**Questions:**

1. Which of the following type of RAID provides the most fault tolerance?
2. Stripping
3. Mirroring
4. Spanning
5. Extending
6. What are the two advantages of solid state drives over the more traditional magnetic hard drives?
7. Higher storage capacity
8. Faster read and write speeds
9. Faster USB connectivity
10. Reduced power usage
11. The Northbridge chipset provides connection for which of the following components in a motherboard?
12. PCIe slots
13. PS2 ports
14. SATA and PATA ports
15. CPU
16. Of the following storage options, which storage type has no movable parts?
17. Tape Drive
18. Flash Drive
19. DVD Drive
20. IDE Drive
21. Which of the following features makes logical processor core appear as physical cores to the operating system?
22. x64 and x32 architecture
23. MMU Virtualization
24. Hyperthreading
25. Turbo-boost
26. Which of the following provides the best solution for the customer’s need of quiet cooling options?
27. Side panel fans
28. Liquid cooling
29. Thermal paste
30. Additional fans
31. When configuring a new hard drive for use in a hot swappable environment, which of the following connection types should be used?
32. PATA
33. eSATA
34. IDE
35. SATA
36. Which of the following two connection types would most commonly be found on a laptop to display out to an external monitor?
37. PS2
38. Serial
39. VGA
40. RCA
41. HDMI
42. Which of the following cable types uses a 9-pin connector?
43. Parallel
44. Ethernet
45. USB
46. Serial
47. Thermal paste is used between the CPU and heatsink to:
48. Make the heatsink easier to remove when replacing the CPU
49. Aid the transfer of energy from the CPU to the heatsink
50. Act as a fire retardant should the CPU overheat
51. Keep the heatsink in place on the CPU
52. Which of the following memory types comes in the SIMM variety?
53. SDRAM
54. DDR3
55. DDR2
56. RDRAM
57. Before installing a new expansion card, which of the following should a technician consider?
58. CPU type
59. Free HDD space
60. Power supply wattage
61. Amount of RAM
62. Bus type
63. Which of the following devices might need drivers installed so that it can be recognized by the operating system and function properly?
64. Speakers
65. Monitors
66. Scanners
67. Projectors
68. An ATX motherboard can use how many pins in a power connector?
69. 24
70. 16
71. 20
72. 40
73. 21
74. What is the first step in the troubleshooting process?
75. Gather data from the computer
76. Gather data from the customer
77. Verify the obvious issues
78. Evaluate the problem and implement the solution
79. Close the computer
80. Which two of the following threats are physical threats?
81. Laptops are stored in an unlocked cabinet
82. Antivirus software has an outdated virus definition
83. All users use the same generic username and passwords to connect to a network
84. The network server and network equipment are kept in the corner of the office for easy access
85. The computers are secured to the desks of each user
86. A hard disk is divided into tracks which are further subdivided into:
87. Clusters
88. Sectors
89. Vectors
90. Heads
91. None
92. A wrist grounding strap contains which of the following?
93. Surge protector
94. Capacitor
95. Voltmeter
96. Resistor
97. What is the minimum recommended memory for a 32 bit installation of windows 7?
98. 512MB
99. 1GB
100. 2GB
101. 4GB
102. How many USB devices can be connected to a USB port?
103. 127
104. 256
105. 64
106. 128
107. Which type of memory is used primarily as cache memory?
108. DRAM
109. RAM
110. ROM
111. SRAM
112. A technician needs to replace a desktop computer’s PSU. Which of the following should the technician do first?
113. Check for environmental concerns
114. Review local regulations for disposal procedures
115. Read MSDS documentation
116. Remove watch and all jewelry
117. Which of the following would best protect equipment from a brown out?
118. HVAC system
119. Surge protector
120. UPS
121. Power strip
122. Which of the following can be used to change fan speeds?
123. Device manager
124. BIOS
125. Power options
126. Action center
127. Which of the following socket types is for an AMD CPU?
128. 940
129. 775
130. 1155
131. 1366

**Last Name : ….................................................................**

**First Name : ….................................................................**

Instructions: Indicate the right answer by **ONLY** putting A, B, C, D or E in the table below. Please use Capital Letters.

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| **Question No.** | **Answer** | **Question No.** | **Answer** |
| **1** |  | **14** |  |
| **2** |  | **15** |  |
| **3** |  | **16** |  |
| **4** |  | **17** |  |
| **5** |  | **18** |  |
| **6** |  | **19** |  |
| **7** |  | **20** |  |
| **8** |  | **21** |  |
| **9** |  | **22** |  |
| **10** |  | **23** |  |
| **11** |  | **24** |  |
| **12** |  | **25** |  |
| **13** |  |  | |