1. The following component will provide details of all devices attached to the PC and whether the drivers have been installed successfully.
   a. Disk Management
   b. Device Manager
   c. Scandisk
   d. Msconfig
   Answer: B
2. Abbreviation for POST is?
   a. Power Off Self Test
   b. Power Off Switch Test
   c. Power On Self Test
   d. Power On Switch Test
   Answer: C
3. Is UEFI is more secure than BIOS?
   a. No
   b. Yes
   Answer: B
4. Which configuration will be used when you have 3TB HDD?
   a. MBR
   b. POST
   c. GPT
   d. FAT
   Answer: C
5. Which of the following is volatile memory?
   a. RAM
   b. Hard disk
   c. Floppy disk
   d. CD
   Answer: A
6. The purpose of a graphics card is to:
   a. Store data and programs permanently
   b. Provide audio output
   c. Process and render images for display
   d. Provide a network connection
   Answer: C
7. Which port is commonly used to connect a keyboard or mouse to a computer?
   a. USB (Universal Serial Bus) port
   b. Ethernet port
   c. HDMI (High-Definition Multimedia Interface) port
   d. VGA (Video Graphics Array) port
   Answer: A
8. Which type of storage device uses spinning platters to store data?
   a. Solid State Drive (SSD)
   b. Flash Drive
   c. Hard Disk Drive (HDD)
   d. Blu-ray Disc
   Answer: C

9. Which of the following is NOT a function of the BIOS/UEFI?
    a. Initialize hardware during the booting process
    b. Provide runtime services for operating systems and programs
    c. Manage network connections
    d. Store system time and date
       Answer: C
10. A user reports that their computer is not detecting the newly installed SSD. Which of the following BIOS/UEFI settings should you check first?
    a. System time and date
    b. Boot order
    c. SATA mode configuration
    d. Virtualization support
       Answer: C

11. Which BIOS/UEFI feature can be used to protect the system from unauthorized changes?
    a. TPM
    b. Secure Boot
    c. Hyper-Threading
    d. Fast Boot
       Answer: B
12. A user needs to install an older version of an operating system that does not support Secure Boot. What action should you take in the BIOS/UEFI?
    a. Enable TPM
    b. Disable Secure Boot
    c. Change the boot order
    d. Enable Fast Boot
       Answer: B
13. A computer is experiencing slow performance. The storage device is an HDD with SATA III support. To improve performance, which storage upgrade would you recommend?
    a. Replace the HDD with an SSD using the same SATA III interface
    b. Upgrade to an M.2 SSD
    c. Increase the HDD's RPM
    d. Defragment the HDD
       Answer: B
14. Which of the following tools can be used to manage applications and programs in Windows OS?
    a. Task Manager
    b. Device Manager
    c. Disk Management
    d. Command Prompt
       Answer: A
15. What command is used to open the Device Manager in Windows?
    a. devmgmt.msc
    b. diskmgmt.msc
    c. services.msc
    d. msconfig
       Answer: A

16. What is the primary difference between a primary partition and a logical partition?
    a. Primary partitions can be bootable
    b. Logical partitions cannot store data
    c. Only logical partitions can be formatted
    d. Primary partitions are always larger
    Answer: A
17. A user wants to divide their 1TB hard drive into two equal parts. Which of the following actions should you perform?
    a. Create two primary partitions
    b. Create one extended partition and divide it into logical drives
    c. Use the 'Shrink Volume' option in Disk Management
    d. Enable RAID
    Answer: C
18. After updating a device driver, the system starts experiencing frequent crashes. What is the recommended troubleshooting step?
    a. Update the operating system
    b. Disable all startup programs
    c. Use the 'Roll Back Driver' option in Device Manager
    d. Reinstall all applications
    Answer: C
19. What does the abbreviation 'CMOS' stand for?
    a. Central Memory Output System
    b. Complementary Metal-Oxide Semiconductor
    c. Complete Memory Output System
    d. Central Management of Operations System
    Answer: B
20. Which partition style supports drives larger than 2TB?
    a. NTFS
    b. FAT32
    c. GPT
    d. MBR
    Answer: C

21. Which of the following is an example of non-volatile memory?
    a. RAM
    b. Cache
    c. ROM
    d. Virtual Memory
    Answer: C
22. The primary function of a network interface card (NIC) is to:
    a. Render graphics on the screen
    b. Provide a physical connection to a network
    c. Output audio
    d. Manage system boot process
    Answer: B

23. Which of the following ports would you use to connect a high-definition monitor to a computer?
    a. USB
    b. Ethernet
    c. HDMI
    d. Serial Port
    Answer: C
24. Which component is responsible for initializing hardware components during the boot process?
    a. Hard Disk Drive (HDD)
    b. BIOS/UEFI
    c. GPU
    d. Network Adapter
    Answer: B
25. Which Windows utility can be used to configure which programs run at startup?
    a. Disk Management
    b. Task Manager
    c. Device Manager
    d. Msconfig
    Answer: D
26. What type of memory is used to store the firmware on a motherboard?
    a. RAM
    b. ROM
    c. Cache
    d. Hard Drive
    Answer: B
27. You are trying to access the internet on your computer but it says "Network cable unplugged." Which component is likely experiencing an issue?**
    a. Hard Drive
    b. Power Supply
    c. Network Interface Card (NIC)
    d. Graphics Card
    Answer: C
28. What is the main advantage of using an SSD over an HDD?
    a. Larger storage capacity
    b. Higher durability and faster data access speeds
    c. Lower power consumption
    d. Easier to install
    Answer: B
29. Which of the following is used to permanently delete data on a storage device?
    a. Disk Cleanup
    b. Format
    c. CHKDSK
    d. Disk Defragmenter
    Answer: B

30. A user complains that their computer is showing a 'No Bootable Device Found' error on startup. Which of the following would be the most appropriate first step to troubleshoot this issue?
    a. Check the system's boot order in BIOS/UEFI
    b. Reinstall the operating system
    c. Run Disk Cleanup
    d. Install a new hard drive
       Answer: A

31. After upgrading the RAM on a desktop computer, the system fails to boot and continuously beeps. What should you do first to resolve the issue?
    a. Replace the power supply unit
    b. Remove and reseat the RAM modules
    c. Reinstall the operating system
    d. Run Disk Cleanup
       Answer: B

32. A user needs to work from a remote location using Remote Desktop, but they cannot establish a connection. You've verified that the remote computer is powered on and connected to the network. What should you check next?
    a. Ensure the remote computer has an active internet connection
    b. Confirm that Remote Desktop is enabled in the computer's system settings
    c. Check the monitor settings on the remote computer
    d. Update the operating system on the remote computer
       Answer: B

33. A user reports that their USB external hard drive is not recognized by the computer. After plugging it into different ports, the problem persists. What is the next best step to identify the issue?
    a. Replace the computer's motherboard
    b. Format the external hard drive
    c. Check Disk Management to see if the drive is listed
    d. Install new antivirus software
       Answer: C

34. A computer is taking a long time to boot, and you notice that it's trying to boot from a network drive. How can you correct this issue?
    a. Change the power supply unit
    b. Adjust the boot order in the BIOS/UEFI settings to prioritize the internal hard drive
    c. Clear the computer's cache
    d. Reinstall the network drivers
       Answer: B

35. A desktop computer frequently restarts on its own, especially when running resource-intensive programs. Which hardware component is most likely to be the cause of this issue?
    a. Hard Disk Drive
    b. Power Supply Unit
    c. Keyboard
    d. Sound Card
       Answer: B

36. What is the main difference between PCIe (PCI Express) slots and older PCI slots?
    a. PCIe slots are designed for audio devices only
    b. PCI slots have faster data transfer rates than PCIe
    c. PCIe slots support serial data transfer, providing higher speed and bandwidth compared to the parallel transfer in PCI slots
    d. PCIe slots can only be used for storage devices
       Answer: C
37. A computer is displaying an incorrect date and time every time it boots up, even after you set it correctly in the BIOS. What is the most likely cause of this issue?**
    a. Faulty RAM modules
    b. Corrupted operating system
    c. Failing CMOS battery
    d. Incorrect display settings
       Answer: C
38. Command used to see the System's Configuration on CLI?
    a. Dxdiag
    b. sysconfig
    c. msinfo32
    d. systeminfo
       Answer: D
39. A customer calls and says that her computer is not booting. She can hear noises and see lights on the Cabinet and Monitor. But nothing comes on the screen. What should you take to the site to fix the problem?
    a. Hard Disk
    b. RAM
    c. Power Cable
    d. Power Supply
       Answer: B
40. Which part of the computer converts AC power to a DC power ?
    a. Controller
    b. PCB
    c. SMPS
    d. CMOS
       Answer: C