1. From what location are the 1st computer instructions available on boot up?

**A. ROM BIOS**

B. CPU

C. boot.ini

D. CONFIG.SYS

E. None of the above

2. What could cause a fixed disk error.

A. No-CD installed

B. bad ram

C. slow processor

**D. Incorrect CMOS settings**

E. None of the above

3. Missing slot covers on a computer can cause?

**A. over heat**

B. power surges

C. EMI.

D. incomplete path for ESD

E. None of the above

4. When installing PCI NICS you can check the IRQ availability by looking at

A. dip switches

B. CONFIG.SYS

C. jumper settings

**D. motherboard BIOS**

E. None of the above

5. With respect to a network interface card, the term 10/100 refers to

A. protocol speed

B. a fiber speed

**C. megabits per seconds**

D. minimum and maximum server speed

E. None of the above

6. Which Motherboard form factor uses one 20 pin connector

**A. ATX**

B. AT

C. BABY AT

D. All of the above

E. None of the above

7. A hard disk is divided into tracks which are further subdivided into:

A. clusters

**B. sectors**

C. vectors

D. heads

E. None of the above

8. A wrist grounding strap contains which of the following:

A. Surge protector

B. Capacitor

C. Voltmeter

**D. Resistor**

E. None of the above

9. Which standard govern parallel communications?

A. RS232

B. RS-232a

C. CAT 5

**D. IEEE 1284**

E. None of the above

10. In laser printer technology, what happens during the conditioning stage?

A. The corona wire places a uniform positive charge on the paper

**B. A uniform negative charge is placed on the photosensitive drum**

C. A uniform negative charge is placed on the toner

D. All of the above

E. None of the above

11. What product is used to clean smudged keys on a keyboard?

A. TMC solvent

B. Silicone spray

C. Denatured alcohol

**D. All-purpose cleaner**

E. None of the above

12. ESD would cause the most damage to which component?

A. Power supply

**B. Expansion board**

C. Monitor

D. Keyboard

E. None of the above

13. To view any currently running Terminate Stay Resident (TSR's) programs you could type:

A. Memory

**B. MEM**

C. SYS /M

D. Memmaker

E. None of the above

14. Which type of system board is the MOST likely candidate for processor upgrading if you want maximum performance and future compatibility?

A. ML

**B. PCI**

C. ISA

D. EISA

E. None of the above

15. Suppose that you have a the maintenance package identifies several possible field replaceable units (FRUs) that will resolve the problem. What should you do after turning the power off?

**A. Replace the indicated parts, one at a time in the recommended sequence, until the problem is resolved; return unused FRUs to stock**

B. Replace all of the indicated FRUs at once and return the machine to the customer if the problem is resolved

C. Follow the same procedure as in ays replace the system board first if it is on the list of possible FRUs If multiple FRUs are indicated, then software is the most likely source of the problem

D. None of the above

16. Most PCs give a single beep on bootup to indicate they are ok hardware wise. You boot your PC and don't get a beep. What should you check first?

A. system board

B. RAM

C. microprocessor

D. power supply

**E. speaker**

17. Which peripheral port provides the FASTEST throughput to laser printers?

A. RS-232

B. SCSI

**C. Parallel**

D. Serial

E. None of the above

18. The mouse pointer moves erratically, what is the possible cause? The mouse

**A. ball is dirty**

B. is not connected

C. driver is not installed properly

D. has an incorrect IRQ setting

E. None of the above

19. You have a system that periodically locks up. You have ruled out software, and now suspect that it is hardware. What should you do first that could help you narrow it down to the component at fault?

A. rotate the RAM

B. replace the RAM

C. replace the level 2 cache SIMM

**D. disable the CPU cache in CMOS**

E. replace the CPU

20. Your customer tells you the print quality of their dot matrix printer is light then dark. Which of the following could cause the problem.

A. Paper slippage

**B. Improper ribbon advancement**

C. Paper thickness

D. Head position

E. None of the above

21. The 34-pin connection on an I/O card is for?

**A. Floppy drive**

B. SCSI drive

C. IDE drive

D. Zip drive

E. None of the above

22. The terms "red book", "yellow book", and "orange book" refer to:

A. SCSI

B. ide

C. floppy drive technology

**D. CD-ROM standards**

E. All of the above

23. On the 16-bit ISA bus, IRQ2 is elevated to which higher level Interrupt?

**A. 9**

B. 11

C. 13

D. 15

E. None of the above

24. What beep codes could indicate a system board or power supply failure?

A. steady short beep

B. no beep

C. one long continuous beep tone

D. steady long beeps

**E. All of the above**

25. What's the best way to protect your hard drive data?

**A. regular backups**

B. periodically defrag it

C. run chkdsk at least once a week

D. run scandisk at least once a week

E. run a regular diagnostic

26. Which part of the laser printer should NOT be exposed to sunlight?

A. Transfer corona assembly

**B. PC drum**

C. Primary corona wire

D. Toner cartridge

E. None of the above

27. After doing a low-level format, what would be the next step in configuring the hard drive in a system?

**A. Format DOS partition**

B. Install operating system

C. Configure DMA channel and back-up interrupt

D. Partition had disk

E. None of the above

28. Resistance is measured in ?

A. Volts

B. Amps

C. Watts

**D. Ohms**

E. None of the above

29. What command is used to reset a MODEM when using the "AT Command Set"?

A. ATR

**B. ATZ**

C. DTR

D. DCE

E. None of the above

30. When installing a SCSI CD-ROM drive, you must set the CD-ROM SCSI adapter to:

A. B0007

**B. An unused SCSI address**

C. The same address as the SCSI device before the CD-ROM

D. SCSI ID=1

E. None of the above

31. Pick the correct choice for the 80386SXCPU.

A. 16 bit word size, 16 bit data path

**B. 32 bit word size, 16 bit data path**

C. 8 bit word size, 32 bit data path

D. 32 bit word size, 8 bit data path

E. 32 bit word size, 32 bit data path

32. In Inkjet technology the droplets of ink are deflected by?

**A. multi directional nozzles**

B. electronically charged plates

C. high pressure plates

D. electro static absorbtion

E. None of the above

33. When your hard drive crashes from any of the correct selections in the question above, or from dropping it, it is known as head-to-disk interference, or HDL

**A. True** B. False

34. What tool is used to test serial and parallel ports?

A. high volt probe

B. cable scanner

**C. loop backs (wrap plugs)**

D. sniffer

E. None of the above

35. ESD would cause the most damage to which component?

A. Power supply

**B. Expansion board**

C. Monitor

D. Keyboard

E. None of the above

36. What is the highest binary number that can be referred to on a three position jumper block?

A. 4

B. 6

C. F

**D. 1**

E. None of the above

37. What voltage does a Pentium system use?

A. +12 volts

B. + 5 volts

C. + 8 volts

**D. +3.3 volts**

E. None of the above

38. A numeric error code check: A 17xx indicates a problem with:

A. CMOS

B. ROM BIOS

C. DMA controller

**D. hard drive or controller**

E. power supply

39. Which provides the fastest access to large video files?

A. Optical drives

B. IDE hard drives

**C. SCSI hard drives**

D. EIDE hard drives

E. None of the above

40. A 25-pin female connector on the back of your computer will typically be:

A. Serial port 1

**B. A parallel port**

C. Docking

D. COM2 port

E. None of the above

41. On the PC side, the printer port is a:

A. 25 pin female serial connector

B. 15 pin female parallel connector

C. 25 pin male serial connector

D. 15 pin female serial connector

**E. 25 pin female parallel connector**

42. You were installing an application in Windows 95, and the computer crashes, what do you do?

A. press alt + Ctrl + delete, twice

B. press alt + Ctrl + delete, and end task

C. press the reset button on the computer

**D. turn off computer and boot from a floppy disk**

E. None of the above

43. RS-232 is a standard that applies to:

**A. serial ports**

B. parallel ports

C. game ports

D. networks

E. digital frequencies

44. You just installed a new IDE hard drive, but your system BIOS will not recognize the new drive, what should you check first.

A. cable sequence

**B. jumpers on the hard drive**

C. drivers that need to be loaded

D. hard drive manufacturer web site information

E. None of the above

45. During boot-up, the memory test:

A. Is a superfluous step that should be ignored

**B. Checks and verifies that contiguous memory is installed**

C. Is an operational error

D. Displays what memory is installed, but nothing else

E. None of the above

46. What is the best ground for a conductive work bench?

**A. AC outlet**

B. Ground to bend

C. To another device

D. Chassis ground

E. None of the above

47. Topically, how many type III PC cards can you insert in a laptop

**A. 1**

B. 2

C. 3

D. 4

E. None of the above

48. What is the first thing you could do to check for damage to a printer after receiving it?

A. Run MSD diagnostics

B. Attach it to a PC and print something

C. Check the cables

**D. Unbox it and examine it for physical damage**

E. None of the above