

PC SERVICING & TROUBLESHOOTING (305)

REGIONAL – 2015

Multiple Choice:

Multiple Choice (50 @ 10 points each) _____ (500 points)

TOTAL POINTS _____ (*500 points*)

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.

Multiple Choice. Answer the following questions on the Scantron form provided. Write your contestant name along with your contestant number on the Scantron form.

If you finish before the end of the 60 minutes testing, notify the proctor. Time may be a factor in determining the winner in the event of a tie.

1. Which of the following is a good practice after completing a troubleshooting call at someone's office?
 - a. Follow up with a call within a couple of days to make sure everything is going well with the fixed computer.
 - b. Make copies of any passwords you used at the site for future reference.
 - c. Document any particularly important people you met for future reference.
 - d. Using the computer you just fixed, e-mail them a bill for the work performed.

2. Which of the following is a proper name for a stick of RAM?
 - a. CRIMM
 - b. DIMM
 - c. BGA
 - d. LGA

3. What do you plug into a three-row, 15-pin port?
 - a. Joystick
 - b. Keyboard
 - c. Monitor
 - d. Mouse

4. Which feature of Windows 7 enables you to link folders and view their contents together?
 - a. Favorites
 - b. Shortcuts
 - c. Libraries
 - d. Windows Explorer

5. What is the minimum CAT level cable required for a 100 BaseT network?
 - a. CAT 1
 - b. CAT 5
 - c. CAT 5e
 - d. CAT 6

6. A typical CAT 6 cable uses which connector?
 - a. RJ-11
 - b. RJ-45
 - c. Plenum
 - d. PVC

7. Internet Explorer, Mozilla Firefox, and Google Chrome are all examples of what?
 - a. Web servers
 - b. DNS
 - c. Web browsers
 - d. IP addresses

8. Which feature enables a single-core CPU to function like two CPUs?
 - a. Hyper-Threading
 - b. SpeedStep
 - c. Virtualization
 - d. x64

9. What is the best way to determine the total capacity and specific type of RAM your system can handle?
 - a. Check the motherboard manual
 - b. Open the case and inspect the RAM
 - c. Check the Device Manager
 - d. Check the System Utility in the Control Panel

10. Lucy installs a second stick of DDR2 RAM into her Core 2 Duo system, bringing the total system memory up to 2 GB. Within a short period of time, though, she begins experiencing Blue Screens of Death. What could the problem be?
 - a. She installed faulty RAM
 - b. The motherboard could only handle 1 GB of RAM
 - c. The motherboard needed dual-channel RAM
 - d. She picked the wrong RAM settings in BIOS

11. Which of the following form factors dominates the PC industry?
 - a. AT
 - b. ATX
 - c. ITX
 - d. BTX

12. What voltages does an ATX 12V P1 connector provide for a motherboard?
 - a. 3.3 V, 5 V
 - b. 3.3 V, 12 V
 - c. 5 V, 12 V
 - d. 3.3 V, 5 V, 12 V

13. How many pins does a SATA power connector have?
 - a. 6
 - b. 9
 - c. 12
 - d. 15

14. How many PATA hard drives can you have on a system with two PATA hard drive controllers?
 - a. 1
 - b. 2
 - c. 3
 - d. 4

15. What is the maximum number of SATA drives you can have on a system?
 - a. One master, one slave
 - b. Two, with no master/slave distinction
 - c. Eight
 - d. There is no maximum other than the limitations of your motherboard

16. Jessica wishes to check her hard drive for errors. What tool should she use?
 - a. FDISK
 - b. Format
 - c. Disk Management
 - d. Error-checking

17. To make your files unreadable by others, what should you use?
 - a. Clustering
 - b. Compression
 - c. Disk quotas
 - d. Encryption

18. What type of device must be installed on your system so you can access data on a flash memory card?
 - a. Scanner
 - b. Card reader
 - c. Floppy drive
 - d. Zip drive

19. You can save a copy of a CD or DVD as what type of file?
 - a. ISO
 - b. ISO-9660
 - c. INF
 - d. CDDA

20. You can upgrade directly to Windows 7 from which of these operating systems?
 - a. Windows 2000
 - b. Windows XP
 - c. Windows Vista
 - d. All of the above

21. Which term describes a combination of many updates and fixes?
 - a. Hot fix
 - b. Hot pack
 - c. Service pack
 - d. Service release

22. Which of the following statements about booting in Windows 7 is true?
 - a. BIOS does not use bootmgr
 - b. UEFI looks for MBR, which finds the boot code that launches bootmgr
 - c. BIOS looks for MBR, which finds the boot code that launches bootmgr
 - d. UEFI does not use bootmgr

23. Matt wants to monitor a PC that has been having performance issues overnight. He needs something that will record the data while he's away from the computer. Which tool should he use?
- Performance Logs and Alerts
 - Task Manager
 - System Monitor
 - Registry
24. What feature in Windows 7 opens a consent prompt for standard users to enter administrator credentials to accomplish various tasks reserved for the latter group?
- User Access Command
 - User Access Control
 - User Account Command
 - User Account Control
25. What tool enables you to correct a corrupted Windows operation system by reverting your computer to a previous state?
- Windows Restore
 - Restore State Manager
 - Time Machine
 - System Restore
26. If you install a driver on your system and it causes problems, which tool can you use to roll back to a previous driver?
- Driver Manager
 - msconfig
 - Device Manager
 - System Info
27. What types of characters are the asterisk (*) and the question mark (??)?
- Wildcards
 - Optionals
 - Designators
 - Switches
28. To learn the syntax of the dir command, what can you type?
- help dir
 - dir /?
 - dir /help
 - Both A and B
29. What is the command to quit the command-line interface?
- exit
 - bye
 - quit
 - stop

30. Which utility is useful in identifying a program that is hogging the processor?
- Task Manager
 - Device Manager
 - System Monitor
 - System Information
31. Ralph suspects a bad RAM stick is causing Windows to fail to boot. What default Windows tool can he use to check the RAM?
- MEMMAKER
 - Memtest86+
 - Windows RAM Diagnostics Tool
 - Windows Memory Diagnostics Tool
32. Which feature in Windows 7 enables you to right-click a file or folder and restore previous versions of the file or folder?
- Reversion
 - System Protection
 - System Revert
 - Undelete
33. Which port type offers the faster transfer speed?
- IEEE1394a
 - SuperSpeed USB
 - Full-Speed USB
 - Hi-Speed USB
34. What is the processor on a video card called?
- CPU
 - GPU
 - GDDR
 - MPU
35. What Microsoft API supports 3-D graphics?
- Active Desktop
 - DirectX
 - Glide
 - OpenGL
36. Mike's Window 7 system can't connect to the Internet. You figure out that it's a DHCP problem. What program should you run to get him a new DHCP lease?
- ipconfig
 - ifconfig
 - config
 - dhcp / review

37. What small device enables you to test a NIC's circuitry?
- Loopback plug
 - Port tester
 - Multimeter
 - Integrated network and logic probe
38. What is a common symptom of a bad network cable?
- Rapidly blinking link lights
 - No link lights
 - Solid on link lights
 - Steady blinking link lights
39. What determines the name of a wireless network?
- EAP
 - MAC address
 - SSID
 - WAP
40. Andy has installed a wireless network in his house, placing the wireless access point in the kitchen, a centralized location. The Wi-Fi works fine in the living room and dining room but goes out almost completely in the bedroom. What's most likely the problem?
- Interference with some metal object
 - Improper antenna setup
 - Use of the default SSID
 - The SSID overlapping with a neighbor's SSID
41. What port does POP3 use?
- 22
 - 110
 - 42
 - 256
42. Which protocol can you use to send e-mail?
- IMAP4
 - POP3
 - PPP
 - SMTP
43. How many speakers are in a Dolby Digital 5.1 setup?
- Five speakers plus a subwoofer
 - Six speakers plus a subwoofer
 - Seven speakers plus a subwoofer
 - Eight speakers plus a subwoofer

44. Which type of display responds to the difference in electrical potential between you and the screen?
- Capacitive
 - LCD
 - IPS
 - Resistive
45. A client calls and is upset that he's misplaced his iPad. The mobile device has literally thousands of client records, including business addresses, e-mail addresses, phone numbers, and in some cases, credit card information. What should he do first?
- There's nothing he can do.
 - He should call his ISP and have them track his iPad.
 - He should access his iCloud account and reset his iPad to erase all personal data.
 - He should purchase another iPad and sync with his iTunes account. This automatically erases the information on the old tablet.
46. What printing process uses heat-sensitive plastic films embedded with various color dyes?
- Dye-sublimation
 - Inkjet
 - Ink-dispersion
 - Dye-dispersion
47. What is the process of using or manipulating people to gain access to network resources?
- Cracking
 - Hacking
 - Network engineering
 - Social engineering
48. Upgrading which component of a host machine would most likely enable you to run more virtual machines simultaneously?
- CPU
 - Hard drive
 - RAM
 - Windows
49. What do you make when you save a copy of a VM?
- A replacement
 - Save
 - Snapshot
 - Zip
50. When a virtual machine is not running, how is it stored?
- Firmware
 - RAM drive
 - Optical disc
 - Files