

MARKING SCHEME

1. Which of the following connection type is most commonly used to connect external hard drives to a PC?
A. SATA
B. PATA
C. IDE
☒ D. USB
2. A technician has downloaded the latest windows updates from the Microsoft website. What should the technician do before install the updates?
A. Manually update the last known good configuration.
B. Change the firewall rules to enable the installer to access port 8000 of the server
C. Reinstall the antivirus software
☒ D. Create a restore point
3. A customer would like to be able to watch TV on their home computer and record television shows. Which of the following should be installed in their machine?
A. FireWire card
☒ B. Tuner card
C. Wireless card
D. Serial card
4. Which type of fire extinguisher technology should be used when encountering an electrical fire?
A. Class B fire extinguishers
B. Overhead sprinkler system
C. Water-based fire extinguishers
☒ D. Non-water-based extinguishers
5. Which best describes a fragmented hard drive:
A. The platters are bad
B. Data files are corrupted
C. Clusters of data are damaged
☒ D. Files are not stored in consecutive clusters
6. Which step should you perform first before discharging a CRT?
A. Remove the CRT from its housing
B. Disconnect the CRT from the computer
C. Remove the video assembly
☒ D. Turn power off before removing power source

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7. During the boot process, a system first counts memory from where?
- A. Expansion Slots
 - B. Video adapter
 - ☒ C. System board
 - D. Cache
8. Your PATA hard drive is not spinning up when you turn on the PC. What is the most likely problem?
- A. bad data cable
 - B. incorrect jumper setting on drive
 - ☒ C. loose Molex connector
 - D. virus
9. A workstation has just been installed on an Ethernet LAN but cannot communicate with the network. What should you check first?
- A. reinstall the network protocols
 - B. reinstall the network interface card driver
 - C. verify the IP configuration on the workstation
 - ☒ D. verify the link status on the computer's network card
10. A hard disk is divided into tracks which are further subdivided into:
- A. clusters
 - ☒ B. sectors
 - C. vectors
 - D. heads
11. Which of the following handles the interconnection between most of the I/O devices and the CPU?
- A. Northbridge
 - B. RAM
 - C. ROM
 - ☒ D. Southbridge
12. In laser technology, what happens during the transfer stage?
- A. Residual toner is transferred to the waste receptacle
 - B. The laser transfers the image from the drum to the paper
 - ☒ C. The image is transferred from the drum to the paper
 - D. A negative charge is transferred to the surface of the drum

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13. Which chip acts as a clock to keep the current date and the time?
☒ A. CMOS
☐ B. DVRAM
☐ C. RAM
☐ D. ROM
14. You have a PC with no video* Which of the following is LEAST likely to be causing the problem?
☐ A. defective RAM
☐ B. defective microprocessor
☒ C. crashed hard drive
☐ D. loose video card
15. If a process fails, most operating system write the error information to a _____
☒ A. log file
☐ B. another running process
☐ C. new file
☐ D. none of the mentioned
16. Which of the following memory unit that processor can access more rapidly
☐ A. Main Memory
☐ B. Virtual Memory
☒ C. Cache memory
☐ D. Read Only Memory
17. Fragmentation of the file system
☐ A. occurs only if the file system is used improperly
☐ B. can always be prevented
☒ C. can be temporarily removed by disk optimisation
☐ D. is a characteristic of all file systems
18. Which is not a valid file system?
☐ A. FAT 16
☐ B. FAT 32
☐ C. NTFS
☒ D. FXZ
19. Which of the following is a fact sheet that summarizes information about material identification, including hazardous ingredients that can affect personal health, fire hazards, and first aid requirements?
☐ A. ESD
☒ B. MSDS
☐ C. OSHA
☐ D. UPS

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20. Which of The Following Is A Database of Information About The Windows Operating System Including Customized Settings and Software Installations?

- ☒ A. Registry
- ☐ B. Performance Monitor
- ☐ C. Changelog
- ☐ D. None of The Above

21. _____ is the fastest and most modern interface used as an expansion method for external peripherals like mice, web cams, scanners, printers, and so on and is popular on laptops and desktop alike.

- ☐ A. Parallel
- ☐ B. PS/2
- ☒ C. USB
- ☐ D. ATA

22. Which wireless IEEE standard operates on the 2.4GHz radio frequency and transmits data at a maximum of 11Mbps?

- ☒ A. 802.11b
- ☐ B. 802.11c
- ☐ C. 802.11e
- ☐ D. 802.11g

23. What connection type allows a printer to connect to an RJ-45 connector?

- ☐ A. Parallel
- ☐ B. SCSI
- ☐ C. USB
- ☒ D. Network

24. A customer calls and says her computer won't boot, she can hear noises and can see lights on the box, but nothing comes up on the screen, what should you take to the site to fix the problem?

- ☐ A. hard drive
- ☒ B. Video card
- ☐ C. Power cable
- ☒ D. Power supply

25. Which of the following memory has the shortest access time?

- ☐ A. External Memory
- ☒ B. Register
- ☐ C. Virtual Memory
- ☐ D. Cache Memory