**Interview Quiz**

 This is a preview of the published version of the quiz

Started: Feb 5 at 1:39pm

**Quiz Instructions**

Note: this is a timed quiz. You may check the remaining time you have at any point while taking the quiz by pressing the keyboard combination SHIFT, ALT, and T... Again: SHIFT, ALT, and T...

Top of Form

[Flag question: Question 1](https://tpd.riarauniversity.ac.ke/courses/21/quizzes/52/take?preview=1)

**Question 14 pts**

What best describes your strengths in ICT

Group of answer choices



Technical Skills



Networking



Web Design



Database & SQL

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**Question 210 pts**

Why are SSD Hard Disks preferred compared to HDD Hard Drivers.

View keyboard shortcuts

pView keyboard shortcutsAccessibility Checker

0 words

</>Switch to the html editorFullscreen

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**Question 35 pts**

Describe how to use recovery software you can use to recover deleted files from a formatted flash disk.

View keyboard shortcuts

pView keyboard shortcutsAccessibility Checker

0 words

</>Switch to the html editorFullscreen

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**Question 44 pts**

Operating Systems use disk space to make programs believe that the system contains more random access memory (RAM) than is actually available. What is the Name given to this  memory or  space.

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**Question 52 pts**

**Given Below are two statements.**

1. Cache memory is faster than random access memory

2. Random Access Memory is closer to the processor than Cache Memory

Group of answer choices



Statement 2 is Correct but Statement 1 is Incorrect



Both Statements are Correct



Both Statements are Incorrect



Statement 1 is Correct but Statement 2 is Incorrect

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**Question 63 pts**

Classify the usage of the following commands appropriately.

Group of answer choices

Ping



ls



ifconfig



sudo



uname



apt-get



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**Question 72 pts**

What kind of transmission medium is most appropriate to carry data in a network that is exposed to electrical interferences?

Group of answer choices



Unshielded twisted pair



Optical fiber



Shielded twisted pair



Coaxial cable

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**Question 84 pts**

A  software prevents the external access to a system. A  provides external access to a system.

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**Question 93 pts**

Match the following protocols with the respective ports.

Group of answer choices

FTP



SSH



SMTP



DNS



http



https



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**Question 102 pts**

Match the following needs with the appropriate tool.

Group of answer choices

Computer is running Slow



Check Missing Drivers



view and change system settings



Configure startup and boot, and services



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**Question 112 pts**

The Term Malware is made from two words,   and  .

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**Question 122 pts**

Which of the following Statement is true about Worms ?

Group of answer choices



can only be activated when a user opens the program



Doesn't need bandwidth



Requires a host program



They are Self-replicating

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**Question 132 pts**

Which one of these is **NOT**true regarding Trojans?

Group of answer choices



Trojans will conduct whatever action they have been programmed to carry out



"Trojan" alludes to the mythological story of Greek soldiers hidden inside a wooden horse that was given to the enemy city of Troy.



Trojans enable administrative control



Trojans do not replicate or reproduce through infection.

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**Question 146 pts**

What three values must be added to the IPv4 properties of a NIC in order for a computer to have basic connectivity with the network? (Choose three.)

Group of answer choices



DHCP server address



Speed and duplex



subnet mask



Default gateway



Domain name



IP address

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**Question 152 pts**

Which of the following is NOT a specification of a CPU?**(Pick TWO)**

Group of answer choices



Clock speed



L Caches



Rotation latency



Word size



Control Unit

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**Question 163 pts**

 Refer to the exhibit below:

The ICT department has shared a locally attached HP Officejet Pro 8110 printer over the network in Windows 10. What do the other Windows 10 users in the University to do in order to print to the shared printer?

Group of answer choices



Enable File and printer sharing in the Network and Sharing Center > Advanced sharing settings screen.



Use the Add a printer option and select the HP Officejet Pro 8110 in Payroll printer in the Select a printer screen.



Nothing. The shared printer will automatically appear in the Devices and Printers listing when someone logs in.



Download and install the latest HP Officejet Pro 8110 driver for Windows 10 from the HP web site.

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**Question 173 pts**

A **stop error** or **fatal system error**occurs  in Windows when the operating system crashes, meaning that it ran into some issue that prevented it from running safely. It is  technically known as a   of  .

[Flag question: Question 18](https://tpd.riarauniversity.ac.ke/courses/21/quizzes/52/take?preview=1)

**Question 182 pts**

Which of the following is NOT a cause of BSOD in Windows?

Group of answer choices



Faulty device drivers



Unidentified bug in Windows



Improper Hard disk partitioning



Insufficient RAM in system



Incorrect entries in the system’s registry

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**Question 192 pts**

**What is considered ethical behavior by a technician when communicating with a client?**

Group of answer choices



It is normal to send chain emails to customers.



A technician can send forged emails to customers.



A technician must only send solicited emails.



A technician can send mass emails to customers.

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**Question 202 pts**

**A client is explaining a problem with a computer to a technician. The technician recognizes the problem prior to the client finishing the explanation. What should the technician do?**

Group of answer choices



Wait politely for the customer to finish explaining the problem.



Start working on the PC while listening to the customer at the same time.



Interrupt the customer and let the customer know that the technician knows what the problem is.



Ask the customer to repeat the problem so that the technician can document it and verify all the facts.

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**Question 212 pts**

**Once a technician understands a client's complaint, it is common to ask closed-ended questions. Which question is a close-ended one?**

Group of answer choices



What happened after the error occurred?



What error messages were displayed when the error occurred?



What happened before the error occurred?



Is this the first time the error occurred?

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**Question 222 pts**

**Which situation would require that a support desk call be given the highest priority?**

Group of answer choices



Some computers cannot log in to the network.



Two users are requesting an application enhancement.



A user is requesting a RAM memory upgrade.



The company cannot operate because of a system failure.



A couple of computers have operating system errors.

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**Question 234 pts**

**What are two examples of displaying professional communication skills while talking to a customer?**

Group of answer choices



asking customers to paraphrase their explanations



focusing on what you cannot do to give customers an idea of the magnitude of the problem



the use of active listening, with occasional interjections such as “I see” or “I understand”



interrupting customers with a question to gather more information



clarifying what customers say after they have finished their explanations

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**Question 246 pts**

**A technician working on a computer discovers what is suspected to be illegal activity. Which three pieces of information should be immediately documented? (Choose three.)**

Group of answer choices



technical specifications of the computer



evidence of the suspected illegal activity



location of the computer



duration of the suspected illegal activity



why the computer was accessed by the technician



details of all past users of the computer

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**Question 251 pts**

**A programmer is building a script in order to calculate the corporate bank account balance within two decimal places. Which data type would be used in the script to represent the balance?**

Group of answer choices



int



float



char



Bool

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**Question 262 pts**

**In which situation would it be appropriate for a technician to back up personal and confidential data from a computer belonging to a user?**

Group of answer choices



if illegal content is discovered on the user computer



if the user forgets to sign the work order



if the technician feels it necessary to back it up



if the user permits it

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**Question 272 pts**

**What is the correct way to conduct a telephone call to troubleshoot a computer problem?**

Group of answer choices



Always gather information from the customer and escalate the problem.



Maintain professional behavior at all times.



Explain each step to help the customer understand the troubleshooting process.



Ask personal questions to get better acquainted with the customer.

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**Question 282 pts**

**A technician is upgrading an ATX motherboard with another ATX motherboard. Which component might be affected by this and need to be upgraded and bought as an additional purchase?**

Group of answer choices



CMOS battery



PCIe adapter



chipset



CPU



BIOS

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**Question 292 pts**

**Refer to the exhibit. A technician has been asked to install a video card. Which section of the motherboard will the technician use to install the card?**

Group of answer choices



section D



section C



section A



section B

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**Question 306 pts**

**Which three features can be configured in the BIOS settings to secure a computer? (Choose three.)**

Group of answer choices



file encryption



TKIP key



drive encryption



passwords



TPM



MAC filtering

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**Question 312 pts**

**A user wants to extend a primary partition formatted with the NTFS file system with the unallocated space on the hard disk. What must the user do after the primary partition is extended to make it usable?**

Group of answer choices



Ensure that the disk type is basic.



Format the disk with the FAT64 file system.



Convert the disk type to dynamic.



Partition the new space as a basic disk.

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**Question 322 pts**

**Why is a full format more beneficial than a quick format when preparing for a clean OS installation?**

Group of answer choices



A full format uses the faster FAT32 file system, whereas a quick format uses the slower NTFS file system.



A full format will delete every partition on the hard drive.



A full format is the only method of installing Windows 8.1 on a PC that has an operating system currently installed.



A full format will delete files from the disk while analyzing the disk drive for errors.

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**Question 332 pts**

In a paragraph or less, How would you solve this issue?

View keyboard shortcuts

EditViewInsertFormatToolsTable

12pt

Paragraph

pView keyboard shortcutsAccessibility Checker

0 words

</>Switch to the html editorFullscreen