

Digital Apprenticeship Program



Technical Support

Q1.) Clock speed is measured in?

- A. Bits per second
- B. Baud
- C. Bytes
- D. Hertz

Q2.) You suspect your system is failing to boot because of a corrupt master boot record. Which utility is the best to fix this?

- A. Automated System Restore
- B. Device Manager
- C. System Restore
- D. Recovery Console

Q3.) Which of the following dictionary file is used to store the words added by users in MS

Word:

- A. User.dic
- B. Custom.dic
- C. Wspell.dic
- D. Normal.dot

Q4.) You are using Norton 360 and unable to browse a few websites. What could be the reason to this?

- A. Norton has gone bad, need to uninstall/reinstall it
- B. Windows has gone bad need to uninstall/reinstall the OS
- C. Check the firewall settings of Norton
- D. ISP/website problem

Q5.) You get a tech call from a distraught Windows user who can't get into their PC. He says he has a Recover CD from the manufacturer and plans to run it. What would you suggest?

- A. Try to get the computer to boot into Safe Mode.
- B. Run the Recover CD to restore the system.
- C. Run the Recover CD to return the system to the factory-installed state.
- D. Reinstall Windows.

Q6.) A set of guidelines that allow different types of devices to communicate with each other is called a:

- A. Mode
- B. Protocol
- C. Language
- D. Process

Q7.) You are unable to browse the internet and in the network properties, you find that both IPv6 and IPv4 are enabled. What would you try to fix the internet issue?

- A. Disable IPv6 and let IPv4 be enabled.
- B. Enable IPv6 and let IPv4 be disabled.
- C. Try to Disable both and try to access internet.
- D. Enable both

Q8.) What is the Port number of HTTPS?

- A. 80
- B. 443
- C. 8013
- D. 440

Q9.) Which piece of equipment installs in a PC and allows the PC to connect to a network?

- A. Hub
- B. Access Router
- C. NIC
- D. Graphic Accelerator Card

Q10.) If you use Windows Task Manager to close an application or to log off a user, you might cause data to be lost if opened files have not been saved.

- A. True
- B. False

Q11.) A router

- A. Forwards a packet to all outgoing links.
- B. Forwards a packet to the next free outgoing link.
- C. Forwards a packet to all outgoing links, except the link upon which the packet originated.
- D. Determines on which outgoing link a packet is to be forwarded.

Q.12) What is NAT?

- A. Network address termination.
- B. Network address translation.
- C. Network address transfer.
- D. Networking allocation Table.

Q13.) What is a GPF?

- A. A hard drive with insufficient available space
- B. Part of the Microsoft General Procedures For Windows operating systems
- C. A Windows General Protection Fault
- D. All of the above

Q14.) Which of the following is not possible with the Recovery Console?

- A. Copy files from removable media to system folders to replace corrupt system files
- B. Run the Check Disk utility to repair a corrupt hard drive
- C. Enable and disable services for the next normal startup
- D. Retrieve a forgotten administrative password

Q15.) Which of the following run line command can be used to open Excel in safe mode:

- A. Excel /s
- B. Excel /safe
- C. Excel /a
- D. Excel /safe_mode

Q16.) One of the customers has a disability that limits his working with both hands. You want to enable the accessibility feature on his computer that will allow him to type using a virtual keyboard. What accessibility will you ask the user to enable?

- A. Toggle Key
- B. Visual Keyboard
- C. On Screen Keyboard
- D. Sticky keys

Q17.) How to open task Manager?

- A. Ctrl+Shift+Esc
- B. Ctrl+Alt+Tab
- C. Ctrl+Alt+Backspace
- D. All the above

Q18.) The Internet is an example of a:

- A. Circuit switched network.
- B. Packet switched network.
- C. Cell switched network.
- D. None of the above

Q19.)What is part of a database that holds only one type of information?

- A. Report
- B. Field
- C. Record
- D. File

Q20.) Which of the following is a valid IP address?

- A. 192.168.1.7
- B. 192.168.111.1111
- C. 192.168.900.1
- D. 192.256.168.1