
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. Attach a cable from the sound card to the motherboard sound ports.
- c. Upgrade the motherboard BIOS.
- d. Upgrade the motherboard.
- e. Nothing if the sound card is PnP.

The correct answer is: Disable the onboard sound.

Question **30**
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. Attach the secondary antenna.
- b. Change the administrator password. ✔
- c. Configure the TKIP option.
- d. Configure the WEP key.

The correct answer is: Change the administrator password.

Question **31**
Correct
Mark 1.00 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. .WAV
- d. .AVI ✔

The correct answer is: .AVI

Question **32**
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. Fusing
- b. Developing
- c. Conditioning
- d. Transferring ✔

The correct answer is: Transferring

Question **33**
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. Event Viewer
- d. Upgrade Advisor

The correct answer is: Task Manager

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. None of these answers are true.
- b. Buffering rate
- c. Average seek time
- d. X factor ✔
- e. Average access time

The correct answer is: X factor

What does asymmetrical mean in relation to an ADSL modem?

Select one:

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

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

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

Select one:

- a. CD \
- b. CD \Util\Drivers
- c. CD Root
- d. CD .. ✘

The correct answer is: CD \

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. iTunes
- d. Hypervisor ✔

The correct answer is: Hypervisor

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

Select one:

- a. Draw a diagram to explain the problem.
- b. Limit the amount of technical information given to the customer to what they need to know.
- c. Stay focused on explaining the issue at hand.
- d. Use an analogy to explain the process.
- e. Use accepted industry terms to explain the problem and solution. ✔

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

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

Select one:

- a. Authentication
- b. Authorization ✔
- c. Encryption
- d. Access level security

The correct answer is: Authorization

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

Select one:

- a. Physical ✔
- b. Network
- c. Transport
- d. Data link

The correct answer is: Physical

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 does not have enough video RAM installed.
- c. The video card is incompatible with the system.
- d. The video card is in the wrong slot.

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

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. Phishing
- ◉ b. VPN ✔
- ○ c. Encryption
- ○ d. WEP

The correct answer is: VPN

Question 43
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. Single line
- ○ b. Multimode
- ◉ c. Single-mode ✔
- ○ d. Mono-filament

The correct answer is: Single-mode

Question 44
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. Malware ✔
- ○ b. Adware
- ○ c. Spyware
- ○ d. Software piracy

The correct answer is: Malware

Question 45
Correct
Mark 1.00 out of 1.00

A retinal scanner is what type of device?

Select one:
- ○ a. Hardware token
- ○ b. Key fob
- ○ c. USS
- ◉ d. Biometric ✔

The correct answer is: Biometric

Question 46
Correct
Mark 5.00 out of 5.00

Match the multi-media term with the description.

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

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

Question 47
Partially correct
Mark 2.14 out of 5.00

Match the printer type with the description.

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

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

Question 48
Correct
Mark 5.00 out of 5.00

Match the network term with the description.

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

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

Question 49
Correct
Mark 5.00 out of 5.00

Match the communication term with the description.

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

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

Question 50
Correct
Mark 5.00 out of 5.00

Match the physical device with the description.

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

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

Question 51
Correct
Mark 5.00 out of 5.00

Match the tool with the most appropriate description.

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

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

Question 52
Correct
Mark 5.00 out of 5.00

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

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

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