

CONTESTANT ID# _____

Time _____

Rank _____

PC SERVICING & TROUBLESHOOTING (47)

Regional–2012

TOTAL POINTS _____ (500)

Failure to adhere to any of the following rules will result in disqualification:

- 1. Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.***
- 2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.***
- 3. Electronic devices will be monitored according to ACT standards.***

No more than 60 minutes testing time

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Workplace Skills Assessment Program competition.

1. A computer on a network has an IP address of 169.254.6.1. This is most likely an indication of what?
 - a. The DNS server is down
 - b. The DHCP server is down
 - c. There is nothing wrong with this IP address
 - d. The subnet mask is configured incorrectly

2. Before removing the processor from the motherboard, which one of the following should you remove first?
 - a. Power supply
 - b. RAM chip
 - c. Thermal compound
 - d. Heat Sink

3. Which of the following is the CMOS chip used for?
 - a. Keeping the time
 - b. To store BIOS settings
 - c. To boot the computer
 - d. None of these options is correct

4. When your computer first boots up it performs a test. What is this test known as?
 - a. CPU Processing
 - b. POST
 - c. A CMOS test
 - d. Hard drive test

5. Windows service packs are:
 - a. New versions of the operating system
 - b. Compilations of software
 - c. Resource kit utilities
 - d. Driver updates

6. PC4200 is what kind of RAM?
 - a. SDRAM
 - b. DDR
 - c. RIMM
 - d. EEPROM

7. What is the minimum amount of RAM needed to install Windows Vista?
 - a. 128MB
 - b. 256MB
 - c. 512MB
 - d. 1GB

8. A cache outside the processor microchip is called a ____ cache.
 - a. Level 1
 - b. Level 3
 - c. Level 2
 - d. Level 4

9. Using the operating system to reboot is known as a?
 - a. Warm boot
 - b. Hard boot
 - c. Cold boot
 - d. Hot boot

10. What is the default port for FTP?
 - a. Port 20
 - b. Port 21
 - c. Port 25
 - d. Port 80

11. Which type of partition should an operating system be installed on?
 - a. Primary
 - b. Extended
 - c. Volume
 - d. Logical Drive

12. What does SCSI stand for?
 - a. Small Computer System Interface
 - b. Serial Connections Systems Interface
 - c. Systems Component Serial Instance
 - d. None of the above

13. Which of the following wireless technologies is the fastest?
 - a. Infrared
 - b. Ethernet
 - c. Bluetooth
 - d. 802.11

14. What is the minimum Ethernet cable type to achieve a gigabit connection?
 - a. Cat 3
 - b. Cat 5
 - c. Cat 5e
 - d. Cat 6

15. What does a red x indicate next to a hardware device in device manager?
 - a. The device has been disabled
 - b. The incorrect driver has been installed
 - c. There is an updated driver available
 - d. None of the above

16. Which key on a laptop aids in switching to an external display?
 - a. Fn
 - b. Alt
 - c. Ctrl
 - d. Shift

17. The physical address of a network card is also known as the _____.
- IP address
 - DNS address
 - MAC address
 - Default gateway
18. What command-line utility will allow you to test the availability of a device on a network?
- NETSTAT
 - PING
 - ROUTE
 - IPCONFIG
19. Memory on the processor die is called _____ cache.
- Level 1
 - Level 3
 - Level 2
 - Level 4
20. What key do you press at start up to boot directly into safe-mode?
- F1
 - F2
 - F5
 - F12
21. What is the connection speed of 802.11G wireless?
- 11 MBPS
 - 36 MBPS
 - 54 MBPS
 - 119 MBPS
22. What connector type is used to connect a UTP cable to a network card?
- RJ-11
 - RJ-45
 - RJ-1
 - RJ-15
23. A user brings a computer in for repair. What should you do first before making any changes?
- Backup important data
 - Reinstall the operating system
 - Open the laptop and examine the components inside
 - Modify the registry
24. What is the maximum transfer rate of SATA 1.5?
- 150MB/s
 - 300MB/s
 - 1.5GB/s
 - 1.5MB/s

25. How many pins are on a VGA connector?
- a. 24
 - b. 10
 - c. 12
 - d. 15
26. What does the acronym POST stand for?
- a. Power On Self Test
 - b. Power On Standby Transmission
 - c. Power Off Shield Transmission
 - d. None of the above
27. _____ memory temporarily holds data and instructions as the CPU processes them.
- a. Random array
 - b. Repeatable access
 - c. Read-only
 - d. Random access
28. You attempt to navigate to a computer on your network by using its name and are unable to access it. You are then able to access it using its IP address. What does this mean?
- a. A DHCP problem
 - b. A DNS problem
 - c. A NIC problem
 - d. A cabling problem
29. Which tool checks protected system files?
- a. CHKDSK
 - b. XCOPY
 - c. SCANDSK
 - d. SFC
30. Software that is installed on a computer to manage hardware devices is known as _____?
- a. Software controllers
 - b. Configuration programs
 - c. Device drivers
 - d. Device controllers
31. What does FAT stand for?
- a. File Allocation Table
 - b. Folder Allotment Table
 - c. File Allotment Transmission
 - d. None of the above

32. What file system, when installed with Windows XP, supports file and folder-level security?
- FAT32
 - CDFS
 - NTFS
 - FAT16
33. What are the six steps to the laser printing process?
- Cleaning, Charging, Writing, Developing, Transferring, Fusing
 - Charging, Cleaning, Writing, Developing, Transferring, Fusing
 - Cleaning, Charging, Writing, Transferring, Developing, Fusing
 - Charging, Cleaning, Writing, Transferring, Developing, Fusing
34. What is the name of the system file that contains the operating system(s) to display when Windows starts?
- NTLDR
 - MSCONFIG
 - AUTOEXEC.BAT
 - BOOT.INI
35. The _____ is the file that uses shared hard drive space as virtual memory.
- Paging file
 - System File
 - VPN file
 - NTLDR file
36. What is the name of the utility on a computer not controlled by the operating system that stores configuration information?
- SETUP.EXE
 - NetBios
 - CONFIG.SYS
 - BIOS
37. The first hard drive in a computer is typically labeled as drive number:
- 0
 - 1
 - 2
 - 3
38. Parallel ATA can also be referred to as the _____ standard.
- IDE
 - LUN
 - SATA
 - EIDE

39. Completely erasing a hard drive and preparing it for a new operating system is known as?
- Erasing
 - Segmenting
 - Formatting
 - Defragmenting
40. The electrical charge draws the toner off the drum onto the paper on a laser printer. This process is known as _____.
- Imaging
 - Cleaning
 - Emulating
 - Transferring
41. What type of device protects against power failures and brownouts?
- UPS
 - Surge Protector
 - Surge Suppressor
 - Conditioner
42. If a person takes control of a session between server and client, it is known as what type of attack?
- DDoS
 - Smurf
 - Session Hijacking
 - Malicious Software
43. A 1xx POST error code indicates a problem with the?
- Video
 - RAM or ROM
 - Hard Drive
 - System Board
44. Beep codes are generated by _____.
- CMOS
 - POST
 - RTC
 - Windows
45. On a laser printer, the primary corona does what?
- Fuses the image of the printed page on the drum
 - Charges the photosensitive particles on the surface of the drum
 - Charges the surface of the paper just before it reaches the toner area
 - Cleans the photosensitive drum

46. The portion of hard disk space to be used as virtual memory is known as the _____.
- a. Sector
 - b. Paging file
 - c. Track
 - d. CMOS
47. What type of printer is considered an impact printer?
- a. Dot Matrix
 - b. Laser
 - c. Ink Jet
 - d. Thermal
48. What feature of modern personal computers allows data to be transferred from one component on the system board to another without involving the CPU?
- a. Channeling
 - b. Segmenting
 - c. Controlled Memory
 - d. Direct Memory Access
49. In Windows XP, where are hardware devices and device drivers managed?
- a. System Manager
 - b. Device Manager
 - c. Computer Manager
 - d. Control Panel
50. When testing a computer power supply, the best device to use is a (an):
- a. OHM meter
 - b. Ammeter
 - c. Volt meter
 - d. Light bulb