

A+ for Students – Test Four (20 questions)

(The interactive version of this test is available on the www.aplusforstudents.co.uk web site)

1. You boot an unfamiliar PC and the boot sequence is unfamiliar. You then see a picture of a small fat penguin on the desktop. What operating system is the PC running.

- a. Windows 2000.
- b. XP Home.
- c. Linux.
- d. MACOS X.

Answer: _____

2. A customer uses an Inkjet printer to produce OHP transparencies. At first sight these appear to be OK but if you touch them with a finger end they become smeared and unusable. What is the most probable cause of this.

- a. The printer is low on ink.
- b. The user has used the wrong transparency type.
- c. You can't do this type of printing on an Inkjet.
- d. Wrong printer drivers.

Answer: _____

3. You have to dispose of several empty canned air cans. Do you:

- a. Throw them in the general rubbish container (because air is non-toxic).
- b. Send them to a special disposal facility.
- c. Incinerate them.
- d. Bury them.

Answer: _____

4. An XP system reports 'Missing NTLDR'. You check that the boot drive is physically attached and has power. What do you do next.

- a. Boot to a Recovery Console.
- b. Boot to Safe Mode and choose 'Last known good configuration'.
- c. Boot to a floppy and issue the command FDISK /MBR.
- d. Reinstall XP.

Answer: _____

5. You are looking at a motherboard which has on-board controllers for SATA disks and USB ports and a single PCI Express expansion slot. Is this:

- a. A MicroATX.
- b. A standard ATX.
- c. A MicroBTX.
- d. A NanoBTX.

Answer: _____

6. Which of these operating system utilities is included in a default install of XP but NOT in Windows 2000.

- a. REGEDIT.EXE.
- b. SYSEDIT.EXE.
- c. MSCONFIG.EXE.
- d. CHKDSK.EXE

Answer: _____

7. You are diagnosing a networked laser printer. You have checked that it can print a test page with its own built-in routines and the physical connections to the network appear to be OK. The printer's IP address on the network should be 192.168.2.23. What do you do next.

- a. Reboot the printer.
- b. PING 192.168.2.23.
- c. Start the Windows Add Printer Wizard and see if the operating system can find it.
- d. Any of the above.

Answer: _____

8. An Integrated Services Digital Network allows a user to connect to the Internet over a copper cable at about double the speed of a standard dialup connection. What is the name of the interface device used to connect the PC to the phone system.

- a. A double data rate modem.
- b. A cable modem.
- c. An ISDN modem.
- d. An ISDN Terminal Adapter.

Answer: _____

9. Your company is extending their wired Ethernet network in order to add a couple of PCs which are at the other end of the building. For ease of installation they have decided that the best route for the cabling is through a ventilation duct. What do you recommend.

- a. Use PVC cable.
- b. Find another route for the cable.
- c. Use plenum grade cable.
- d. Don't do it.

Answer: _____

10. A customer is very concerned to learn that their system is infected with a virus. Do you:

- a. Tell the customer that you have seen far worse problems before.
- b. That you appreciate the customer's concerns and will fix the problem immediately.
- c. That computer viruses can't infect humans.
- d. That their own lack of awareness has contributed to the situation.

Answer: _____

11. You are asked to diagnose a PC which boots and works properly for few minutes then locks up. If it is turned off and left for an hour it boots, works properly for a few minutes, then locks up again. Which component would you check first.

- a. Power Supply Unit (PSU).
- b. CPU fan.
- c. RAM.
- d. Case fans(s).

Answer: _____

12. Which standard defines the characteristics of a parallel port.

- a. IEEE 1394.
- b. IEEE 1284.
- c. ANSI 1422.
- d. ANSI 1284.

Answer: _____

13. You have been asked to make some recommendations to implement a PC network in a building where they may be a problem with strong electrical / magnetic fields from adjacent premises. There are also concerns about security. Which cable type would you recommend.

- a. Unshielded Twisted Pair.
- b. Multi-mode fibre.
- c. Single mode fibre.
- d. Shielded Twisted Pair.

Answer: _____

14. Which of these laptop display standards has a 16:10 Aspect Ratio.

- a. XGA
- b. SXGA+
- c. UXGA
- d. WUXGA

Answer: _____

15. You are asked to diagnose a PC which sometimes fails to boot. After two or three attempts at booting, it works and works fine until it is turned off. Next day, it takes three attempts before it boots successfully. Which component would you check first.

- a. Power Supply Unit (PSU).
- b. CPU fan.
- c. RAM.
- d. Case fans(s).

Answer: _____

16. Which of these operating system utilities is included in a default installation of XP Professional but NOT in XP Home.

- a. REGEDT32.EXE.
- b. REGEDIT.EXE.
- c. NTBACKUP.EXE.
- d. TRACERT.EXE.

Answer: _____

17. You have replaced a wireless network card on a PC but are unable to connect to the Wireless Access Point (WAP). You have checked that you are using an IP address that is in the correct range and that you are using the correct SSID. What security measure is the most likely cause of your problems.

- a. SSID broadcast has been disabled on the WAP.
- b. The WAP has implemented MAC address filtering.
- c. Wrong subnet mask.
- d. Invalid User ID.

Answer: _____

18. Which of the following is NOT a function of a laptop mains adapter.

- a. AC / DC conversion.
- b. Voltage reduction.
- c. Surge protection.
- d. None of the above.

Answer: _____

19. Which of the following key combinations provides quick access to the Task Manager in Windows XP.

- a. Ctrl+Shift+Del.
- b. Ctrl+Alt+F10.
- c. Ctrl+Shift+Esc.
- d. None of the above.

Answer: _____

20. You have been asked to prepare a presentation on security for non-technical users of the network. Although you will explain several topics to them, which do you consider to be the most important topic for this group.

- a. File system security.
- b. Physical security.
- c. Social engineering attacks.
- d. Anti-virus policies.

Answer: _____

Answers:

1. C
2. B
3. B
4. B
5. D
6. C
7. D
8. D
9. C
10. B
11. B
12. B
13. B
14. D
15. A
16. C
17. B
18. C
19. C
20. C