

## Computer Problem Solving

1. The computing phrase " \_\_\_\_\_ " is used to refer to the act of interrupting the bus lines to signal an interrupt.
  - A. direct memory access channeling
  - B. POST
  - C. interrupt request
  - D. SysRq
2. When first powered on, the computer completes a self-test known as the:
  - A. IRQ
  - B. SysRq
  - C. POST
  - D. DMA
3. The "brain" of the computer, the \_\_\_\_\_, does the computing and calculating.
  - A. expansion slots
  - B. hard drive
  - C. RAM
  - D. CPU
4. You have installed a device recently that is stopping your windows from starting up. You fail to startup the system in spite of using the last know good configuration option. Trying various options you are able to access the system partition from the command prompt mode. Which of the following will you use to stop that problematic device from loading?
  - A. Diagnostic Tool
  - B. System File Checker
  - C. Device Checker
  - D. Automatic Skip Driver
5. You are unable to download the desired software from the Internet and suspect your network connection. Which of the following will help you to ascertain the problem?
  - A. Replace the network cable with a new one.
  - B. Check the power cord.
  - C. Reboot the system.
  - D. Check the NIC card for link light activity.
6. Which one of the following is used to terminate a SCSI system?
  - A. capacitor
  - B. transistor
  - C. chip
  - D. resistor

7. You switch on your PC and get no display. You are sure the monitor is ok. Which order would you follow for troubleshooting this problem?
- A. Check PC supply voltages, replace video card, replace CPU.
  - B. Check that everything is plugged in, replace system board.
  - C. Replace the video card, replace the monitor, replace the power supply, replace the system board, try a different monitor.
  - D. Check that PC and monitor are plugged in, check that monitor brightness is turned up, check that PC fan is running.
8. Your server room has become warm all of a sudden. Which of the following must you check?
- A. UPS
  - B. Air conditioning
  - C. Power supply fans
  - D. CPU fan
9. The process of \_\_\_\_\_ optimizes the contents of mass storage devices.
- A. fragmentation
  - B. interrupting
  - C. paging
  - D. defragmentation
10. \_\_\_\_\_ is a command on computers running DOS, OS/2 and Microsoft Windows that displays the file system integrity status and can fix logical file system errors.
- A. cd
  - B. Rmdir
  - C. Chkdsk
  - D. Fsck
11. A parity error usually indicates a problem with which of the following?
- A. Hard Drive
  - B. Memory
  - C. Hard Drive Controller
  - D. I/O Controller
12. A 17xx POST error code indicates a problem with:
- A. CMOS
  - B. DMA Controller
  - C. Hard Drive or Controller
  - D. ROM BIOS
13. When attaching a USB device that has been certified for the version of Windows:

- A. it should be set up automatically by the operating system
- B. certified devices no longer require USB connectivity
- C. install the drivers before connecting the device
- D. you will need to have the drivers ready to install

14. What command line tool provides the same information as the Microsoft System Information Tool?

- A. SYSINFO.EXE
- B. HWINFO.EXE
- C. WINFO.EXE
- D. MSINFO.EXE

15. Which of the following keys when pressed will ensure that file is permanently deleted from your computer without being stored in the Recycle bin?

- A. ALT
- B. SHIFT
- C. DEL
- D. CTRL

16. A \_\_\_\_\_ is a laptop accessory that contains multiple ports, expansion slots, and bays for fixed or removable drives.

- A. docking station
- B. control rod
- C. panel emulator
- D. port

17. The most common network interface card problems are interrupt conflict setting, these are usually caused by other adapter cards using the same IRQ. What other type of card conflicts most with NICs?

- A. Sound
- B. Modem
- C. SCSI
- D. Video

18. Which of the following is a file name extension for packages created on Windows platform for deployment?

- A. .pff
- B. .ins
- C. .msi
- D. .ifn

19. What should you do to check a battery of a laptop if the battery does not power the laptop or hold a charge?

- A. Charge the battery for 15 to 20 minutes, unplug the AC adapter, and press the Power button.

- B. Unplug the AC adapter while the laptop is running.
  - C. Plug the AC adapter and check the battery meter.
  - D. Open the battery and check each cell individually.
20. A client computer is sensitive to fluorescent light and refuses to boot when this light is on. What do you suspect?
- A. The NIC has failed
  - B. The voltage drops when the lights are on
  - C. The employee's password expires during evening hours
  - D. The cable is routed adjacent to the light
21. A customer has complained that during a certain time of day, a user's client PC cannot connect to or log in to the server. No one else seems to be experiencing difficulty. What is the first step in troubleshooting the problem?
- A. Examine the back-up logs
  - B. Examine the user's PC
  - C. Examine network server for network problems
  - D. Run an anti-virus scan on the PC
22. You have shifted your Windows machine using an optical mouse to a new glass top table. Now the mouse stops responding, but you do not see any related error messages either during boot up or in the device manager. What is the likely cause for the problem?
- A. You have plugged in the USB receiver into the serial port.
  - B. You need a mouse pad.
  - C. The batteries are dead.
  - D. You must download the drivers from the manufacturer's web site.
23. Which of the following is used to terminate a SCSI system?
- A. Chip
  - B. Transistor
  - C. Resistor
  - D. Capacitor
24. In a Boot.ini file the term multi refers to which of the following type of devices?
- A. RAID
  - B. SCSI
  - C. IDE
  - D. Zip drive
25. If it is turned on and falls from a short distance, what component needs to be immediately checked for damage?
- A. hard disk drive

- B. graphics card
- C. optical drive
- D. RAM

26. Your computer has one SCSI hard drive and one IDE/ATA hard drive. Which of the following is the default boot hard drive?

- A. Always IDE
- B. SCSI, but IDE can be made the default boot drive
- C. Always SCSI
- D. IDE, but SCSI can be made the default boot drive

27. Louise is inventorying a number of thermal printers stored by her company. She notices that they don't all use the same method of printing. Some burn dots into a special paper while others use a ribbon containing a wax-based ink. Louise recalls the latter method is called

- A. heated wax transfer printing.
- B. thermal ribbon transfer printing.
- C. hot wax transfer printing.
- D. thermal wax transfer printing.

28. What is the best solution to the problem of having a bi-directional driver and printer, but a uni-directional cable?

- A. Disable bi-directional printing in the printer itself
- B. Disable bi-directional printing in the CMOS
- C. Get a bi-directional cable and install it
- D. Disable bi-directional printing in the printer setup

29. The best way to clean a printer is using:

- A. compressed air
- B. blower
- C. water
- D. vacuum

30. Which of the following is not true regarding e-mail?

- A. E-mail takes less time to deliver than regular postal e-mail
- B. E-mail can be assigned a priority just like postal mail
- C. E-mail must maintain a connection to the destination computer while the message is being sent
- D. The messages can be stored temporarily on many different computers over the course of their journey

31. \_\_\_\_\_ is a device that analyzes a real-world object or environment to collect data on its shape and possibly its appearance.

- A. Thermal printer

- B. Non-contact printer
- C. Optical drive
- D. 3D scanner

32. The basic problem with \_\_\_\_\_ inks is the conflicting requirements for a coloring agent that will stay on the surface vs. rapid dispersment of the carrier fluid.

- A. laser
- B. xerographic
- C. thermal
- D. inkjet

33. Some printers require \_\_\_\_\_ to properly align the print device to the paper.

- A. firmware updates
- B. cleaning
- C. new ink
- D. calibration

34. While combining SCSI hard drive, CD-ROM drive and tape drive to assemble a new computer. What factors should you keep in mind while choosing the SCSI IDs for these components?

- A. The hard drive should get the highest ID
- B. The tape drive should get the lowest ID
- C. The CD-ROM drive should get the lowest ID
- D. The hard drive should get the lowest ID

35. You type a valid executable file that you know is on your PC, but get the error message, "Bad command or file name". What is wrong?

- A. The file is in a directory not specified by the path statement
- B. sys has been accidentally deleted
- C. System files are corrupt
- D. You typed an internal command used by a different DOS version

36. Which of the followings is true about Hyper Threading?

- A. 2 physical processors act as one processor
- B. 2 logical processors act as one processor
- C. Increase number of instruction
- D. Increase clock cycle

37. A customer calls and says his computer will not boot. You have determined that no sounds are coming from the system and none of the lights are on. What should you take to the site to fix the problem?

- A. Power Supply
- B. Video Card

- C. CPU
- D. Modem

38. You are using your computer on a single disk drive. You have purchased another new hard disk and added it to your computer. After this addition, the computer is having a problem while booting. What is the most likely cause?

- A. You need to re-load the operating system when you add a second hard disk.
- B. Check the Master/Slave jumper settings on the newly purchased hard disk. Wrong jumper setting may be causing the problem.
- C. Check whether the BIOS supports a second hard disk. Upgrade if required.
- D. The second hard disk is faulty.

39. When you double click on a short cut that appears on the Windows Desktop why does the application not run?

- A. The program file for that shortcut is corrupt or deleted.
- B. The short cut has a different icon from the default.
- C. The shortcut file is corrupt and needs to be replaced.
- D. Desktop shortcuts cannot be used in this way.

40. What device must be installed on a computer to provide it with a physical and electrical connection to a network?

- A. Gateway
- B. NIC
- C. Router
- D. BNC connector

41. A customer calls and says his computer will not boot. You have determined that no sounds are coming from the system and none of the lights are on. What should you take to the site to fix the problem?

- A. Video Card
- B. Modem
- C. CPU
- D. Power Supply

42. The customer is complaining that the program applications being displayed on the screen are missing lines, details and other graphics. How should you change the setting?

- A. Increase hardware graphics acceleration.
- B. Decrease the vertical display settings on the monitor.
- C. Increase the horizontal setting on the monitor.
- D. Reduce hard ware graphics acceleration.

43. What is used to resolve a name such as such as cnn.com to an IP address?

- A. Domain Name Service
- B. Domain Resolving Protocol
- C. Domain Name Resolution System
- D. Domain Resolution Service

44. Your laser printer is on, you hear the fan running, but it won't print. What is the first thing you should check?

- A. that the printer is online
- B. that the printer is not jammed
- C. that all the cables are connected securely
- D. that the correct print driver is installed

45. Before upgrading your operating system, you should first:

- A. remove TSRs
- B. run chkdsk
- C. backup your hard drive
- D. run scandisk

46. What is the minimum recommended amount of memory required to load Microsoft Vista Home Premium?

- A. 512K
- B. 4 GB
- C. 1 GB
- D. 256K

47. Which one of the following operating systems does not share roots in UNIX?

- A. BSD
- B. Windows
- C. Android
- D. iOS

48. If you are running a version of the Windows' operating system without a graphical user interface, what command would best allow you to install updates?

- A. Yum update
- B. Sconfig
- C. Wupdate -x
- D. Clupdate

49. The syntax for using Windows PowerShell to download a file using the webClient class is:

- A. `$wc.DownloadFile($source, $destination)`
- B. `$new.Download1File($source, $destination)`
- C. `$wc.DownloadFile($destination, $source)`

D. \$www.DownloadFileA(\$source, \$destination)

50. To unhide files from the command line in Windows use the \_\_\_\_ command.

- A. Chkdsk
- B. Attrib
- C. Cd
- D. Uh

51. Plug and Play means that:

- A. Windows recognizes and installs new devices
- B. Solitaire is available when the machine starts.
- C. The computer can be plugged in and run.
- D. When a CD is placed in the CD drive, it plays automatically

52. Sandy has just installed a new printer on a PC in his home office and now wants to share it in a workgroup with his other home lab computers. To do this in Windows XP, Sandy clicks Start, Control Panel, and Printers and Faxes. He right-clicks on the printer and selects what?

- A. services
- B. properties
- C. details
- D. sharing

53. You have just finished installing a hardware device on your computer's lone serial port. The computer also connects to the Internet using a modem that is installed on the computer. After restarting the computer, the recently installed device is not working. What could be the reason and how to troubleshoot this problem?

- A. There is a MAC address conflict. Restore factory settings.
- B. Registry is not properly updated. Restart the computer one more time.
- C. There is an IP address conflict. Reconfigure.
- D. There is an IRQ conflict. Reconfigure.

54. Your network is not functioning properly and you suspect that there could be a short in the cable connection. Which simple diagnostic tool will you use in this case?

- A. Time domain reflectometers
- B. Digital voltmeters
- C. Oscilloscopes
- D. Protocol analyzers

55. What is the proper conventional naming scheme for accessing network printer?

- A. \systemname\printername
- B. \\systemname\printername
- C. \\printername\systemname

D. \printername\\systemname

56. The process that verifies that your login and password are correct.

- A. Access control
- B. Authentication
- C. ACL
- D. Verification

57. To perform IP spoofing, what must be modified?

- A. Packet payload
- B. Packet trailer
- C. Packet header
- D. Packet destination

58. Which is a difference between a Search Engine and a Directory?

- A. Search engines are free while Directories charge money for their services
- B. Search engines have a search box while directories are not searchable
- C. Most search engines use spiders while directories do not
- D. A webmaster can submit their resource to a search engine, but not to a directory

59. The \_\_\_\_\_ utility tests for basic network connectivity.

- A. IFCONFIG
- B. GROUPER
- C. PING
- D. IPCONFIG

60. You want to assign a static Internet Protocol (IP) address to a Windows XP client computer that is configured to use a dynamic IP address. Which tool should you use?

- A. NETSH.EXE
- B. NETDIAG.EXE
- C. Network properties
- D. IPCONFIG.EXE

61. The common 4:3 resolution found in notebook monitors that has an addressable pixel resolution of 1024 X 768 and a viewable area of 12.1 to 15 inches is known as which of the following:

- A. SXGA
- B. XGA
- C. WXGA
- D. UXGA

62. Telecommunications providers are responsible for all equipment up to the \_\_\_\_\_ of an organization.

- A. NIC

- B. DMARC
- C. DSLAM
- D. Modem

63. Which of the following terms refers to the snapshot of the system state that is used during a system restore?

- A. Registry backup
- B. System console
- C. Event log
- D. Restore point

64. What is the Windows based GUI utility that provides information on processes that are running on a computer?

- A. System monitor
- B. Task manager
- C. Event viewer
- D. Windows diagnostic

65. NTFS file systems limit the length of the file names to how many characters?

- A. 255
- B. 512
- C. 8
- D. No limit

66. \_\_\_\_\_ is an optical fiber which carries only a single ray of light.

- A. OneRay
- B. Single-mode fiber
- C. LaserClad
- D. Multi-mode fiber

67. For applications near RFI or EMI, \_\_\_\_\_ network cable is recommended.

- A. STP
- B. Bare
- C. UTP
- D. No

68. Which version of Windows has bitlocker (the encryption software) in it?

- A. Windows Vista Enterprise
- B. Windows 7 Professional
- C. Windows 7 Premium
- D. Windows 7 Ultimate

69. What term defines the memory cache on the processor chip?
- A. Primary cache
  - B. Secondary cache
  - C. Level 2 cache
  - D. Rom bios
70. What is the name of the user interface that Microsoft introduced with Windows Vista?
- A. Windows Aero
  - B. Windows Ribbon
  - C. Windows Sidebar
  - D. Windows Desktop
71. What network model is easiest to manage with 100 nodes?
- A. Client/server
  - B. Peer-to-peer
  - C. Sacramento
  - D. NETBEUI
72. When connecting only two or three computers, the \_\_\_\_\_ model is typically the simplest.
- A. domain
  - B. standalone
  - C. peer-to-peer
  - D. client/server
73. Which LCD technology uses the least amount of power from a notebook's battery?
- A. Transmissive
  - B. Reflective
  - C. Passive matrix
  - D. Active matrix
74. What part of a computer should you NEVER attempt to repair?
- A. Keyboard
  - B. Power supply
  - C. Speaker
  - D. Mouse
75. Which of the following terms define spooling?
- A. Looking for the local network printer share
  - B. Cleaning a bubble jet printer head
  - C. The rotation of the platelet before it is struck by the dot matrix head
  - D. Storing data to be printed

76. The use of \_\_\_\_ in WPA addresses is a security improvement over the MAC address authentication.

- A. EAP
- B. SWAP
- C. MAC
- D. SSID

77. Most of the user accounts in your Windows environment will be which type?

- A. Guest
- B. Admin
- C. Power User
- D. User

78. Which wireless technology is used to create a direct connection between two devices?

- A. Radio
- B. Bluetooth
- C. Wi-Fi
- D. WiMax

79. What protocol is used most often in Windows based networks?

- A. IPX/SPX
- B. TCP/IP
- C. Appletalk
- D. NetBeui

80. In Windows XP, ASR replaces what NT and 2000 process?

- A. ERD
- B. ERA
- C. ESD
- D. ERO

81. It is recommended to coordinate the many security functions of a computer network and develop an overall \_\_\_\_ plan.

- A. Section 11
- B. web filtering
- C. Internet
- D. Network security

82. What type of members share a centralized directory database of resources?

- A. Workgroup
- B. Group
- C. Tree
- D. Domain

83. Software that monitors and gathers information without the users knowledge is known as which of the following?

- A. Spyware
- B. Spam
- C. Grayware
- D. Adware

84. Which of the following is an authentication protocol used to encrypt account names and passwords?

- A. Kerberos
- B. Smart card
- C. Public key
- D. Key fob

85. What term defines a computer crime where one person masquerades as someone else?

- A. Sniffing
- B. Clone
- C. Identity theft
- D. Spoofing

86. Which component is NOT part of the Windows Security Center?

- A. Computer Management
- B. Malware protection
- C. Windows Firewall
- D. Automatic Updates

87. You should scan your entire system for malware periodically, usually

- A. every hour.
- B. once a month.
- C. once a day.
- D. once a week.

88. Ergonomically what is the correct height for the monitor to be at?

- A. Top of the monitor even with the shoulders
- B. Middle of the monitor even with eyes
- C. Middle of the monitor even with the nose
- D. Top of the monitor even with the eyes

89. When should you NOT wear a wrist grounding strap?

- A. Adding or replacing RAM
- B. Repairing a motherboard
- C. Replacing an adapter card

D. Repairing a CRT

90. What is the name of the document that contains information about the disposal of potential hazardous materials?

- A. ESD
- B. EFA
- C. OSHA
- D. MSDS

91. Which factors transmit electrostatic discharge (ESD) to the metal-oxide semiconductor (MOS) devices?

- A. proper grounding
- B. humidity less than 50 percent
- C. humidity greater than 50 percent
- D. people

92. The first hard disk in your computer is having one primary partition and one Extended partition. The extended partition is divided into two logical drives D and E. When you install a second hard drive, you create a primary and extended partition. You create one logical drive only and format it. What would be the drive letter assigned to the first logical drive on the extended partition of first hard disk?

- A. G
- B. E
- C. F
- D. D

93. Which utility enables you to reset a computer's network adapter?

- A. Network map
- B. Local area connection
- C. Windows Network Diagnostics
- D. IPCONFIG

94. You want to speed up disk-drive access in DOS by reserving a block of RAM and using it to swap data from the hard disk to RAM. Which of the following allows you to accomplish this?

- A. Virtual Memory
- B. MSCDEX
- C. DriveSpace
- D. SMARTDRV

95. MGET, APPEND, LCL, AND MKDIR are examples of what?

- A. FTP commands
- B. Telnet commands
- C. HTTP remote copy utilities

D. HTML based metafiles

96. You are working at your server and would like to gather TCP/IP statistics. What utility can you use to do this?

- A. Netstat
- B. Ipconfig
- C. Ntstat
- D. Winipcfg

97. An important first step in troubleshooting which component in a laser printer is causing a jam is to:

- A. turn the printer off, then on again
- B. remove the jammed paper
- C. look up error codes
- D. note where in the paper path the paper stops

98. What is the name of the text based command that is used to display the contents of a text file?

- A. Attrib
- B. Dir
- C. Type
- D. Display

99. What is a TSR?

- A. terminate and stay resident program
- B. token steady route
- C. token set ready
- D. take status request

100. Sometimes when an electronic component has gotten wet, it can be revived by :

- A. cooking it in the stove at 500 degrees
- B. soaking it in alcohol
- C. rewetting it
- D. leaving it in a bag of rice for 24 hours

## Answers

- |       |       |        |
|-------|-------|--------|
| 1. C  | 41. D | 81. D  |
| 2. C  | 42. D | 82. D  |
| 3. D  | 43. A | 83. A  |
| 4. D  | 44. A | 84. A  |
| 5. D  | 45. C | 85. C  |
| 6. D  | 46. C | 86. A  |
| 7. D  | 47. B | 87. D  |
| 8. B  | 48. B | 88. D  |
| 9. D  | 49. A | 89. D  |
| 10. C | 50. B | 90. D  |
| 11. B | 51. A | 91. C  |
| 12. C | 52. D | 92. B  |
| 13. A | 53. D | 93. C  |
| 14. B | 54. B | 94. D  |
| 15. B | 55. B | 95. A  |
| 16. A | 56. B | 96. A  |
| 17. A | 57. C | 97. D  |
| 18. C | 58. C | 98. C  |
| 19. A | 59. C | 99. A  |
| 20. D | 60. A | 100. D |
| 21. B | 61. B |        |
| 22. B | 62. B |        |
| 23. C | 63. D |        |
| 24. C | 64. B |        |
| 25. A | 65. A |        |
| 26. D | 66. B |        |
| 27. D | 67. A |        |
| 28. C | 68. D |        |
| 29. D | 69. A |        |
| 30. C | 70. A |        |
| 31. D | 71. A |        |
| 32. D | 72. C |        |
| 33. D | 73. B |        |
| 34. D | 74. B |        |
| 35. A | 75. D |        |
| 36. B | 76. A |        |
| 37. A | 77. D |        |
| 38. B | 78. B |        |
| 39. A | 79. B |        |
| 40. B | 80. A |        |