

Time _____

Rank _____

PC SERVICING & TROUBLESHOOTING (47)

Regional–2013

TOTAL POINTS _____ (500)

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 60 minutes testing time

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Workplace Skills Assessment Program competition.

1. What is the minimum amount of RAM needed to install Windows Vista?
 - a. 128MB
 - b. 256MB
 - c. 512MB
 - d. 1GB

2. When testing a computer power supply, the best device to use is a (an):
 - a. OHM meter
 - b. Ammeter
 - c. Volt meter
 - d. Light bulb

3. The portion of hard disk space to be used as virtual memory is known as the _____.
 - a. Sector
 - b. Paging file
 - c. Track
 - d. CMOS

4. Completely erasing a hard drive and preparing it for a new operating system is known as?
 - a. Erasing
 - b. Segmenting
 - c. Formatting
 - d. Defragmenting

5. The electrical charge draws the toner off the drum onto the paper on a laser printer. This process is known as _____.
 - a. Imaging
 - b. Cleaning
 - c. Emulating
 - d. Transferring

6. How many pins are on a VGA connector?
 - a. 24
 - b. 10
 - c. 12
 - d. 15

7. What is the maximum transfer rate of SATA 1.5?
 - a. 150MB/s
 - b. 300MB/s
 - c. 1.5GB/s
 - d. 1.5MB/s

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8. What does the acronym POST stand for?
 - a. Power On Self Test
 - b. Power On Standby Transmission
 - c. Power Off Shield Transmission
 - d. None of the above
9. Before removing the processor from the motherboard, which one of the following should you remove first?
 - a. Power supply
 - b. RAM chip
 - c. Thermal compound
 - d. Heat Sink
10. A computer on a network has an IP address of 169.254.6.1. This is most likely an indication of what?
 - a. The DNS server is down
 - b. The DHCP server is down
 - c. There is nothing wrong with this IP address
 - d. The subnet mask is configured incorrectly
11. Which key on a laptop aids in switching to an external display?
 - a. Fn
 - b. Alt
 - c. Ctrl
 - d. Shift
12. A user brings a computer in for repair. What should you do first before making any changes?
 - a. Backup important data
 - b. Reinstall the operating system
 - c. Open the laptop and examine the components inside
 - d. Modify the registry
13. Memory on the processor die is called ____ cache.
 - a. Level 1
 - b. Level 3
 - c. Level 2
 - d. Level 4
14. Software that is installed on a computer to manage hardware devices is known as _____?
 - a. Software controllers
 - b. Configuration programs
 - c. Device drivers
 - d. Device controllers

15. What does FAT stand for?
- a. File Allocation Table
 - b. Folder Allotment Table
 - c. File Allotment Transmission
 - d. None of the above
16. What is the minimum amount of RAM needed to install Windows 7?
- a. 1 GB
 - b. 512 MB
 - c. 256 MB
 - d. 128 MB
17. Which of the following is the CMOS chip used for?
- a. Keeping the time
 - b. To store BIOS settings
 - c. To boot the computer
 - d. None of these options is correct
18. When your computer first boots up it performs a test. What is this test known as?
- a. CPU Processing
 - b. POST
 - c. A CMOS test
 - d. Hard drive test
19. What does SCSI stand for?
- a. Small Computer System Interface
 - b. Serial Connections Systems Interface
 - c. Systems Component Serial Instance
 - d. None of the above
20. Which of the following wireless technologies is the fastest?
- a. Infrared
 - b. Ethernet
 - c. Bluetooth
 - d. 802.11
21. The physical address of a network card is also known as the _____.
- a. IP address
 - b. DNS address
 - c. MAC address
 - d. Default gateway

22. What feature of modern personal computers allows data to be transferred from one component on the system board to another without involving the CPU?
- Channeling
 - Segmenting
 - Controlled Memory
 - Direct Memory Access
23. In Windows XP, where are hardware devices and device drivers managed?
- System Manager
 - Device Manager
 - Computer Manager
 - Control Panel
24. What is the name of the system file that contains the operating system(s) to display when Windows starts?
- NTLDR
 - MSCONFIG
 - AUTOEXEC.BAT
 - BOOT.INI
25. What is the name of the utility on a computer not controlled by the operating system that stores configuration information?
- SETUP.EXE
 - NetBios
 - CONFIG.SYS
 - BIOS
26. The first hard drive in a computer is typically labeled as drive number:
- 0
 - 1
 - 2
 - 3
27. What is the default port for FTP?
- Port 20
 - Port 21
 - Port 25
 - Port 80
28. Using the operating system to reboot is known as a?
- Warm boot
 - Hard boot
 - Cold boot
 - Hot boot

29. ____ memory temporarily holds data and instructions as the CPU processes them.
- Random array
 - Repeatable access
 - Read-only
 - Random access
30. Windows service packs are:
- New versions of the operating system
 - Compilations of software
 - Resource kit utilities
 - Driver updates
31. Parallel ATA can also be referred to as the _____ standard.
- IDE
 - LUN
 - SATA
 - EIDE
32. A cache outside the processor microchip is called a ____ cache.
- Level 1
 - Level 3
 - Level 2
 - Level 4
33. On a laser printer, the primary corona does what?
- Fuses the image of the printed page on the drum
 - Charges the photosensitive particles on the surface of the drum
 - Charges the surface of the paper just before it reaches the toner area
 - Cleans the photosensitive drum
34. What type of device protects against power failures and brownouts?
- UPS
 - Surge Protector
 - Surge Suppressor
 - Conditioner
35. If a person takes control of a session between server and client, it is known as what type of attack?
- DDoS
 - Smurf
 - Session Hijacking
 - Malicious Software

36. A 1xx POST error code indicates a problem with the?
- Video
 - RAM or ROM
 - Hard Drive
 - System Board
37. PC4200 is what kind of RAM?
- SDRAM
 - DDR
 - RIMM
 - EEPROM
38. Beep codes are generated by _____.
- CMOS
 - POST
 - RTC
 - Windows
39. What key do you press at start up to boot directly into safe-mode?
- F1
 - F2
 - F5
 - F12
40. What is the connection speed of 802.11G wireless?
- 11 MBPS
 - 36 MBPS
 - 54 MBPS
 - 119 MBPS
41. What is the minimum Ethernet cable type to achieve a gigabit connection?
- Cat 3
 - Cat 5
 - Cat 5e
 - Cat 6
42. You attempt to navigate to a computer on your network by using its name and are unable to access it. You are then able to access it using its IP address. What does this mean?
- A DHCP problem
 - A DNS problem
 - A NIC problem
 - A cabling problem

43. Which tool checks protected system files?
- CHKDSK
 - XCOPY
 - SCANDSK
 - SFC
44. Which type of partition should an operating system be installed on?
- Primary
 - Extended
 - Volume
 - Logical Drive
45. What file system, when installed with Windows XP, supports file and folder-level security?
- FAT32
 - CDFS
 - NTFS
 - FAT16
46. What are the six steps to the laser printing process?
- Cleaning, Charging, Writing, Developing, Transferring, Fusing
 - Charging, Cleaning, Writing, Developing, Transferring, Fusing
 - Cleaning, Charging, Writing, Transferring, Developing, Fusing
 - Charging, Cleaning, Writing, Transferring, Developing, Fusing
47. What connector type is used to connect a UTP cable to a network card?
- RJ-11
 - RJ-45
 - RJ-1
 - RJ-15
48. What type of printer is considered an impact printer?
- Dot Matrix
 - Laser
 - Ink Jet
 - Thermal
49. What command-line utility will allow you to test the availability of a device on a network?
- NETSTAT
 - PING
 - ROUTE
 - IPCONFIG

50. What does a red x indicate next to a hardware device in device manager?
- a. The device has been disabled
 - b. The incorrect driver has been installed
 - c. There is an updated driver available
 - d. None of the above