

1. You are on a tablet and can't connect to the network. What is the first thing you should do?
 - A. Restart the computer
 - B. Check that the wireless switch is in the on position(Answer)
 - C. Press and hold the power button
2. The OPTICAL mouse does not work. What should you NOT do?
 - A. Check Connection
 - B. Restart computer
 - C. Use alcohol to clean the optical mouse(Answer)
3. The desktop computer won't turn on; what is the first thing you should do?
 - A. Make sure both monitor and CPU are connected and receiving power(Answer)
 - B. Disconnect and reconnect the monitor
 - C. Disconnect and reconnect the CPU
4. Which problem would keep you from accessing the internet from a desktop computer?
 - A. The wireless network switch is off
 - B. You are using a web browser
 - C. The blue network cable is not plugged in(Answer)
5. When troubleshooting a computer, you should:
 - A. Troubleshoot from the outside in (from the peripherals in) (Answer)
 - B. Troubleshoot from the motherboard out
 - C. Ask for help first
6. When you come across a monitor that has a check monitor settings box bouncing around on it what does this mean?
 - A. The monitor is broken
 - B. The monitor has no power
 - C. The monitor is disconnected from the CPU(Answer)
7. You have clicked print but the document has not printed. Which choice would be LEAST effective to permanently fix the problem?
 - A. Check that the printer is on
 - B. Check that the printer has ink
 - C. Click print again(Answer)
8. You are trying to project from the document camera. What do you NOT need to do?
 - A. Connect to Presenter(Answer)
 - B. Connect the VGA cord into the AV panel and the RGB out port
 - C. Plug in the document camera's power cord
9. What is the first thing you should do if your computer is frozen?
 - A. Press and hold the Power button to turn off the computer
 - B. Press Ctrl-Alt-Delete and click the task manager(Answer)
 - C. Restart the computer

10. You are working for a small business as a computer tech. You notice that one of the users keeps shutting her computer down by pressing the power button, instead of using the shutdown process of the operating system. You inform the user that this is not a good practice because? (choose 2)
- A. Over time it could cause component failure(Answer)
 - B. Power surges to components could cause damage(Answer)
 - C. It takes time for the power supply to recharge
 - D. It could damage the monitor
11. What are the two ways hardware can fail?
- A. Electronically(Answer)
 - B. Statically
 - C. Physically(Answer)
 - D. Sonically
12. Sally complains that her laptop is overheating, even though all the internal cooling systems are working properly. What suggestions could you make to her, that would help her situation?
- A. Don't leave her laptop on for extended periods of time
 - B. Buy a cooling pad for laptops(Answer)
 - C. Install a liquid cooling system
 - D. Buy a new laptop
13. When determining if the problem is related to hardware or software, Which of the following is one of the most important questions to ask?
- A. Is the computer plugged in
 - B. What operating system are you using
 - C. Have you recently installed any new hardware or software(Answer)
 - D. Does the monitor work
14. If the mouse pointer moves intermittently on the screen but has not failed altogether, which of the following troubleshooting steps should you take?
- A. Check its connection to the port
 - B. Clean the mouse(Answer)
 - C. Reinstall the drivers
 - D. Check for a conflict with the modem
15. Billy complains that his computer is giving excessive error messages, the file names and folder names are garbled, and there is an odd noise coming from his tower. What do you suspect as the problem?
- A. The ram chips
 - B. The power supply
 - C. The hard drive(Answer)
 - D. The operating system
16. Which of the following error messages might you receive when there is a problem with RAM? choose all that apply.
- A. Memory address error(Answer)
 - B. Memory test fails(Answer)
 - C. CMOS error

- D. Memory parity error(Answer)
17. Which of the following error messages might you receive when there is a keyboard problem? choose all that apply.
- A. Checksum error
 - B. KB/interface error(Answer)
 - C. Gate A20 failure(Answer)
 - D. Fix keyboard 0 failure
18. What does a checksum error represent?
- A. A problem with RAM
 - B. A problem with the operating system
 - C. A problem with the hard drive
 - D. A problem with CMOS(Answer)
19. Which of the following could be used to fix a windows start up problem? choose all that apply.
- A. Use last know good configuration
 - B. Use safe mode
 - C. Use CMOS to change settings to default
 - D. Use a bootable disk from an earlier version of your operating system
20. Sally complains that her computer has changed the drive letters and she does not understand why. What should you suspect, based on what sally has told you?
- A. The hard drive is about to crash
 - B. The operating system is corrupt
 - C. She has recently added or removed a storage device
 - D. Her system has a virus
21. You are working for a small business as a computer tech. You notice that one of the users keeps shutting her computer down by pressing the power button, instead of using the shut down process of the operating system. You inform the user that this is not a good practice because? (choose 2)
- A. Over time it could cause component failure
 - B. Power surges to components could cause damage
 - C. It takes time for the power supply to recharge
 - D. It could damage the monitor
22. What does a fixed disk 0 failure represent?
- A. A problem with the hard drive(Answer)
 - B. A problem with the operating system
 - C. A problem with CMOS
 - D. A problem with the floppy drive
23. A client calls and asks you a question about flashing their BIOS. What information and advice should you instruct them to obtain before doing this? choose all that apply.
- A. Check to see which version of BIOS you have(Answer)
 - B. Check the manufacturer's website for updates on the version you have(Answer)

- C. Always use third party software to flash your BIOS
 - D. Check and write down the model number of your computer and other important information
24. Which of the following could be used to fix a windows start up problem? choose all that apply.
- A. Use last known good configuration(Answer)
 - B. Use safe mode(Answer)
 - C. Use CMOS to change settings to default
 - D. Use a bootable disk from an earlier version of your operating system
25. A user complains that his pc crashes during windows XP start up. Which of the following would you suggest for him to correct the problem?
- A. Change his CMOS settings
 - B. Enable VGA mode from windows advanced options
 - C. Use last known good configurations(Answer)
 - D. Use check disk utility
26. What does an error code of 17xx displayed on the screen indicate?
- A. A keyboard error
 - B. A hard disk error(Answer)
 - C. A display error
 - D. A system board error
27. What does an error code of 1xx displayed on the screen indicate?
- A. A keyboard error
 - B. A hard disk error
 - C. A display error
 - D. A system board error(Answer)
28. What does an error code of 3xx displayed on the screen indicate?
- A. A keyboard error(Answer)
 - B. A hard disk error
 - C. A display error
 - D. A system board error
29. What does an error code of 6xx displayed on the screen indicate?
- A. A keyboard error
 - B. A hard disk error
 - C. A floppy drive error (Answer)
 - D. A system board error
30. Which of the following could help you fix intermittent pc problems? choose all that apply.
- A. Use system restore(Answer)
 - B. Perform a clean boot (Answer)
 - C. Use checksum utility
 - D. Use undo recent changes option(Answer)

31. A client complains that his CD-ROM seems to vibrate and has a hard time playing his favourite CD. What is most likely the problem?
- A. Defective CD-ROM
 - B. The tray on the CD-ROM is defective
 - C. The CD is defective(Answer)
 - D. The CD-ROM's spindle is defective
32. Barry complains his DVD burner is not burning at its maximum speed because it takes forever to burn a disk. What are some simple things you can do to correct this problem? choose 2
- A. Replace the DVD burner
 - B. Perform firmware update(Answer)
 - C. Enable DMA(Answer)
 - D. Overclock the media
33. Sally complains that her computer has changed the drive letters and she does not understand why. What should you suspect, based on what sally has told you?
- A. The hard drive is about to crash
 - B. The operating system is corrupt
 - C. She has recently added or removed a storage device(Answer)
 - D. Her system has a virus
34. A client complains after doing some routine cleaning and maintenace inside the case, her hard drive does not seem to spin up when she boots her system and she gets fixed disk error messages. What is the first thing you should suspect the problem is?
- A. A loose 34 pin ribbon cable
 - B. A loose molex connector(Answer)
 - C. ESD
 - D. Hard drive failure
35. Larry complains that he is having a problem playing some of his older games on his windows XP system. What utility could help solve the problem?
- A. Program compatibility wizard(Answer)
 - B. Setup wizard
 - C. Install/uninstall wizard
 - D. Zip wizard
36. A user complains that they can not hear any sound on their computer. What are some simple things you should consider concerning this problem? choose 2
- A. Defective graphics card
 - B. Bad cable connection(Answer)
 - C. Volume not up on the monitor
 - D. Power cable to speaker not connected(Answer)
37. You are called to a small business using a wireless router running on an 802.11a standard. You notice the router is in one room and the access point is in another room about 100 feet away. The manager explains they are having trouble connecting to the network. What is the problem?
- A. The router is defective
 - B. The router is to far away from the access point(Answer)

- C. The access point is defective
 - D. There is too much interference from outside machines
38. Which of the following could cause a computer to run slow? Choose all that apply.
- A. Malfunction in the hardware(Answer)
 - B. Corrupt programs running(Answer)
 - C. Viruses(Answer)
 - D. To much memory added
39. A user complains that her computer is suddenly running slow and it was not like that yesterday. She explains she has not downloaded or installed any new software recently and this problem happened only one time before. Which of the following might you suspect?
- A. A program trying to hog all the processes(Answer)
 - B. Her hard drive is corrupt
 - C. She has a CMOS virus
 - D. Her operating system is corrupt
40. Sam complains he is having problems with his touch pad on his notebook. The pointer works sometimes and other times it is all over the screen. Which of the following should you consider? choose all that apply.
- A. Replace the touch pad
 - B. Clean the touch pad(Answer)
 - C. Is the device configured properly(Answer)
 - D. Was an external mouse connected when the notepad was first booted(Answer)
41. This message indicates that the MBR is ok while the boot sector is bad or not found?
- A. Error loading operating system
 - B. Invalid partition table
 - C. Missing operating system
 - D. A disk read error occurs(Answer)
42. When running disk management and receive this status message "online errors", it could mean?
- A. Disk operating normally
 - B. The OS detected i/o errors with the disk(Answer)
 - C. Disk is functional but missing a valid signature
 - D. The system recognizes the disk as functional with a valid signature, but lacks a record of it
43. A client calls and complains that he has recently moved and when he hooked his system back up, the pc powered up and for a split second everything was operating properly, then all of a sudden his monitor went black. The power light was still on for the monitor. What do you suspect might be the problem?
- A. Video card(Answer)
 - B. Operating system
 - C. RAM
 - D. Hard drive

44. Mr. Sims complains that his date and time on his computer keeps messing up. He has reset it many times, but every time he boots his system up, it is always wrong again. Which of the following could cause the problem? choose 2
- A. Ram failure
 - B. CMOS RAM chip failure(Answer)
 - C. CMOS battery(Answer)
 - D. CMOS settings are incorrect
45. What error message range do video display errors show? choose all that apply.
- A.4xx(Answer)
 - B.24xx(Answer)
 - C.6xx
 - D.5xx(Answer)
46. From the following, what could cause a display that is wiggly, pulsing, blurred, too large or small and causes the screen to flicker or shrink? choose all that apply.
- A. Monitor interference from nearby equipment(Answer)
 - B. Video adapter interference from nearby PC cards(Answer)
 - C. Unstable power supply in the monitor(Answer)
 - D. ESD to the monitor's power button
47. What do memory errors range in?
- A. 3xx
 - B.6xx
 - C.16xx
 - D.2xx(Answer)
48. You have just finished working on a system. You reboot the system and receive the following error message "?????" and the system hangs. What should you suspect? choose 2
- A. Bad memory chip or card(Answer)
 - B. Operating system file corrupt
 - C. Add-on memory card(Answer)
 - D. Hard drive partition corrupt
49. You power up your system and receive a non system disk or disk error message. Which of the following could cause the problem? choose 2
- A. A non system disk in floppy drive(Answer)
 - B. Corrupt operating system
 - C. (Answer)
 - D. Hard disk corrupt
50. Jerry complains that he has replaced his CPU and made some adjustments to it, but after he put the system back together and tried to boot the system up, the system did nothing at startup. Which of the following could be the problem? choose the best answer
- A. Defective system board
 - B. CPU speed is set too fast for CPU(Answer)
 - C. Defective external cache chip
 - D. Defective power supply

51. A client complains that his keyboard is locked and inactive. The rest of his system seems ok. Which of the following could cause the problem? choose all that apply.
- A. A old or wrong keyboard BIOS(Answer)
 - B. A bad keyboard cable connection (Answer)
 - C. Power supply to the keyboard missing
 - D. Keyboard configuration missing from the OS.
52. Sally complains there is a high pitched noise that occurs when she turns her computer on and starts booting up. Which of the following could be the cause? choose 2
- A. The CPU fan is too cold
 - B. The cooling fan is too oily
 - C. Heads have crashed on the hard drive(Answer)
 - D. Anti static wiper on the spindle is defective of the hard drive(Answer)
53. What should you suspect if you have a drive that fills up too fast? choose 2
- A. Defective drive electronics
 - B. Large cluster sizes(Answer)
 - C. Drive partitioning wrong(Answer)
 - D. CMOS settings are mis configured
54. Jimmy complains of increasing occurrences of data errors and when he runs chkdsk it indicates that there are several bad clusters. Which of the following could be the cause? choose all that apply.
- A. Disk surface damage(Answer)
 - B. Read/write heads damage(Answer)
 - C. Insufficient RAM
 - D. Power supply inadequate
55. A client complains that he is having problems with his cd-rom. He says it sounds like the drive is spinning out of control. Which of the following could cause the problem? choose all that apply.
- A. Defective spindle in the CD ROM
 - B. Defective hub lock(Answer)
 - C. Worn hub hole in disk(Answer)
 - D. Optical reader defective
56. Sara complains she hears a clicking noise coming from her monitor when she turns it on. Which of the following could cause the problem? choose all that apply.
- A. Magnetic interference
 - B. ESD damage
 - C. Improper video adapter settings(Answer)
 - D. Electromagnetic switches inside the monitor going bad(Answer)
57. A defective professional graphics controller (pgc) or professional graphics adapter (pga) video adapter will display which of the following error messages?
- A.38xx
 - B.30xx
 - C.39xx(Answer)
 - D.40xx

58. Larry complains that there is no output from his printer. Which of the following could cause the problem? choose all that apply.
- A. Printer port failure(Answer)
 - B. Improper cable connection(Answer)
 - C. Paper jam
 - D. Faulty software setup(Answer)
59. A client complains that their company's printer is not printing properly. He states that when the printer is printing a job there are pages missing and sometimes wrong number of pages from the job. Which of the following do you suspect? choose all that apply.
- A. Form feed was not sent to close out the document(Answer)
 - B. Print heads are failing
 - C. Software and printed output with conflicting lines(Answer)
 - D. Software and printer with dissimilar line feeds(Answer)
60. What is the easiest way to correct a problem on a user's workstation?
- A. Reboot the computer(Answer)
 - B. Reinstall the OS
 - C. Reconfigure the workstations hardware settings
 - D. Create a new user profile
61. Which areas of the network are good places to start your troubleshooting?
- A. Eliminate user error on the workstation
 - B. Check the network cable
 - C. Check the power cable
 - D. All of the above(Answer)
62. After a recent reorganization in which many people moved their computers to new offices, a workstation is not functioning properly. The network is a 10baseT Ethernet network with work groups arranged in hubs. Which of the following is likely the problem? choose 2
- A. The hub is faulty
 - B. The NIC is using the wrong drivers
 - C. A cable has been damaged(Answer)
 - D. The workstation isn't connected to the network(Answer)
63. A user contacts you to report an application error on his workstation. Which of the following could you use to isolate the problem?
- A. Ask the user to restart his computer
 - B. Ask another user to perform the same action on the original user's PC(Answer)
 - C. Ask another user to perform a related action on an equivalent machine
 - D. Ask the user to reinstall the NIC in the workstation
64. Which of the following are common troubleshooting devices and resources? choose all that apply.
- A. DVM(Answer)
 - B. Network monitoring software(Answer)
 - C. Protocol analyzers(Answer)

- D. Nos event logs(Answer)
65. After installing a new version of a word processing application, the nos client fails to start up, giving the error, "bad or missing .dll file". What is likely the problem?
- A. The windows client wasn't restarted
 - B. The new software has installed an incompatible version of the missing file(Answer)
 - C. The NOS client is corrupt
 - D. The NIC is faulty
66. When you install a router or a bridge into the network structure, the groups of workstations on either side of the new devices are called?
- A. Sectors
 - B. Subnets
 - C. Segments(Answer)
 - D. Domains
67. (This applies to networking) Which of the following help to identify some problems before they occur? (Choose 2)
- A. Establish a baseline. (Answer)
 - B. Checking system logs daily. (Answer)
 - C. Testing solutions thoroughly.
 - D. Using isolating questions.
68. (Networking) Which of the following is not part of the troubleshooting model?
- A. Identify the most probable cause.
 - B. Test the solution.
 - C. Establish a baseline. (Answer)
 - D. Establish the symptoms.
69. (Networking) Kevin in marketing cannot log in to his company's TCP/IP network. What should you do to identify the scope of the problem?
- A. Ping Kevin's workstation.
 - B. Check whether other users in Kevin's area can log in. (Answer)
 - C. Check whether users in other offices can log in.
 - D. Ask Kevin to run WINIPCFG.
70. (Networking) You are having trouble connecting to Microsoft's website and you suspect that the name is not being resolved to an IP address. What tool is used to convert this name to an IP address?
- A. WINS
 - B. DNS(Answer)
 - C. LMHOSTS
 - D. PING
71. (Networking) You are looking at your web server log files and you notice that a machine on your network with the IP address 192.168.3.2 has been sending a number of invalid requests to the web server. You want to track down whose computer this is on your network. What command would you use?
- A.PING 192.168.3.2

- B.NETSTAT -r
- C.NBSTAT -A 192.168.3.2(Answer)
- D.NETSTAT -a 192.168.3.2

72. (Networking) Bob is having trouble connecting to the network. You visit his desktop and view his TCP/IP settings with an IPCONFIG command. You notice that he has an IP address of 169.254.34.56. Why can't he connect to the network resources?
- A. He is missing a default gateway entry.
 - B. He has an APIPA address. (Answer)
 - C. He is not running the correct protocol.
 - D. His system is not running the right client software.
73. You are a desktop administrator for your company. A company user reports that he is unable to use his Bluetooth-enabled mobile phone with his Bluetooth-enabled Windows XP Professional computer. He is trying to play audio from the phone through the speakers on his computer. You verify that other Bluetooth devices work properly with the user's computer. You test the speakers to make sure they are in working order. You also verify that the mobile phone can send output to a computer. You then discover that the phone cannot detect the computer. You need to ensure that the user can use the phone with his computer. What should you do?
- A. Place the phone in Bluetooth discovery mode.
 - B. Place the user's computer in Bluetooth discovery mode.
 - C. Add the phone and the computer to the same Bluetooth Personal Area Network (PAN).
 - D. Install mobile phone synchronization software on the user's computer.
74. The Safest way to shut down a computer is :
- A. Pull the Power Cord.
 - B. Press the Power button.
 - C. Press Start on a PC, Special on a Mac.
 - D. Press the power button on the Power Switch.
 - E. Run a couple of high powered magnets along the frame of the tower.
75. When you come in to the computer lab you should:
- Sit quietly and wait for directions
 - Talk with your friend about last night's show
 - Sit down log in and go on the internet
 - Ask the teacher if you can sit somewhere else
76. The area on the screen of the monitor which icons, taskbar, start menu and windows appear.
- A. Main Screen
 - B. Desktop
77. How To Make Desktop Icons Appear Larger?
Right click on desktop. Go to properties and then click on appearance tab. Then further click on effects tab. A window will open. Select the use large option. Then click on apply OK.

78. You install a new 250 GB hard drive in your computer and format it. Upon checking the available space on the hard drive in My Computer, you are puzzled to find that there is substantially less space available than 250GB. Why?
- a. Whoever you ordered it from lied to you.
 - b. Formatting tables and free space.(answer)
 - c. The hard drive is defective.
 - d. You incorrectly formatted the hard drive with an older formatting standard.