Contestant Number:

 Time:

 Rank:

**PC SERVICING &**

**TROUBLESHOOTING**

**(305)**

REGIONAL – 2016

***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.

**Identify the letter of the choice that best completes the statement or answers the question. Mark A if the statement is true. Mark B if the statement is false.**



1. Identify the port in the above figure.
2. HDMI port
3. Firewire port
4. VGA port
5. Parallel port



1. Identify the port in the above figure.
2. HDMI port
3. DVI port
4. Serial port
5. Ethernet port



1. Identify the port in the above figure.
2. Serial port
3. VGA port
4. DVI port
5. HDMI port



1. Identify the ports in the above figure.
2. VGA ports
3. USB ports
4. HDMI ports
5. Firewire ports
6. How many devices can be connected to a wide SCSI?
	1. 7
	2. 8
	3. 10
	4. 15
7. What term is used to describe a device that can be connected and the drivers installed without restarting the computer?
	1. Hot-swappable
	2. Cold-swappable
	3. Legacy
	4. Native
8. A single USB port in a computer can support up to separate devices with the use of multiple USB hubs.
	1. 63
	2. 127
	3. 15
	4. 7
9. What is another name for FireWire?
	1. i.Link
	2. 1284 cable
	3. Thunderbolt
	4. Alt-4
10. What is the temporary storage for data and programs that are being accessed by the CPU?
	1. ROM
	2. SRAM
	3. RAM
	4. PROM
11. What type of method is used by RAID to write data across multiple drives?
	1. Mirroring
	2. Parity
	3. Striping
	4. Segmentation
12. What is the maximum length of a parallel cable before data integrity is compromised?
	1. 15 feet
	2. 50 feet
	3. 100 feet
	4. 100 meters
13. What is a fact sheet that summarizes information about material identification, including hazardous ingredients that can affect personal health, fire hazards, and first-aid requirements?
	1. MSDS
	2. OSHA
	3. IEEE
	4. CDC
14. What is used to test the integrity of circuits and the quality of electricity in computer components?
	1. Loopback adapter
	2. Tone and probe set
	3. Digital multimeter
	4. Cable tester
15. What tool checks the integrity of files and folders on a hard drive by scanning the file storage system and may also check disk surfaces for physical errors?
	1. Fdisk
	2. MMC
	3. Format
	4. Scandisk
16. What type of power connection is used with a CD-ROM and a traditional hard drive?
	1. Berg
	2. 20-pin
	3. 4-ping
	4. Molex
17. What type of power connection is used with a floppy drive?
	1. Molex
	2. Berg
	3. 4-pin
	4. 20-pin
18. When booting a computer, what performs a check on all of the internal components?
	1. BIOS
	2. NTLoader
	3. Kernel
	4. Device manager
19. What is meant when the computer is capable of operating multiple applications at the same time?
	1. Multi-user
	2. Multi-processing
	3. Multi-tasking
	4. Multi-threading
20. What contains information about application, users, hardware, network settings, and file types?
	1. Device Manager
	2. Kernel
	3. MMC
	4. Registry
21. Which of the following Operating Systems is considered to be a totally open source?
	1. Windows Vista
	2. Linux
	3. Mac OS
	4. Unix
22. What is a detailed inventory of hardware that has been tested and is known to work with the operating system?
	1. HCL
	2. ACL
	3. MMC
	4. Device Manager
23. How many partitions can you have on a hard drive?
	1. 2
	2. 4
	3. 8
	4. 16
24. How many extended partitions can you have on a hard drive?
	1. 1
	2. 2
	3. 4
	4. 8
25. What is the smallest unit of space used for storing data?
	1. Sector
	2. Cluster
	3. Track
	4. Cylinder
26. What is the name for one complete circle of data on one side of a hard drive platter?
	1. Sector
	2. Cylinder
	3. Track
	4. Cluster
27. Bluetooth is an example of what type of network?
	1. MAN
	2. WAN
	3. LAN
	4. PAN
28. A walkie-talkie is an example of:
29. Half duplex transmission
30. Full duplex transmission
31. Simplex transmission
32. All of the above
33. A cell phone is an example of:
34. Half-duplex transmission
35. Full-duplex transmission
36. Simplex transmission
37. None of the above
38. How many bits are in an IPv6 address?
39. 32
40. 64
41. 128
42. 256
43. What type of IPv4 addresses *cannot* be routed over the Internet?
44. Public
45. Class A
46. Class D
47. Private
48. Which operating system uses the HFS+ file system?
49. Windows 8
50. Windows Vista
51. Apple IOS
52. Unix
53. Which files system attribute is set when a file is ready to be backed up?
54. S
55. A
56. R
57. H
58. What is used to interface the user with the kernel?
59. Application
60. Process
61. Command Interpreter
62. Shell
63. What is the name given to an instance of a computer program being executed?
64. Process
65. Procedure
66. Task
67. Application
68. Convert hexadecimal 81 to decimal.
69. 129
70. 8A
71. 131
72. 8B
73. Convert 107 to hexadecimal.
74. 67
75. 6B
76. 6A
77. A7
78. Convert 3MB to Kb.
79. 3000 Kb
80. 3072 Kb
81. 24576 Kb
82. None of the above
83. For a program to be executed, it must be in the \_\_\_\_\_\_\_\_.
84. Main Memory
85. Secondary Memory
86. Process Manager
87. Protection Manager
88. A customer lives in a remote area deep in a valley and cannot afford broadband. What is the best solution?
89. Dial-up
90. Cable
91. Satellite
92. DSL
93. Your employer wants all remote connections to use only secure tunnels for data communications. Which encryption method is used to secure data as it travels across the public Internet as if it were traveling across a private LAN?
	1. MD5
	2. VPN
	3. WEP
	4. WPA
94. What types of addresses are used to identify I/O ports?
	1. Binary
	2. IP
	3. Hexadecimal
	4. MAC
95. How many pin connectors are found in a narrow SCSI cable?
96. 25
97. 50
98. 68
99. 80
100. Which of the following is controlled by the Northbridge?
101. I/O ports
102. USB ports
103. Video Card
104. Hard drive
105. Which of the following is *not* controlled by the Southbridge?
106. RAM
107. Sound card
108. USB ports
109. Hard drive
110. Solid state drives (SSD) contain no moving parts.
111. True
112. False
113. Which of the following is *not* a function of an operating system?
114. Control hardware access
115. Manage files and folders
116. Provide cache for the processor
117. Manage applications
118. Which registry contains information relating to all active devices on a system?
119. HKEY\_Classes\_Root
120. HKEY\_Current\_User
121. HKEY\_Users
122. HKEY\_Current\_Config
123. What does a DLL file consists of?
124. Program code that can be used by different programs to perform common functions
125. Program code that can be used by a specific program to perform specialized functions
126. File format used only by a Linux operating system
127. File extension used by legacy drivers
128. What file does Windows 7 use to configure a dual boot system?
129. BootINI
130. BootMGR
131. BootLoader
132. Master boot record
133. Windows naming convention allows how many letters to be used in a file name?
134. 128
135. 255
136. 256
137. 512