

A+ for Students – Test Three (20 questions)

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

1. You have been asked to recover some user data files from an EIDE disk that has been rescued from an old Windows Millennium PC that no longer works. You install it as a second disk in a Windows 2000 PC and the system recognises it. What do you do next.

- a. Recover the files - that's all there is to it.
- b. Run the CONVERT.EXE utility to convert the file system to NTFS.
- c. Change the user permissions on the newly installed disk, then recover the data.
- d. None of the above - it can't be done.

Answer: _____

2. You have been asked to recommend a laptop system for a Power User who needs to run several applications at once and decide that a dual core 64 bit system will meet his needs. Which of the following laptop CPUs meet this requirement.

- a. Mobile AMD Sempron.
- b. Pentium 4 Mobile.
- c. Intel Centrino.
- d. Intel Core 2.

Answer: _____

3. The calibration process for an Inkjet printer consists of

- a. Checking the accuracy of the colours.
- b. Choosing optimum alignment of the print head.
- c. Checking the paper feed mechanism.
- d. All of the above.

Answer: _____

4. The term 'Fast Ethernet' indicates a speed rating of:

- a. 10 Mbps.
- b. 16 Mbps.
- c. 100 Mbps.
- d. 1000 Mbps.

Answer: _____

5. A user reports that the mouse cursor on his PC does not move smoothly as he moves the mouse across the mat. As a first troubleshooting question do you ask:

- a. To lift the mouse by an inch or so and see if it shines a light on the mat.
- b. To disconnect the mouse.
- c. To reboot the system.
- d. To replace the mouse mat.

Answer: _____

6. You are looking at the back of a fairly old PC and you can identify most of the ports. One of the ports is a D-shaped 25 pin male port. What is it.

- a. Printer port.
- b. Serial port.
- c. SCSI port.
- d. None of the above.

Answer: _____

7. Which of the following is a valid path to the file MYFILE.EXT on a Windows PC.

- a. C:/MYDIRECTORY/MYFILE.EXT
- b. C: MYDIRECTORY\MYFILE.EXT
- c. C:\MYDIRECTORY\MYFILE.EXT
- d. C:\\MYDIRECTORY\MYFILE.EXT

Answer: _____

8. You have been asked to install Windows 2000 on a PC which has no operating system and which does not have BIOS support for booting to CD. You do not currently have access to the Internet. You have access to an old PC running Windows 98. Do you:

- a. Tell the customer that it can't be done.
- b. Flash upgrade the BIOS.
- c. Use the Windows 98 PC to make a set of boot floppies from the Windows 2000 CD.
- d. Recommend a different operating system.

Answer: _____

9. You have been asked to clean the platen and print head of a dot matrix printer. Do you use:

- a. Tap water with 2% added detergent.
- b. A dry brush followed by a soft cloth.
- c. Denatured alcohol.
- d. Canned air.

Answer: _____

10. A 16 Mbps Token Ring network when compared with a 100 Mbps Ethernet network is:

- a. Slower.
- b. Faster.
- c. Cannot be meaningfully compared.
- d. About the same speed.

Answer: _____

11. Which of these would you regard as the strongest password.

- a. PASSWORD.
- b. Fr1day99
- c. DROWSSAP
- d. Dr7E2AzQ

Answer: _____

12. Which of the following will NOT help reduce the likelihood of ESD in the workplace.

- a. Wrist straps.
- b. Spraying the carpet with a 50 / 50 mixture of water and fabric conditioner.
- c. Storing components in anti-static bags.
- d. Adjusting the air conditioning to reduce humidity levels to 20%.

Answer: _____

13. You are in the middle of a troubleshooting dialogue with a customer; your personal phone rings and the display shows that the caller is from your office. Do you:

- a. Apologise and take the call.
- b. Mute the ring tone and continue with the dialogue.
- c. Ask permission, then use the customer's desk phone to call your office.
- d. Any of the above - it depends on the circumstances.

Answer: _____

14. What is the minimum resolution for an SVGA monitor.

- a. 640 * 480 - 16 colours.
- b. 800 * 600 - 16 colours.
- c. 1024 * 768 - 16 colours.
- d. 1024 * 768 - 256 colours.

Answer: _____

15. Which of the following Power Saving modes will allow you to recover all data - including open files - after a power failure.

- a. Standby mode.
- b. Suspend mode.
- c. Hibernation mode.
- d. None of the above - all open files will be lost.

Answer: _____

16. You see a second-hand processor for sale and it is described as a 'Socket 423'. What type of processor is this.

- a. An AMD XP.
- b. A Willamette core P4.
- c. A Pentium Pro.
- d. A Prescott core P4.

Answer: _____

17. In order to prepare an XP installation for disk imaging / cloning you need to use two files from the installation CD. Are these:

- a. SETUP.EXE and INSTALL.EXE
- b. SYSPREP.EXE and SETUPCL.EXE
- c. SYSPREP.EXE and INSTALL.EXE
- d. CLONE.EXE and SETUP.EXE

Answer: _____

18. You start a new job with the ACME corporation and you are issued with a credit card style pass card which requires you to enter a PIN in order to gain access to the server room. This type of card is an example of:

- a. A smart card.
- b. A biometric card.
- c. A key fob.
- d. An EEPROM card.

Answer: _____

19. The most likely cause of eye strain when using a CRT monitor is:

- a. It needs cleaning.
- b. Poor room lighting.
- c. Refresh rate set too low.
- d. The monitor is badly positioned.

Answer: _____

20. Which of the following is NOT available for fitting in a PCI expansion slot.

- a. AMR modem card.
- b. Network Interface Card (NIC).
- c. FireWire Ports.
- d. VGA Graphics Card.

Answer: _____

Answers:

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