

A+ for Students – Test One (20 questions)

1. Which of these operating systems does NOT support more than one CPU.

- a. XP Professional.
- b. XP Home.
- c. Linux.
- d. Windows 2000

Answer: _____

2. You are asked to troubleshoot a PC which displays intermittent boot time failures. You check for viruses and the machine appears to be clean. Which component do you check next.

- a. Hard drive.
- b. Floppy drive.
- c. Power Supply Unit.
- d. RAM.

Answer: _____

3. You have been working on a networked PC and need to check that the user can now access their account. Do you

- a. Ask for the user's password.
- b. Log in as Administrator.
- c. Ask the user to log in while you watch.
- d. Contact the network administrator.

Answer: _____

4. You have removed a PATA Hard Drive from a PC and would like to recycle it by donating it to a local charity. In order to be sure that all data is permanently removed you attach it as slave on a system running XP Home so that you can access its contents. What do you do to securely and permanently erase all its contents.

- a. Format it through the Windows GUI.
- b. Use third party tools which meet formal US Government requirements.
- c. Format from the command line using the /Q switch.
- d. Remove the disk's Partition Table information.

Answer: _____

5. A laptop system appears to boot satisfactorily but the LCD display doesn't display anything. What do you do next.

- a. Attach an external monitor.
- b. Check the settings of the brightness and contrast controls.
- c. Check the output of the power supply for correct voltage.
- d. Remove any Cardbus expansion cards and reboot.

Answer: _____

6. Which of the following commands can be used to check the status of a Network Interface Card (NIC) on a PC which is not connected to a network.

- a. PING.
- b. TRACERT
- c. NET VIEW
- d. STP

Answer: _____

7. You have been asked to remove, clean and reseat all the expansion cards inside a PC. Which of the following are suitable materials for cleaning electrical contacts.

- a. Alcohol.
- b. Distilled water.
- c. Tap water with 2% added detergent.
- d. Wire brush.

Answer: _____

8. You fit a new floppy drive unit on a PC. When you power up the machine and test it, the new drive doesn't work. You notice that the light in the drive is permanently lit. What do you do next.

- a. Look in Device Manager.
- b. Check the power supply to the drive.
- c. Power down and reverse the orientation of the data cable on the drive.
- d. Reboot to safe mode.

Answer: _____

9. Which of these is NOT a part of the Laser Printing Process

- a. Cleaning.
- b. Writing.
- c. Developing.
- d. Stabilising.

Answer: _____

10. What is the default file system for Windows 2000 PCs

- a. FAT 32.
- b. Reiser FS
- c. NTFS
- d. HPFS

Answer: _____

11. A PC is losing track of the time and date when it is switched off at night. Resetting the date and time works, but only until the next reboot from cold. Which component do you suspect as the most likely cause.

- a. System BIOS.
- b. CMOS battery.
- c. RAM.
- d. NIC.

Answer: _____

12. Which of these chips is 64 bit

- a. Pentium 4.
- b. Opteron.
- c. Athlon Palomino
- d. Pentium III

Answer: _____

13. You have been asked to install additional RAM capacity on a laptop system, but on inspection you find that there is no spare RAM slot available. Do you:

- a. Replace the existing RAM module with one with a higher capacity.
- b. Use a Type I Cardbus RAM card.
- c. A and / or B
- d. Tell the customer that it can't be done.

Answer: _____

14. You have been asked to create an Emergency Repair Disk (ERD) for an XP Professional system. How do you do this.

- a. Start the Backup Wizard and choose the MAKE ERD option.
- b. Run the command ERD.EXE from a command line prompt.
- c. Run the REGEDIT command with the 'export' option.
- d. It can't be done - XP does not have an Emergency Repair Disk option.

Answer: _____

15. Which of the following storage media are susceptible to virus infection.

- a. CD R.
- b. USB 'Pen' drives.
- c. Backup tapes.
- d. All of them.

Answer: _____

16. Which of these files is NOT necessary for a SATA based XP system to boot.

- a. BOOT.INI
- b. NTDETECT.COM
- c. NTLDR
- d. NTBOOTDD.SYS

Answer: _____

17. A wrist strap should NOT be used when working on

- a. RAM.
- b. CRT Monitor.
- c. NIC.
- d. Internal modem

Answer: _____

18. An Inkjet printer attached to a Windows 2000 PC produces poor quality output on overhead projector transparencies, though it prints fine on standard photocopy paper. What is the most probable cause of this.

- a. Wrong transparency type.
- b. Inkjets won't print on OHP transparencies.
- c. Wrong device drivers.
- d. None of the above.

Answer: _____

19. You have been unavoidably detained on a repair job and will be late for your next call as a result. Do you

- a. Telephone the customer to explain the situation.
- b. Email the customer to explain the situation.
- c. Finish the job and attend your next call as soon as possible.
- d. Go home.

Answer: _____

20. Which of the following is NOT a network protocol

- a. NetBEUI.
- b. TCP / IP
- c. NWLINK
- d. QUANGLE-19

Answer: _____

Answers:

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