Technology Concepts - 2006 SLC

1)   With DSL you can receive data at 1.5 Gbps.
        A) True
        B) False

2)   CyberNanny is software that provides parental controls of the Internet.
        A) True
        B) False

3)   WRAM is a specialized type of memory for video accelerators.
        A) True
        B) False

4)   The monitor is especially dangerous to repair and should only be opened by trained professionals.
        A) True
        B) False

5)   ERD is the command-line utility used to create a Windows NT Emergency Repair Disk.
        A) True
        B) False

6)   Scanreg backs up the Registry in Windows 98 computers.
        A) True
        B) False

7)   The most important component in the computer is the CPU.
        A) True
        B) False

8)   The first thing you can do to increase the available conventional memory is
        A) Remove DOS.
        B) Rearrange the loading order of the drivers.
        C) Load all device drivers into UMBS.
        D) Add DOS=HIGH to the CONFIG.SYS.

9)   Which driver must be loaded in the CONFIG.SYS to give DOS access to extended memory?
        A) C:DOSHIMEM.SYS
        B) C:DOSEMM386.EXE
        C) C:DOSEXTMEM.SYS
        D) C:DOSUPPMEM.SYS

10)   How do you low-level format an IDE drive?
        A) Run LOWLEVEL.COM.
        B) You don't; it's done at the factory.
        C) Execute FORMAT.COM.
        D) Enter the DEBUG.EXE program and enter g=c800:5 at the – prompt.

11)   Which of the following is not a feature of disk drives?
        A) Rotating disks are coated with a special substance sensitive to magnetism.
        B) The unpolarized areas indicate a 0.
        C) As the disk rotates the particles of the substance become polarized or magnetized, indicating a 1.
        D) These disk systems store data in linear format and store data in sequential access.

12)   All of the following are means of disk organization except
        A) Heads
        B) Sectors
        C) Cylinders
        D) Tracks

13)   COM 1 shares an IRQ with which other COM port?
        A) COM 4
        B) COM 1

C) COM 3
D) COM 2

14) What are the two major types of mice in use today?
A) Opto-mechanical
B) Capacitive
C) Resistive
D) Brown

15) Which type of signal degrades the most over longer distances?
A) Serial
B) Parallel
C) Analog
D) Digital

16) Which LCD matrix screen works in a manner similar to an LCD watch?
A) Parallel matrix
B) Serial matrix
C) Active matrix
D) Passive matrix

17) Any printer that uses the electro photographic process contains how many standard assemblies?
A) Four
B) Eight
C) Five
D) Six

18) Which type(s) of printers can be used with multipart forms?
A) EP process laser printers
B) Bubble-jet
C) Dot-matrix printers
D) HP process laser printers

19) Which connectivity device transmits packets the fastest?
A) Bridge
B) Gateway
C) Brouter
D) Router

20) Which OSI layer signals "all clear" by making sure the data frames are error-free?
A) Protocols
B) Transport layer
C) Session layer
D) Application layer

21) The _____ layer is responsible for logical addressing.
A) Transport
B) Network
C) Data Link
D) Physical

22) _____ is the type of media access method used by NICs that listen to or "sense" the cable to check for traffic and send only when they hear that no one else is transmitting.
A) Demand priority
B) CSMA/CA
C) CSMA/CD
D) Token passing

23) Which access method asks the other workstations for permission to transmit before transmitting?
A) Token passing
B) Demand priority
C) CSMA/CD

D) CSMA/CA

24) _____ uses a thin baseband coaxial cable, bus topology, transmits at 10Mbps, with a distance up to 185 meters.
A) Ethernet 10Base5
B) Token Ring
C) Ethernet 10BaseT
D) Ethernet 10Base2

25) What devices transfer packets across multiple networks and use tables to store network addresses to determine the best destination?
A) Routers
B) Gateways
C) Brouters
D) Bridges

26) Before you install a new device in a functioning computer, you should
A) determine the computer's available resources.
B) disassemble the computer.
C) install DOS.
D) install MSD.

27) All of the following are key sequences to access the BIOS except
A) press the F5 key.
B) ctrl+shift+esc.
C) press the Del key.
D) shift + F1.

28) A "201" error at system startup means what?
A) Bad floppy drive
B) Bad memory
C) Bad hard disk system
D) Bad system board

29) Which Windows error is caused by an application being "greedy" and taking memory away from other programs?
A) General System Error
B) Memory Protection Fault
C) System Fault
D) General Protection Fault

30) A 2GB FAT32 partition will have a cluster size of _____KB?
A) 4
B) 16
C) 64
D) 32

31) A computer is experiencing random reboots and "phantom" problems that disappear after reboot. What should you do?
A) Open the cover and reseat all cards and chips.
B) Replace the power supply
C) Boot "clean"
D) Replace the motherboard

32) A company that hires you to do service for them has just purchased a new laser printer. After two months and 3,000 copies, "ghosts" of previous pages appear on the printout. What action will solve the problem?
A) Replace the fuser
B) Replace the transfer corona assembly
C) Replace the toner cartridge
D) Clean the transfer corona assembly

33) A user is getting a "301 error" when they turn on the computer. What is a possible cause?
A) A virus on the boot sector of the hard disk
B) User error

C) A book lying on the keyboard during system start-up
D) Dust and dirt on the power supply fan

34) You install a newly purchased sound card into your computer, but upon rebooting you find that the new device is not recognized by the system. Moreover, your modem, which has always worked perfectly, has stopped functioning. What is probably the problem?
A) The sound card and modem are using the same slot on the motherboard.
B) The sound card is using the same IRQ as the modem.
C) The drivers for the sound card need to be updated.
D) The modem is 16-bit and the sound card is 32-bit, meaning that they cannot both be used in the same system.

35) What was the first 32-bit preemptive multitasking system?
A) Windows 3
B) Windows 1
C) Windows 95
D) Windows 2

36) There are three types of mouse clicks in Windows. What are they?
A) Double-click, right-left click, and primary click
B) Primary click, left-right click, ad triple-click
C) Primary click, triple-click, and right-left click
D) Secondary click, primary click, and double-click

37) What tool is used to check a machine for hard drive errors?
A) SCANDISK
B) Disk Cleanup
C) System Monitor
D) Disk Fragmenter

38) Icons consist of which elements?
A) Programming, program assistance, ad program location
B) Working directory location and program assistance
C) Icon label, icon graphic, program location, working directory location
D) Programming, working directory, ad program location

39) What file is needed to enable CD-ROM support under MS-DOS?
A) CDLDR
B) CDEX.EXE
C) CDLRD.EXE
D) MSCDEX.EXE

40) When a drive is partitioned, what is the first partition that is created called?
A) Expanded partition
B) Secondary partition
C) Primary partition
D) Extended partition

41) What is the disadvantage of FAT32?
A) It's not compatible with older versions of DOS or with Windows 3.x and Windows 95 operating systems.
B) You don't have to create multiple partitions.
C) It supports drives up to 2 terabytes.
D) It is compatible with all versions of DOS and other operating systems.

42) Which of the following is not a category Setup asks questions about?
A) Copying files to your computer
B) Finishing the installation
C) Networking information
D) Gathering information

43) Which of the following is not required hardware for Windows 2000?
A) 64MB of RAM
B) Pentium 133

C) SVGA video

D) 2GB hard drive

44) Windows 2000 was installed and running on a PC. After making a change in the Registry, the system failed to reboot properly. Which troubleshooting option would work best?

A) Reboot the computer using the F8 option, choose the Last Known Good Configuration option, and complete the boot sequence.

B) Reinstall your operating system. Any change made to the Registry is irreversible.

C) Reboot the computer using the F8 option, choose Safe Mode, reopen the Registry, and try to undo your change.

D) Reboot the computer using the F8 option, choose the Debugging Mode option, and complete the boot sequence. The system will debug itself.

45) During a routine installation of Windows 2000, Setup detected a problem during the partition check. After rebooting and reattempting setup, the problem continues. What should you do?

A) Reboot the computer, access the system BIOS, change the boot sequence to boot from the CD-ROM, and reboot. The problem will go away.

B) Install Windows 2000 to an alternate partition.

C) Terminate Setup and run a full scandisk.

D) Nothing. Windows 2000 Setup is designed to fix any problem encountered.

46) Which of the following is not a part of the graphical phase of Windows 2000 Setup?

A) Date and Time settings

B) Regional Setting

C) Networking Setting/Installing Components

D) Partitioning the hard drive

47) Driver Signing is an option new to Windows 2000. What exactly does driver signing do?

A) It has to do with the pre-determined times certain system tasks are performed, such as disk defragmenting, virus checking, and so on.

B) It minimizes the risk involved with installing new hardware drivers.

C) It has to do with which folder drivers are stored.

D) It controls access to the Internet.

48) Windows Installer files can be easily identified by the extension

A) MSI.

B) DAT.

C) BAT.

D) EXE.

49) Applications can be installed from all of the following devices except

A) Backup drives.

B) CD-ROM.

C) Network.

D) Internet.

50) Which of the following is not an advantage of the Windows Installer over traditional installing methods?

A) The ability to individualize application elements for installation

B) Easier customization through the use of MST files

C) The ability to detect and restore deleted or corrupt files

D) The ability to install components only when they are needed

51) Which of the following methods correctly adds new hardware to a Windows 9x system if Plug and Play does not work?

A) If Plug and Play does not work, there is no way to get the hardware working in the Windows 9x environment.

B) On the desktop, double-click the My Computer icon, double-click the Control Panel icon, then double-click the Add New Hardware icon.

C) Choose Start > Settings and click on Control Panel.

D) Exit to DOS and use the software that came with the device to run the installation.

52) You're using your USB port for your scanner. What is the preferred method for swapping your scanner with a previously configured digital camera?

A) Shut the computer down, disconnect the scanner, connect the digital camera, and then turn your computer back on.

B) None of the answers are correct. Digital cameras will not work on a USB port.

C) Turn off the scanner and disconnect it. Connect the digital camera. Reboot. You can now use your digital camera.
D) With USB, you can hot-swap devices. Therefore, just disconnect the scanner, hook up the digital camera, and you're done.

53)   FireWire, or IEEE 1394, is a relatively new peripheral connection method. What is FireWire used for?
    A) It provides direct access to the Internet, bypassing the modem.
    B) It is the preferred method for linking multiple peripherals.
    C) It is primarily used to download large video files to a PC.
    D) It is used to activate explosives via computer.

54)   A previously installed Windows 9x printer needs to be modified for higher resolution. How can this be accomplished?
    A) Right-click the printer icon, choose Properties, click Change Graphics, click Resolution, and make your changes.
    B) Uninstall, then reinstall the printer, making your changes during the installation process.
    C) Right-click the printer icon, choose Change Graphics, and make your changes.
    D) Right-click the printer icon, choose Properties, click the Graphics tab, and make your changes.

55)   You've installed a printer for network use, but no one on the network is able to print to it. Which of the following would be a viable solution to fixing the problem?
    A) Open the Control Panel, double-click the Printer icon, click Network, and configure the printer as needed.
    B) Only a reinstall of the printer will enable it for network use.
    C) Right-click the Printer icon, click Network, and configure the printer as needed.
    D) Right-click the Printer icon, click Properties, click the Sharing tab, and configure the printer as needed.

56)   What is one of the main functions of all viruses?
    A) Party
    B) Reproduce
    C) Destroy files
    D) Make strange things happen to your computer

57)   What would you type at a DOS command line to start the Microsoft Anti-Virus?
    A) MSAV
    B) ANTIVIRU
    C) MSANTIVI
    D) AV

58)   Once the backup has been performed, what is the next step?
    A) Restore
    B) Quit
    C) Reboot
    D) Compare

59)   Transmission Control Protocol/Internet Protocol (TCP/IP) is a collection of protocols that help manage Internet communication. Each computer running TCP/IP must have a unique IP address assigned to it. Which of the following statements best describes an IP address?
    A) An IP address is a set of four numbers, each of which must be from 0 to 255. These numbers can be automatically provided or assigned by a system administrator.
    B) An IP address is a set of three numbers, each of which must be from 0 to 255. An IP address is a unique name that identifies the computer within a network. This name can be automatically provided or assigned by a system administrator.
    C) An IP address is no more than your dial-up telephone number.
    D) IP addresses are composed of four numbers, each of which is between 1 and 256. These numbers can be automatically provided or assigned by a system administrator.

60)   Configuring a Windows 2000 system as a network client requires three elements: a client, and adapter, and
    A) a gateway.
    B) an IP address.
    C) a protocol.
    D) a host name.

61)   You've set up a network whereby each computer acts as a client and a server and in which each user shares each other's resources, including printers. What is the correct term for such an arrangement?
    A) Server-client linking
    B) Enterprise Services
    C) Sharing & Caring

D) Peer-to-peer networking

62) You can map a network drive in both Windows 9x and 2000 using which of the following commands?
A) Map Network Share
B) Connect Network Share
C) Map Network Drive
D) Connect to Network Share

63) You've been granted the right to use a shared folder and printer in a Windows 9x system. What do you need to do to gain access to them?
A) Open the Control Panel and click on the Network Neighborhood icon. Browse for shared resources.
B) From the desktop, double-click the Network icon. Click the Shared Resources tab. Any resources you have access to will be listed.
C) Double-click the My Computer icon on your desktop. Click Web Folders. Your shared resources will be listed.
D) browse for shared resources.
   From the desktop, double-click the Network Neighborhood icon, which will allow you to

64) Computers communicate using IP addresses. The address can be a series of numbers or a host name such as Bob's PC. Obviously, it is easier for humanns to remember the host name, but computers communicate with numbers. Which of the following methods help locate a computer's numeric IP address when a human searches for it using only the host name?
A) FTP
B) NRP (Name Resolution Protocol)
C) WINS (Windows Internet Name Service)
D) HTTP

65) Which of the following is the correct way to use the protocol utility IPCONFIG in a Windows 2000 environment?
A) Choose Start > Run and type IPCONFIG
B) Open a browser window and type IPCONFIG in the address line.
C) Choose Start > Run, type CMD, ad press Enter. At the command prompt, type IPCONFIG.
D) IPCONFIG does not work with Windows 2000.

66) The No Operating System Found error message means that the computer's BIOS checked all the drives it knew about and couldn't find any disk with a bootable sector. This could occur because of all of the following reasons except
A) the boot files have been corrupted.
B) there is no problem with the boot sector.
C) an operating system wasn't installed.
D) the boot sector has been corrupted.

67) In order to delete and/or replace system files, which command must you use to remove the hidden, system, ad read-only attributes on the file before you replace the file?
A) UNDELETE
B) ATTRIB
C) ERASE
D) DELETE

68) The most common error that happens in Windows when a program accesses memory that another program is using or when a program accesses a memory address that doesn't exist is called
A) system lock-up.
B) windows protection error.
C) general protection fault.
D) illegal operation.

69) Which of the following most accurately describes the function of I/O addresses?
A) They are used by components for direct access to the information in RAM.
B) They are used by components to identify themselves when they communicate with the processor.
C) They are used by components to interrupt the processor.
D) They are used by the processor to identify and communicate with components.

70) Which of the following statements about hard drive configurations is true?
A) To function properly, a master drive must be accompanied by a secondary drive.
B) The master drive must be attached to the ribbon cable using the connector that is closest to the system board.
C) The term for a hard drive on the secondary controller is slave.

D) A slave drive cannot work in the absence of a master drive.

71) Which of the following is true of master/slave hard drive configurations?
   A) The primary controller must contain drives that are technologically similar to or newer than drives on the secondary controller.
   B) Do not mix ATA and IDE drives on a single controller.
   C) Do not configure a hard drive to be CD-ROM drive's slave.
   D) Do not install drives on the secondary controller without a primary slave present.

72) Which of the following most accurately describes the function of a USB hub?
   A) To increase the speed of the USB system
   B) To control the assignment of resources to USB devices
   C) To increase the number of available USB ports
   D) To allow you to use more than 127 USB devices

73) A customer is planning to buy a new computer system and has asked your advice. The customer wants to use high-speed video devices but does not want a system that requires a lot of device configuration. The system should be able to handle up to 10 external devices and support hot swapping. Which type of system should you recommend?
   A) USB
   B) SCSI
   C) IEEE-1394
   D) IDE/ATA

74) Under which circumstance would you run Microsoft's Disk Defragmenter?
   A) When you accidentally delete a file
   B) When the computer cannot recognize the hard drive
   C) When the disk begins to retrieve data slowly
   D) When the disk reports corrupted files

75) You want to upgrade your BIOS by "flashing" it. Which procedure should you follow?
   A) Insert the manufacturer's floppy disk and turn the computer on.
   B) Replace the BIOS chip with a newer model from the manufacturer of the original.
   C) Replace the BIOS chip with a newer model that is compatible with the system board and processor.
   D) Turn on the computer, and when you see the option to enter the system setup, press the given key combination.

76) A document was created in a word processing application but will not print properly. After ensuring that the printer has power and a proper connection to the computer, what is the next thing you should do?
   A) Use the same application to access the scanner.
   B) Reinstall the word processor.
   C) Reload the printer's device driver.
   D) Try to print from another application.

77) When a user tries to save to the hard drive in a particular application, the computer locks up. Otherwise, the application works normally. Assume that the computer has only one hard drive installed. Which of the following can you rule out as the cause of the problem?
   A) The hard drive's configuration
   B) An improper installation of the application
   C) Insufficient system requirements
   D) An improperly written application

78) A customer has complained of an error message regarding the scanner but cannot remember the wording of the error message that appeared. Which of the following should you do next?
   A) Have the user try to replicate the problem.
   B) Swap the scanner with known good one.
   C) Check the scanner's configuration.
   D) Restart the computer.

79) Which of the following is the most effective device for cleaning the internal rollers in a mouse?
   A) Isopropyl alcohol
   B) An eraser
   C) Mild, soapy water
   D) Distilled water

80) Which device can be used to protect the computer from electrical power surges?
A) A noise filter
B) A backup battery
C) A UPS
D) A suppressor

81) A customer is complaining that the power in the office sometimes surges, sometimes causes blackouts, and has EMI. What single device can you recommend to help the most in this situation?
A) A suppressor
B) A noise filter
C) A UPS
D) A backup battery

82) Which type of UPS is most effective?
A) An SPS because it provides battery power more immediately during a blackout
B) An online UPS because it will draw less power from the electrical source than an SPS.
C) An SPS because it generates battery power longer than an online UPS
D) An online UPS because it prevents lapses in the power supply when a blackout occurs

83) Why should you recycle printer toner cartridges?
A) Because they are sold in very large numbers
B) Because they contain hazardous materials that can contribute to the depletion of the ozone layer
C) Because they contain acids that can cause personal injury
D) Because they contain chemicals that can contaminate the nearby soil or water supply

84) Which of the following statements is true regarding DRAM and SRAM?
A) SRAM is used as main memory because it is faster than DRAM.
B) DRAM is used as cache memory because it is available in higher capacities than SRAM.
C) DRAM is used as main memory because it is cheaper than SRAM.
D) SRAM requires a constant power refresh.

85) You are building a new Pentium III computer, and you have installed two RIMMs totaling 6GB of memory. However, the computer will not boot. Which of the following could be the problem?
A) The processor cannot access the memory type.
B) The memory capacity is too low for the processor.
C) The memory capacity is too high for the processor.
D) There are not enough modules installed.

86) Which of the following Plug-and-Play options can you use in the CMOS settings program?
A) Inform the BIOS of a Plug-and-Play OS.
B) Instruct the BIOS to perform an immediate search for all Plug-and-Play devices in the system.
C) Inform the BIOS of Plug-and-Play devices in the system.
D) Set the IRQ addresses of Plug-and-Play devices in the system.

87) A computer has a Windows 2000 and Windows 95 dual-boot configuration. Windows 95 was installed first on a FAT32 volume, then Windows 2000 was installed on an NTFS volume. Which of the following is true?
A) When Windows 2000 was installed, it converted the Windows 95 volume to NTFS.
B) If you boot the computer using Windows 95, you will not be able to access the NTFS volume.
C) You can run Windows 95 from within Windows 2000, but not vice versa.
D) The computer will not boot properly in this configuration.

88) Which of the following items keeps a running log of runtime activities in Windows 2000?
A) The Event Viewer
B) Dr. Watson
C) The Event Log service
D) The Enable Boot Logging boot mode

89) Which of the following is a function of the Windows TRACERT utility?
A) To display the servers used to relay data between your computer and a specified Internet server
B) To request a new IP address from a DHCP server
C) To establish a connection between your computer and your ISP

D) To measure packet loss between your computer and a specified Internet server

90) Which type of server is used to automatically assign IP addresses to computers when they join the network?
A) WINS
B) DNS
C) IP addresses cannot be automatically assigned
D) DHCP

91) Which of the following questions cannot be answered through file access auditing?
A) Who is trying to modify a file?
B) Who is trying to change file permissions?
C) Who is trying to read a file?
D) Who is trying to audit a file?

92) Which IPSec policy would you use to request security but permit insecure communications when linking with non-Windows 2000 computers?
A) Client
B) Custom
C) Secure Server
D) Server

93) Which utility or command can not be used to configure static routes?
A) IPCONFIG
B) RRAS MMC
C) Route add command
D) Ping

94) Which of the following is an example of OSPF border routers?
A) IR
B) AS
C) ASBR
D) UAW

95) Which of the following are not domain-wide operations master roles?
A) Infrastructure Master Role
B) Domain-Naming Master Role
C) RID Master Role
D) PDC Emulator Role

96) Which of the following Event Viewer logs relate most directly to Active Directory?
A) DNS Server log
B) Security log
C) Application log
D) System log

97) What is HTML?
A) A protocol used for transferring Web pages
B) A service that supplies computers with IP addresses
C) A service that resolves IP addresses to domain names
D) A language used to create Web pages

98) Which of the following would you expect to see on an FTP site?
A) A Web page with hyperlinks and graphics
B) A directory structure of downloadable files
C) A directory structure of Web sites
D) A directory structure of the servers used to relay data between your computer and the specified Internet server

99) Spyware consists of
A) software that modifies the Windows Registry and adds dynamic link libraries.
B) software of the movie clip: The Pink Panther where Peter Sellers is shown spying on your computer.
C) software that changes your C: Drive to the E: Drive and wipes out all system files.
D) software that installs ActiveX controls and browser helper objects.

100)   Adware consists of
        A) software that lets you add software applications from other users on your network.
        B) software that lets you put advertisements on your local newspaper.
        C) software that lets you add all of your software applications into a sortable index.
        D) software that delivers unrequested browser windows (popups) and ad-sponsored applications.

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