**Module 1 / Unit 2 / Using a Workstation**

1. **What should you do before attempting to set up a new computer system?**

Verify that the environment is suitable, and that the installation will be safe

1. **When setting up a desktop computer, what factor should you consider when deciding on the** **location of the system case?**

You do not want to leave trailing wires over walkways so you need to consider the position of power outlet(s) and where peripheral devices will be placed. You also want to ensure adequate air flow around the system unit.

1. **What factors should you consider when positioning input and output devices?**

Ensure that they can be used without exerting strain, especially on the arms/wrists and back/neck. Ensure that cabling is not a trip hazard. Avoid locations that cause excessive screen glare.

1. **You have to sign in to Windows—does it matter if the CAPS LOCK light on the keyboard is** **activated?**

Yes—passwords are case-sensitive

1. **You have to open a word processing application, but you cannot see an icon on the desktop. What should you do?**

Look for the shortcut in Start Menu or Start Screen—not all programs add shortcuts on the Desktop.

1. **Your colleague has to run many applications at the same time and finds it difficult to know which icon to choose when switching between them. What alternative method could you suggest?**

Press Alt+Tab—this shows previews of the window. Windows can also show previews of the window contents when pointing at the taskbar icon.

1. **Your colleague is using a laptop and you notice that he laboriously clicks the mouse repeatedly to scroll through the document you are co-editing. What technique could he use to be more productive?**

Use the mouse scroll wheel (or if it doesn't have one drag the scroll button in the scroll bar).

**Module 1 / Unit 4 - Managing an OS**

1. **What is the registry and how does it distinguish Windows and Linux?**

The registry is a database of configuration settings supporting the Windows OS. Linux uses individual text files to store settings.

1. **What term is used to describe terminating a process that is not responding to user**

**input?**

This is often called "killing" the process.

1. **Why might you use the Services snap-in to manage background processes rather**

**than Task Manager?**

Task Manager allows you to start and stop services but the Services snap-in also allows you to configure service properties.

1. **The Task Scheduler allows you to run a process automatically in Windows. What is a**

**widely-used Linux equivalent?**

Cron is widely used to run tasks automatically in Linux.

1. **What part of the system memory setup is most user-configurable?**

Use of virtual memory or a pagefile, where disk space is used to supplement system RAM.

1. **What two things are configured on a disk to make storage space on the disk available**

**to the Windows OS?**

The disk must contain at least one partition, typically allocated a drive letter, and the partition must be formatted with a suitable file system.

1. **What is a CLI?**

A Command Line Interface allows the user to interact with the OS using typed commands or scripts rather than a GUI.

1. **What protection feature in Windows is designed to prevent a script or software from**

**making unauthorized changes to the OS configuration?**

User Access Control (UAC). UAC means that the user must input their credentials or click through an authorization prompt before the configuration change can be made.

1. **True or false? A standard user cannot change their own password.**

False—ordinary users can change their own password but cannot change anyone else's.

**Module 1 / Unit 5 Troubleshooting and Support**

1. **You are advising a colleague about best practices when troubleshooting. You have identified**

**the following techniques to use to identify a problem: gather information, duplicate the**

**problem, question users, identify symptoms, and approach multiple problems individually. If**

**you are following CompTIA's troubleshooting model, what other piece of advice should you**

**give?**

Determine if anything has changed—this is one of the most useful troubleshooting techniques.

1. **You have asked a senior manager to authorize your plan of action for resolving a fault in a**

**software application. What name is given to the process you are following?**

This is escalating the problem. You might escalate a problem to more experienced staff or seek help with a solution plan that is beyond your authority to put into action.

1. **You are setting up a new computer, but it doesn't seem to be working. Should you check**

**anything or contact the manufacturer?**

It would be best to double-check you have connected the cables correctly (especially power).

1. **Your computer locks up periodically and feels hot to the touch. Could these things be**

**related?**

Yes, many lockup problems are caused by overheating. The first step would be to clean the fan exhaust vents of dust.

1. **What crucial piece of information would you need when trying to locate support information**

**about a computer system on the manufacturer's website?**

The model number or a service code.

1. **If you do not have a support contract, what is likely to be the best option for obtaining**

**advice about a problem with an application?**

A product support or community forum.

1. **You are looking for content on a topic but your search is returning millions of matches that**

**are not particularly helpful. What two methods could you use to get better search results?**

Use more search keywords (ideally with 'uncommon' words) or search for an exact phrase by enclosing it in quotes.

1. **You want to find something on a particular website, but the site does not have a search tool.**

**Could you use a general search engine, and if so, how?**

Yes—you use an advanced search form or use the site: operator (for example 'certification site:comptia.org').