

CSIS 3720 Final

Multiple Choice

Identify the choice that best completes the statement or answers the question.

- ___ 1. Which type of port transmits both digital audio and digital video with a single connector?
- a. S-Video
 - b. DVI
 - c. HDMI
 - d. VGA
- ___ 2. Which of the following is most likely to be installed in a PC, is considered primary storage, and has Windows 7 installed on it?
- a. floppy drive
 - b. tape drive
 - c. hard disk drive
 - d. optical drive
- ___ 3. Which component probably has a dual-voltage selector switch, and has cables that connect to the motherboard and drives?
- a. HDD
 - b. PSU
 - c. DIMM
 - d. PCIe
- ___ 4. Which disk drive standard uses an 80-conductor cable?
- a. SATA
 - b. IDE
 - c. EIDE
 - d. DVD
- ___ 5. Which unit of electricity measures electrical force and 115 is a common value?
- a. Amp
 - b. Ohm
 - c. Volt
 - d. Watt
- ___ 6. Which type of electrical current is used to transmit electricity to our homes and workplaces?
- a. alternating
 - b. direct
 - c. hybrid
 - d. oscillating
- ___ 7. What is a result of two objects with dissimilar electrical charges touching?
- a. LCD
 - b. ESD
 - c. EMI
 - d. CRT
- ___ 8. What tool can help discover and report computer errors and conflicts that occur when you first turn on a computer and before the operating system is launched?
- a. POST card
 - b. ROM module
 - c. BIOS memory
 - d. CMOS firmware
- ___ 9. Which general-purpose tool can measure characteristics of electricity in a variety of devices?
- a. loopback plug
 - b. POST card
 - c. multimeter
 - d. cable tester
- ___ 10. Which of the following is the second step in opening the case of a working computer?
- a. press and hold down the power button for a moment
 - b. back up important data
 - c. power down the system and unplug it
 - d. open the case cover
- ___ 11. Which of the following represents the correct order in which you should install components into the case after disassembling a computer?
- a. power supply, drives, motherboard, cards
 - b. drives, motherboard, cards, power supply
 - c. cards, motherboard, power supply, drives
 - d. motherboard, drives, cards, power supply

- ___ 12. Which of the following is true about installing the motherboard and connecting power?
- a. there are typically three screw sets that hold the motherboard to the case
 - b. you can use an adapter to convert two 6-pin connectors to a PCIe connector
 - c. the P1 connector is used for PCIe devices
 - d. a 4-pin power cord supplies supplemental power to the processor
- ___ 13. Which of the following is NOT a typical connector found on the front panel header?
- a. Power SW
 - b. HDD LED
 - c. SATA controller
 - d. Power LED+
- ___ 14. What is placed between the bottom of the cooler heat sink and the top of the processor that makes an airtight connection between the fan and processor?
- a. fan shield
 - b. metal fins
 - c. high-density oil
 - d. thermal compound
- ___ 15. Along with the processor, what other device is the highest heat producer in the system?
- a. BIOS chip
 - b. video card
 - c. disk controller
 - d. riser card
- ___ 16. What determines the physical size of a power supply and the placement of screw holes?
- a. wattage rating
 - b. manufacturer
 - c. form factor
 - d. number of connectors
- ___ 17. Which of the following is true about fans in the computer system?
- a. they are not found in the power supply case
 - b. larger fans tend to run quieter
 - c. they're usually not needed if your room is cool enough
 - d. they always run at a fixed speed
- ___ 18. Which technology may require that you purchase a power supply that specifically supports that technology?
- a. SLI
 - b. PCI
 - c. DIMM
 - d. USB
- ___ 19. What does a small triangle embedded on a connector signify?
- a. use caution when using the connector
 - b. the wire nearest the triangle is pin 1
 - c. the pin near the triangle should be matched with a circular pin
 - d. the connector is optional and need not be attached
- ___ 20. Which Windows utility program lists errors and issues that need attention?
- a. Action Center
 - b. Control Panel
 - c. System Information Windows
 - d. Network and Sharing Center
- ___ 21. Which part of the Windows display shows information about open programs and provides quick access to others?
- a. Aero Snap
 - b. taskbar
 - c. notification area
 - d. properties
- ___ 22. What is another name for the notification area in Windows?
- a. system tray
 - b. taskbar
 - c. Control Panel
 - d. Start Menu
- ___ 23. A ___ is a convenient way to access several folders in different locations from one central location.
- a. directory
 - c. root directory

- a. after Windows successfully boots
- b. before applying power for the first time
- c. after the POST successfully completes
- d. only if you get a blue screen of death when Windows boots

- ___ 37. Which of the following is NOT a feature of a processor?
- a. clock speed
 - b. processor architecture
 - c. amount of CMOS
 - d. multi-core processing
- ___ 38. Which type of processor memory is located on the processor chip (processor die)?
- a. Level 0 cache
 - b. Level 1 cache
 - c. Level 2 cache
 - d. Level 3 cache
- ___ 39. Which type of memory is the main memory installed as DIMMs on a motherboard?
- a. SRAM
 - b. CMOS RAM
 - c. DRAM
 - d. Flash RAM
- ___ 40. Which type of memory can support quad, triple, and dual channels?
- a. DDR3
 - b. DDR2
 - c. DDR
 - d. RIMM
- ___ 41. What unit of measurement is used for DIMM read and write times?
- a. milliseconds
 - b. microseconds
 - c. nanoseconds
 - d. picoseconds
- ___ 42. Which of the following is true about DIMM slots?
- a. color coding is used to identify the channel
 - b. DDR2 and DDR3 support triple channels
 - c. DDR only supports a single channel
 - d. a DDR3 DIMM allows access to four memory chips simultaneously on each DIMM
- ___ 43. DIMMs used in servers can provide additional reliability if they use which of the following technologies?
- a. EDO
 - b. dual ranked
 - c. ECC
 - d. PC3
- ___ 44. A DIMM that holds data and amplifies a signal before the data is written to the module uses which technology?
- a. EDO
 - b. registers
 - c. parity
 - d. CAS
- ___ 45. Which of the following is NOT a necessary precaution when installing memory modules?
- a. use a ground bracelet
 - b. test the motherboard for residual electrical charges
 - c. unplug the computer
 - d. don't stack modules on top of each other
- ___ 46. Which process writes sector markings to a hard drive?
- a. partitioning
 - b. low-level formatting
 - c. high-level formatting
 - d. sector provisioning
- ___ 47. Why is DMA a better transfer mode than PIO for PATA drives?
- a. DMA has direct access to the CPU
 - b. The DMA bus is faster than the PIO bus
 - c. DMA data transfers don't involve the CPU
 - d. DMA drives cost less than PIO drives

- ___ 48. Which of the following is true about SCSI drives?
- a. SCSI ID 7 has a higher priority than SCSI ID 10
 - b. each logical device requires a unique SCSI ID
 - c. one end of the SCSI chain needs a terminator
 - d. SCSI devices are typically found in SOHO servers and desktops
- ___ 49. What should you keep in mind when installing hard drives?
- a. PATA and SATA won't be found on the same motherboard
 - b. jumpers on SATA drives determine the primary and secondary drive
 - c. a PATA drive has master and slave settings
 - d. you need to connect power to both connectors on SATA drives
- ___ 50. If you are adding a hard drive to a system that already has a drive with Windows installed on it, which of the following is true?
- a. you should boot from the Windows setup DVD to prepare the new drive
 - b. boot Windows and use Disk Management to prepare the new drive
 - c. use the BIOS setup screen to partition and format the new drive
 - d. the new hard drive must use the same standard as the Windows drive
- ___ 51. Which is true about installing a PATA drive?
- a. each IDE channel supports a single drive
 - b. a motherboard can support up to four EIDE devices
 - c. each IDE cable has four connectors for drives
 - d. you need to set the jumpers to Master when you have only one drive
- ___ 52. Which of the following is true about hardware RAID?
- a. Microsoft recommends only using software RAID for the Windows volume
 - b. it's best to install Windows first and then create the RAID array
 - c. you can only create a RAID 0 or a RAID 5 with hardware RAID
 - d. RAID controllers have their own BIOS
- ___ 53. Which interface is not typically used for an internal tape drive?
- a. SATA
 - b. FireWire
 - c. PATA
 - d. SCSI
- ___ 54. How is data stored on magnetic tape?
- a. in parallel
 - b. in random access form
 - c. sequentially
 - d. as optical bits
- ___ 55. What type of installation should you perform if you want to install a 64-bit version of Windows on a computer that already has a 32-bit OS installed?
- a. clean install
 - b. dual boot
 - c. in-place upgrade
 - d. standard
- ___ 56. What is the name of the directory database that controls access to a Windows Server domain?
- a. Network ID Directory
 - b. Windows Server Controller
 - c. Active Directory
 - d. User Account Database
- ___ 57. Which network location option means that Network Discovery is turned off and you cannot join a homegroup or domain?
- a. workgroup
 - b. home network
 - c. work network
 - d. public network

- ___ 58. For some brand-name computers, the hard drive contains a ___ partition that can be used to reinstall Windows.
- a. hidden resolution
 - b. hidden recovery
 - c. visible recovery
 - d. visible rebuild
- ___ 59. Which of the following is used to uniquely identify a computer on a network?
- a. network ID
 - b. ARP address
 - c. IP address
 - d. Serial number
- ___ 60. After installation, how many days do you have to activate Windows 7?
- a. 7
 - b. 30
 - c. 45
 - d. 60
- ___ 61. Which of the following is true about installing a new device?
- a. a mouse may not require an additional device driver installation
 - b. Vista drivers never work with Windows 7
 - c. 32-bit drivers can be installed in a 64-bit OS
 - d. 64-bit drivers can be installed in a 32-bit OS
- ___ 62. What happens when a flash memory card is installed in a slot and it is recognized by Windows?
- a. a window appears prompting you to initialize the device
 - b. a drive letter is assigned to the device and you can see it in Explorer
 - c. Windows automatically partitions and formats the device
 - d. the files are copied from the device to your Documents folder
- ___ 63. Which type of expansion slot uses a retention mechanism to help stabilize a heavy card?
- a. ISA
 - b. PCI
 - c. AGP
 - d. MGA
- ___ 64. Which of the following might be the cause of a black screen right after you install a new video card?
- a. no video card is detected
 - b. the onboard video is not disabled in BIOS
 - c. you installed the video card in the wrong slot
 - d. the video card has insufficient RAM
- ___ 65. Which type of monitor withstands a lot of handling, use mercury, and take up the most desk space?
- a. cathode-ray tube
 - b. liquid crystal display
 - c. plasma monitor
 - d. light-emitting diode
- ___ 66. Which slot type would you install a video card in to get the best performance?
- a. AGP
 - b. PCI
 - c. ISA
 - d. PCI-e
- ___ 67. Which file system is used by large-capacity USB and memory cards?
- a. NTFS
 - b. FAT16
 - c. exFAT
 - d. CDFS
- ___ 68. Which job role works in a lab environment and might not interact with users of the PCs being repaired?
- a. Help-desk technician
 - b. Bench technician
 - c. PC service technician
 - d. PC support technician
- ___ 69. Which of the following is true about the A+ 2012 certification and exams?
- a. after you pass the 220-801 exam, you're A+ certified
 - b. the A+ certification is not vendor specific
 - c. the exam is sponsored by Microsoft
 - d. you need to know about PC hardware, but

PC software is covered in a different certification

- ___ 70. Which of the following is NOT a good practice when working with a computer illiterate user over the phone?
- a. frequently ask the customer to tell you what is displayed on the screen
 - b. don't ask the customer to perform a task that might destroy data
 - c. before proceeding with the call, tell the customer to put someone else on the line
 - d. provide step-by-step mouse and keyboard instructions
- ___ 71. What should you do when you have a customer that is frequently complaining about your company, products, or services?
- a. explain how the customer is being inappropriate and end the conversation
 - b. inform the customer that you agree and will make suggestions to management
 - c. allow the customer to vent for a while and apologize as necessary
 - d. if the complaint is not in your area of expertise, explain how it is not your problem and ask to move on
- ___ 72. Which of the following involves assigning a problem to those higher in the support chain?
- a. ticket logging
 - b. problem escalation
 - c. responsibility passing
 - d. issue resolution
- ___ 73. When working with co-workers and supervisors, which of the following is a good practice?
- a. if you have a problem with a co-worker, first discuss it with other co-workers
 - b. if you need to give bad news or criticism, use email to lessen the blow
 - c. be professional by putting business matters over personal matters
 - d. never tell your boss you can't take on a new project, even if it's beyond your skills
- ___ 74. Which of the following is true about dealing with software and other digital content?
- a. if you purchased software, then you own it and can do what you like with it
 - b. a software license gives you and one other designated person the right to install and use the software
 - c. the right to copy software belongs to the creator of the work
 - d. you are prohibited from making a copy of software under any circumstances
- ___ 75. Which of the following is NOT a recommendation for a mid-range to high-end audio/video editing workstation?
- a. a motherboard that supports at least dual channel memory
 - b. a Core i7 or higher processor
 - c. at least 16 GB RAM
 - d. a 16x single-layer DVD reader
- ___ 76. What processor feature might you need to enable in the BIOS if you will be running VMs?
- a. HAV
 - b. hypervisor
 - c. multi-core
 - d. VirtualBox
- ___ 77. What is a hypervisor?
- a. a program that manages VMs
 - b. another name for a thin client
 - c. technology that enhances processor support for VMs
 - d. a fat client running an HAV
- ___ 78. Which hard drive type contains spinning platters?
- a. optical hard drive
 - b. solid-state drives
 - c. floppy hard drives
 - d. magnetic hard disk drives

- ___ 79. To make sure the drive is healthy, you need to search for and repair file system errors using the Windows ___ utility.
- a. Defrag
 - b. Chkdsk
 - c. Analyze
 - d. Optimize
- ___ 80. A snapshot of the system settings and configuration is called a ___.
- a. rollback point
 - b. restore unit
 - c. rollback unit
 - d. restore point
- ___ 81. The ___ command creates a subdirectory under a directory.
- a. RD
 - b. MD
 - c. CD
 - d. AD
- ___ 82. A dynamic disk requires ___ MB of storage for the disk management database.
- a. 1
 - b. 10
 - c. 5
 - d. 50
- ___ 83. How are IP addresses available to the Internet classified?
- a. public
 - b. private
 - c. non-routable
 - d. standard
- ___ 84. Which type of IP address is configured by a server when a device first initiates a connection to the network?
- a. default
 - b. dynamic
 - c. static
 - d. configured
- ___ 85. Which protocol makes a connection, checks whether the data is received, and resends it if it is not?
- a. TCP
 - b. UDP
 - c. IP
 - d. DNS
- ___ 86. Which utility can be used to automatically diagnose a problem with a network connection?
- a. My Network Places
 - b. Device Manger
 - c. Windows Network Diagnostics
 - d. Control Panel
- ___ 87. If the computer you are using is a laptop that moves from one network to another, you can click the ___ tab and configure static IP address settings for a second network.
- a. General Configuration
 - b. Alternate Configuration
 - c. Secondary Configuration
 - d. Fallback Configuration
- ___ 88. What is used to identify a wireless access point?
- a. secure key
 - b. MAC address
 - c. Network ID
 - d. SSID
- ___ 89. What type of device can be used to block unwanted traffic initiated from the Internet and can also restrict Internet access from an internal network?
- a. hub
 - b. switch
 - c. firewall
 - d. VPN
- ___ 90. What type of IP address should be configured on a wireless access point so that it can always be located by the devices that it serves?
- a. static IP address
 - b. dynamic IP address
 - c. private IP address
 - d. default IP address
- ___ 91. What is it called when a router is configured to open or close certain ports so they can or cannot be used.
- a. port triggering
 - c. port filtering

- b. all policies are applied before the logon screen appears d. you can set the QoS level for an application using Group Policy
- ___ 104. Which statements is true about controlling access to folders and files?
 a. permissions refer to the tasks an account is allowed to do in the system c. rights are assigned to accounts
 b. account configuration should keep in mind the principle of highest privilege d. in Windows, accounts have no rights assignments until you configure them
- ___ 105. Which of the following is NOT true about user accounts and groups?
 a. a user account can belong to only one group at a time c. Guest group has limited rights on the system
 b. by default, standard users accounts belong to the Users group d. Backup Operators group can restore any files regardless of the group's permissions to those files
- ___ 106. To which group does Windows give access to folders that you create which are not part of your user profile?
 a. Power Users c. Authenticated Users
 b. Guests d. Anonymous Users
- ___ 107. When all users on a network require the same access to all resources, what type of network model should you use?
 a. Domain c. Workgroup
 b. Homegroup d. Guestgroup
- ___ 108. Which of the following is true about which folders to use to hold shared data when working with a workgroup?
 a. private data for each user should be kept in their C:\Users folder c. C:\Users\Public should only be used by the Guest account
 b. all users have access to the folders in the C:\Users folder d. Only Administrators and Guest have access to C:\Users\Public
- ___ 109. Which type of permission should you set to control access to files and folders by local and network users?
 a. Sharing on FAT32 volumes only c. NTFS on exFAT or NTFS volumes
 b. NTFS on NTFS volumes only d. Sharing on NTFS or exFAT volumes
- ___ 110. Which is NOT true about using share and NTFS permissions?
 a. if both permissions are used, the least restrictive permission between the two applies c. when you copy a file, the file takes on the permissions of the destination folder
 b. if NTFS permissions conflict between a user and group the least restrictive permission applies d. inherited permissions pass from parent folder to child file or folder