1. Which feature enables a single-core CPU to function like two CPUs?
   A. Hyper-Threading
   B. Speed Step
   C. Virtualization
   D. x64

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. Which of the following Control Panel applets will display the amount of RAM in your PC?
   A. System
   B. Devices and Printers
   C. Device Manager
   D. Action Centre

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. How many pins does a SATA power connector have?
   A. 6
   B. 9
   C. 12
   D. 15

6. Which of the following most accurately describes the relationship between BIOS and hardware?
   A. All hardware needs BIOS.
   B. All hardware that attaches to the motherboard via ribbon cables needs BIOS.
   C. All hardware built into the motherboard needs BIOS.
   D. Some hardware devices need BIOS

7. What companies dominate the chipset market? (Select two.)
   A. AMD
   B. Intel
   C. NVIDIA
   D. SiS

8. Which RAID standard requires at least four drives?
   A. RAID 1
   B. RAID 4
   C. RAID 5
   D. RAID 10

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

13. Which chip acts as a clock to keep the current date and the time?
    A. CMOS
    B. DVRAM
    C. RAM
    D. ROM

14. Jaime wishes to check her hard drive for errors. What tool should she use in Windows 8.1?
    A. FDISK
    B. Format
    C. Disk Management
    D. Error checking

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. What is the most important component for building a virtualization workstation?
    A. CPU
    B. Power supply
    C. RAM
    D. Large monitor

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

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 protocol can you use to send e-mail?
   A. IMAP
   B. POP3
   C. PPP
   D. SMTP

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 term describes a combination of many updates and fixes in Windows?
   A. Hot fix
   B. Hot pack
   C. Service pack
   D. Service release