

Lecture 6: MCQs

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1. Which of the following common tasks are performed during preventive maintenance? (Choose three.)
 - A. Check and secure loose cables.
 - B. Update the RAM.
 - C. Clean the mouse and keyboard.
 - D. Update drivers.
 - E. Reinstall the operating system.
 - F. Install additional peripherals.

2. In which of the following situations is it recommended to ask the customer to sign a liability release form before attempting any kind of repair? (Choose two.)
 - A. The technician needs to share the responsibility with the customer.
 - B. The information on the computer is critical.
 - C. The technician is unable to back up the customer information.
 - D. The information in the backup is confidential.
 - E. The customer is unable to provide a backup.

3. What is the first step in the troubleshooting process?
 - A. Gather data from the computer.
 - B. Gather data from the customer.
 - C. Verify the obvious issues.
 - D. Evaluate the problem and implement the solution.
 - E. Close with the customer.
 - F. Try quick solutions.

4. Which type of question allows the customer to completely describe the problem?
 - A. Closed-ended
 - B. Open-ended
 - C. Specific
 - D. Technical

5. What is the last step in the troubleshooting process?
 - A. Gather data from the computer.
 - B. Gather data from the customer.
 - C. Verify the obvious issues.
 - D. Evaluate the problem and implement the solution.
 - E. Close with the customer.
 - F. Try quick solutions.

6. Which of the following tools and test equipment is routinely magnetized and should be used with caution around magnetic media?

- A. Screwdrivers
- B. PSU tester
- C. Cable tester
- D. Pliers

7. What should you keep in mind when testing DC connectors?

- A. DC has polarity. The red lead should always touch the hot wire; the black lead should touch a ground wire.
- B. DC has polarity. The red lead should always touch the ground wire; the black lead should always touch the hot wire.
- C. DC has no polarity, so you can touch the red lead to either hot or ground.
- D. DC has no polarity, so you can touch the black lead to either hot or neutral but not ground.

8. If Windows recognizes a device, where will it appear?

- A. Device Manager
- B. C:\Windows\System32\Devices
- C. Desktop
- D. Safely remove hardware applet

9. Which tool can be used to examine the status of a device?

- A. Device Manager
- B. Resource Explorer
- C. Device Explorer
- D. Status Examiner

10. Every computer has a diagnostic program built into its BIOS called the _____.

- A. CMOS
- B. BIOS
- C. POST
- D. DNS

11. To fix a bad power supply in a desktop PC, you should _____.

- A. Remove and replace the entire power supply box.

- B. Disassemble the power supply and replace the coils.
- C. Disassemble the power supply and replace the capacitors.
- D. Disassemble the power supply and replace the resistors.

12. Where does Windows store device drivers?

- A. Computer
- B. Hardware
- C. Registry
- D. Drivers and Settings

13. Steve complains that his aging Windows laptop still isn't snappy enough after upgrading the RAM. What might improve system performance?

- A. Add more RAM.
- B. Replace the power supply.
- C. Replace the battery.
- D. Replace the HDD with an SSD.

14. 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.

Answers

- 1. B, C, D
- 2. C, E
- 3. B
- 4. B
- 5. E
- 6. A
- 7. A
- 8. A

9. A
10.C
11.A
12.C
13.D
14.A