Technical Questions.txt

1 At the very least, what tool should be in every technician's toolkit?
   A. Pliers
   B. Hammer
   C. Straight-slot screwdriver
   D. Phillips-head screwdriver

2 Which of the following helps prevent electromagnetic interference?
   A. Use an anti-static bag.
   B. Use an anti-static wrist strap.
   C. Keep magnets away from computer components.
   D. Keep computers away from monitors.

3 Which Windows utility backs up critical files and settings and enables you to
   roll back to a previous state?
   A. Registry
   B. System Restore
   C. System Information
   D. Microsoft Management Console

4 Which utility is helpful in troubleshooting hardware?
   A. System Properties
   B. Device Manager
   C. Disk Management
   D. Security

5 Which of the following terms are measures of CPU speed?
   A. Megahertz and gigahertz
   B. Megabytes and gigabytes
   C. Megahertz and gigabytes
   D. Frontside bus, backside bus

6 What is the proper voltage for a U.S. electrical outlet?
   A. 120 V
   B. 60 V
   C. 0 V
   D. -120 V

7 What program does Microsoft include with Windows to partition and format a
   drive?
   A. Format
   B. Disk Management console
   C. Disk Administrator console
   D. System Commander

8 While manning the help desk, you get a call from a distraught user who says she
   has a blank screen. What would be a useful follow-up question? (Select two.)

   A. Is the computer turned on?
   B. Is the monitor turned on?
   C. Did you reboot?
   D. What did you do?

9 Many tech tools are grouped together in which location?
   A. Start | All Programs | Tools
   B. Start | All Program | Tools | System Tools
   C. Start | All Programs | System Tools | Accessories
   D. Start | All Programs | Accessories | System Tools

10 What is displayed in the Computer window?
   A. All the drives on your system
   B. All the Control Panel applets
   C. Installed programs
   D. Performance Monitor