

## **A+ for Students – Test Two (20 questions)**

(The interactive version of this test is available on the [www.aplusforstudents.co.uk](http://www.aplusforstudents.co.uk) web site)

1. You run the IPCONFIG command on an XP machine and the IP address is in the form: 169.254.XXX.XXX. The PC has been set to obtain an IP address automatically. What type of IP address does it have.

- a. DHCP allocated.
- b. Static.
- c. APIPA allocated.
- d. Ipv6.

Answer: \_\_\_\_\_

2. You are working on a PC which has four RAM slots on the motherboard. All of the slots are full but on closer inspection two of the modules appear to be different to the others. What is the most likely explanation for this.

- a. The system is using DDR RAM and DDR2 RAM simultaneously.
- b. The system is using EDO RAM in different but compatible packaging.
- c. The system is using Rambus RIMM modules with continuity modules.
- d. The additional modules are ECC purposes.

Answer: \_\_\_\_\_

3. You have been asked to install Windows XP as a replacement for Windows Millennium. The target machine has a 533 MHz PIII processor and 64 MB of RAM. What do you tell the customer.

- a. It can't be done because there is no upgrade path from Me to XP.
- b. It can be done, but additional RAM is strongly recommended.
- c. It can't be done because XP needs a P4 CPU or later.
- d. It can't be done because the minimum processor speed is 650 Mhz.

Answer: \_\_\_\_\_

4. A customer complains that an Inkjet printer is producing very poor quality prints. In order to establish the nature of the problem you ask the customer to demonstrate and the resulting test page has gaps in the printed images and text. What do you do next.

- a. Run the head cleaning utility bundled with the printer driver software.
- b. Replace the ink cartridges.
- c. Update the printer drivers from the manufacturer's web site.
- d. Remove the print head and clean it with denatured alcohol.

Answer: \_\_\_\_\_

5. You have set up a small wireless network using 802.11.x rated equipment. It is working, but you are concerned about security, particularly unauthorised access from nearby offices. Which of these measures will NOT improve your security in this respect.

- a. A software firewall.
- b. Disabling DHCP on the Access Point and using static addressing instead.
- c. Changing the default SSID and disabling broadcast.
- d. Implementing Wired Equivalent Privacy (WEP).

Answer: \_\_\_\_\_

6. A scanner which has previously worked on the parallel port of a PC is attached to a different PC using the same data cable. The scanner will not work although it has power and goes through its start-up sequence without reporting any errors. In order to diagnose this fault what do you do next.

- a. Change the data cable.
- b. Reinstall the drivers from the manufacturer's installation CD.
- c. Visit the manufacturer's web site for new drivers.
- d. Reboot the PC and use the BIOS set-up utility to check the parallel port settings.

Answer: \_\_\_\_\_

7. You remove a RAM module from a motherboard and count the number of individual chips on the circuit board. There are 8 of them. In terms of error correction technologies is this:

- a. ECC RAM.
- b. Parity RAM.
- c. Non-parity RAM.
- d. There's not enough information to tell.

Answer: \_\_\_\_\_

8. What is the purpose of the file PAGEFILE.SYS on a Windows 2000 PC.

- a. It is used to implement Virtual Memory.
- b. It is used to implement Power Saving.
- c. It is left by the Windows installation program and can be deleted to save disk space.
- d. It is one of the files used to hold Registry information.

Answer: \_\_\_\_\_

9. What is the maximum range for a Class 2 Bluetooth device.

- a. 100 Metres.
- b. 10 Metres.
- c. 10 Metres provided you have a line of sight connection.
- d. 1 Metre.

Answer: \_\_\_\_\_

10. You want to be able to run your laptop PC from the cigarette lighter socket in your car. What device do you need.

- a. This cannot be done.
- b. A standard DC adapter that you can buy at a garage.
- c. A proprietary DC adapter for that make and model of laptop.
- d. An AC / DC converter.

Answer: \_\_\_\_\_

11. Although you are not using your PC there is a great deal of disk activity for several minutes. What is the most likely cause.

- a. A failing hard disk.
- b. Wrong virtual memory settings.
- c. A virus attack.
- d. Imminent power failure.

Answer: \_\_\_\_\_

12. In the course of your work on a customer's PC you find material which you find distasteful. Should you:

- a. Delete the offensive material.
- b. Report it to the customer's supervisor.
- c. Report it to your supervisor.
- d. Do nothing - unless it is clearly illegal it is none of your business.

Answer: \_\_\_\_\_

13. Solid State Drives are expensive but are preferable for some purposes because

- a. They are faster in operation.
- b. They are less likely to fail.
- c. They are cooler in operation.
- d. All of the above.

Answer: \_\_\_\_\_

14. You have to dispose of a container of a material that you do not recognise. In order to establish how to deal with it you should consult:

- a. The product label on the container.
- b. The Material Safety Data Sheet (MSDS).
- c. Your local Environmental Health department.
- d. Another technician.

Answer: \_\_\_\_\_

15. Which connector is used for attaching a PC to a Category 3 Ethernet network.

- a. RJ 11.
- b. RJ 45.
- c. RJ 808.
- d. BNC.

Answer: \_\_\_\_\_

16. You have been asked to replace a hard disk on a PC. On opening the case you notice that the connector on the motherboard is coloured blue and that the disk is attached by a 40 line data cable. If you buy and fit an ATA / 133 disk and attach it to the existing cable what is the most likely outcome.

- a. The new disk won't work because it is unsupported by the motherboard connector.
- b. The new disk will work, but at less than full performance.
- c. The new disk won't work because it requires a new cable type.
- d. There's no problem. Once fitted the new disk will work at full speed.

Answer: \_\_\_\_\_

17. Which key combination gives you quick access to the Windows Task Manager on a Windows 2000 PC.

- a. CTRL + SHIFT + ESC.
- b. CTRL + ALT + ESC.
- c. ALT + F8.
- d. ALT + HOME

Answer: \_\_\_\_\_

18. Which operating system is based on BSD UNIX.

- a. NT 4.
- b. Linux.
- c. MACOS X.
- d. XP

Answer: \_\_\_\_\_

19. What is the maximum speed for a dialup Internet connection.

- a. 112 Kbps.
- b. 44 Kbps.
- c. 56 Kbps.
- d. 512 Kbps.

Answer: \_\_\_\_\_

20. You are clearing up the workshop area used to service PCs. Which of the following require special disposal procedures.

- a. Empty canned air cans.
- b. Empty toner containers from a laser printer.
- c. Used thermal paste tubes.
- d. All of them.

Answer: \_\_\_\_\_

Answers:

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