

PC SERVICING AND TROUBLESHOOTING (305)

REGIONAL – 2019

TOTAL POINTS _____ (500 points)

Failure to adhere to any of the following rules will result in disqualification:

- 1. Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.**
- 2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.**
- 3. Electronic devices will be monitored according to ACT standards.**

No more than sixty (60) minutes testing time

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Workplace Skills Assessment Program competition.

MULTIPLE CHOICE

Identify the letter of the choice that best completes the statement or answers the question. Mark A if the statement is True. Mark B if the statement is False.



1. Component marked number 1 is the computer's
 - a. Hard drive
 - b. RAM
 - c. Power supply
 - d. Mother board

2. Component marked number 2 is the computer's
 - a. Hard drive
 - b. RAM
 - c. Power supply
 - d. CD ROM

3. Component marked number 3 is the computer's
 - a. CPU
 - b. RAM
 - c. Power supply
 - d. Mother board

4. Component marked number 4 is the computer's
 - a. Hard drive
 - b. RAM
 - c. Power supply
 - d. Mother board

5. Component marked number 5 is the computer's
 - a. Hard drive
 - b. RAM
 - c. Power supply
 - d. Fan

6. Component marked number 6 is the computer's
 - a. Hard drive
 - b. Video card
 - c. Power supply
 - d. Mother board

7. Component marked number 7 is the computer's
 - a. Hard drive
 - b. RAM
 - c. Power supply
 - d. Mother board

8. Component marked number 8 is the computer's
 - a. Hard drive
 - b. RAM
 - c. Power supply
 - d. Mother board

9. To check the DNS suffix search list on a computer, type _____ at the command line.
 - a. Ipconfig
 - b. Ipconfig /all
 - c. Ipconfig /release
 - d. Ipconfig/reveal

10. The space requirement for the installation of the 64bit Windows 10 operating system is
 - a. 4GB
 - b. 8GB
 - c. 16GB
 - d. 20GB

11. The Windows 10 operating system is available in
 - a. 16bit and 32bit
 - b. 32bit and 64bit
 - c. 64bit and 128bit
 - d. All of the above

12. What is WiFi sense?
 - a. Security feature built into Windows 8 that restricts sharing of WiFi passwords across applications
 - b. Security feature built into Windows 8 that restricts sharing of WiFi passwords across devices
 - c. Security feature built into Windows 10 that allows sharing of WiFi passwords across Windows 10 devices
 - d. Security feature built into Windows 10 that restricts sharing of WiFi passwords across applications

13. What is "safe mode"?
 - a. Running applications using virtual isolation so that application libraries do not conflict
 - b. Forcing all users to log in using certified credentials so that they can't see each other's data
 - c. Booting up a PC with no startup applications and only essential drivers
 - d. Ensuring that the computer is secured in a locked room to provide optimal security for confidential data.

14. Which of the below is *not* a registry hive?
 - a. HKEY_CURRENT_USER
 - b. HKEY_CURRENT_CONFIG
 - c. HKEY_CURRENT_ROOT
 - d. HKEY_USERS

15. 127.0.0.1 is known as
 - a. Invalid
 - b. Loopback
 - c. Gateway
 - d. Subnet mask

16. How many GB is 1967 MB?
 - a. 1.967 GB
 - b. 19.67 GB
 - c. 196.7 GB
 - d. 1967 GB

17. How many usable addresses are there on a Class C network?
 - a. 16 million
 - b. 65 thousand
 - c. 254
 - d. 10

18. In this address range (10.220.232.0/24), 24 represents
 - a. The subnet mask
 - b. The switch port of the gateway
 - c. The default gateway
 - d. The network speed rating

19. If a computer needs to exchange data with a host on a different subnet, it must communicate through its:
 - a. Subnet mask
 - b. Out of band server
 - c. Cat 5 cable
 - d. Default gateway

20. The list of computer hardware that is compatible with a particular operating system is known as
 - a. HCL
 - b. ACL
 - c. LoH
 - d. WHL

21. PING is a Windows command that
 - a. Returns the amount of time taken to receive a reply from the given host
 - b. Returns your IP address
 - c. Returns your DHCP configuration
 - d. Shuts down a remote server

22. A computer hard drive has crashed, which is *not* one of the ways to get the data off the disk?
 - a. Turn the old drive into a secondary on another working machine and copy the data off
 - b. Send the hard drive to a vendor specializing in data recovery services
 - c. Place the hard drive in the freezer for 12 hours to loosen stuck parts
 - d. Tap the hard drive using a screwdriver or small hammer to loosen stuck parts

23. A computer in an office will most likely obtain its IP configuration information from a
- DNS Server
 - DHCP Server
 - WINS Server
 - IP Configuration Controller
24. How many KB is 95128 MB?
- 95.128 KB
 - 951.28 KB
 - 95128000 KB
 - 9512800 KB
25. How many GB is 95128 MB?
- 95.128 GB
 - 951.28 GB
 - 95128000 GB
 - 9512800 GB
26. How many TB is 95128 MB?
- 95.128 TB
 - 951.28 TB
 - .95128 TB
 - .095128 TB
27. Attempting to get access to sensitive information such as usernames, passwords, and credit card details, banking details, etc. by disguising as a trustworthy email sending is known as
- Hacking
 - Formatting
 - Virus
 - Phishing
28. Which of the following is *not* a benefit of a solid-state drive?
- Faster data retrieval rate
 - Lower cost
 - Smaller physical size
 - Less heat generated
29. If a computer is hard wired to a network but is powered down, it can still communicate on that network without special equipment.
- True
 - False

30. A DNS server is used to
- Translate your computer's name into a protocol
 - Translate an IP address into a URL
 - Monitor security on the Internet
 - Translate a computer, printer, or other network resource name to an IP address
31. When a computer is powered on, the first thing that happens is?
- The hard drive is scanned for an operating system.
 - The computer obtains an IP address, so it can communicate with the network.
 - The power on self-test (POST) is run to detect hardware failure.
 - The hard drive is checked for boot viruses.
32. The BIOS (basic input-output system) controls the
- monitor
 - boot process
 - keyboard
 - mouse
33. ROM is volatile memory, which gets erased whenever a computer is powered down.
- True
 - False
34. RAM is volatile memory, which gets erased whenever a computer is powered down.
- True
 - False
35. Chkdsk is used to
- Clean up temp files and empty recycle bin
 - Defragment system hard drive
 - Check and repair issues in the disk
 - Make changes to partitions of storage
36. 10.0.0.0 with a 255.0.0.0 subnet is a
- Class A Network
 - Class B Network
 - Class C Network
 - Class 10 Network
37. Windows 8 gives the user the option to Refresh PC if they system is *not* running well. What does Refresh PC actually do?
- Provides the user with a \$200 credit toward a new computer
 - Reinstalls Windows 8 and removes all user settings and files
 - Reinstalls Windows 8 preserving all user settings and files
 - Upgrades the computer to Windows 10 and removes all user settings and files

38. Windows 8 gives the user the option to Reset PC if they system is not running well. What does Reset PC actually do?
- Provides the user with a \$200 credit toward a new computer
 - Reinstalls Windows 8 and removes all user settings and files
 - Reinstalls Windows 8 preserving all user settings and files
 - Upgrades the computer to Windows 10 and removes all user settings and files
39. The command to get the ip address of your computer is
- Echo ip
 - WhoAmI
 - Telnet
 - Ipconfig
40. A backup that contains only those files that have been altered since the last full backup is known as
- Full backup
 - Partial backup
 - Incomplete backup
 - Incremental backup
41. A UPS is
- Universal Power Source
 - Upgraded Personal System
 - Utility-based Protocol Signal
 - Uninterruptable Power Supply
42. Configuring a computer to write all data to a set of two hard drives is known as:
- Data Reflection
 - Striping with Parity
 - RAID 1
 - RAID 0
43. Running the cmd.exe executable will open up:
- Windows Explorer
 - Internet Explorer
 - A DOS Command Prompt
 - Configuration Manager Dialog properties
44. A "blue screen" can occur if a problem causes your PC to shut down or restart unexpectedly. When you experience this type of error, you won't be able to see the Start menu or the taskbar on the screen when your PC is turned on. To get to basic Windows functions, you will need to boot to
- Repair Disk
 - Previous Working Windows
 - Basic Windows
 - Safe Mode

45. My printer is printing random characters on several sheets of paper. What is my issue?
- Incorrect paper type is loaded
 - Incorrect print driver is loaded
 - Incorrect program is loaded
 - Printer is just broken
46. The MMC is
- The Microsoft Management Console
 - Composed of action specific snap-ins
 - Used to manage computer policies
 - All of the above
47. A VPN is a
- Virtual Public Network
 - Very Public Network
 - Virtual Private Network
 - Very Personal Network
48. As long as I keep my antivirus up to date, no viruses will attack my network.
- True
 - False
49. Convert decimal value 1967 to hex.
- 40A
 - 37e
 - 7AF
 - 103
50. My Windows 10 PC is running quite slow. Which of the below will *not* help?
- Add RAM
 - Remove unused applications
 - Delete 500Mb of personal content
 - Reset my PC