

Itn 107



**ASSIGN
BUSTER**

Every installed device requires a device driver to control the device. T or F
True

A 32-bit driver can be used in a 64-bit operating system. T or F
False

The official standard for USB interfaces is called IEEE 1394. T or F
False

A KVM switch allows you to use one monitor, mouse, and keyboard for multiple computers. True

DDR memory is faster than GDDR memory since it is used by the CPU. False

Which of the following is a basic principle that applies to both internal and external devices?...

What happens when a problem occurs while Windows 7 is installing a device?
error

What icon might you see in Device Manager that indicates a problem with a device?
yellow triangle

Which of the following describes USB 2.0? 480 Mbps, cable length up to 5 meters

Which of the following is true about the FireWire standard and devices?
Supports up to 63 devices on a single controller, Is Plug and Play compliant, Is hot-swappable, Is very fast

Which of the following is true about the USB standard and devices? USB cable has four wires, two for power and two for communication

Which of the following is true about installing a new device? a mouse may not require an additional device driver installation

What happens when a flash memory card is installed in a slot and it is recognized by Windows? a drive letter is assigned to the device and you can see it in Explorer

What should you install in a server room that will save space by allowing you to control multiple servers with a single mouse, keyboard, and monitor? a KVM switch

Which type of expansion slot uses a retention mechanism to help stabilize a heavy card? AGP

Which of the following might be the cause of a black screen right after you install a new video card? the onboard video is not disabled in BIOS

What do you need to do for Device Manager to display nonpresent devices?...

Which type of monitor withstands a lot of handling, use mercury, and take up the most desk space? cathode-ray tube

Which monitor characteristic is the distance between adjacent dots on the screen? pixel pitch

Which slot type would you install a video card in to get the best performance?...

Which type of video port provides a digital-only signal? DVI-D

Which of the following is a requirement for supporting the Aero user interface? DirectX 9 or higher

Which file system is used by large-capacity USB and memory cards? exFAT

What is the purpose of the LightScribe technology? labels can be burned on the top of a disc

Which type of removable storage media can provide up to 2 TB of storage? SDXC

If you need to recover data off a system that won't boot, install the drive in a working system. T or FTrue

If you see smoke or smell burning, you should immediately open the case to try to identify the component that is causing it. T or FFalse

To move a hard drive to another computer for the purposes of accessing the data, you always need to first physically install it in a drive bay. T or FFalse

A poor looking video display might be caused by inadequate video RAM. T or FTrue

A degausser can erase everything on an optical disk. False

Which of the following is a likely symptom caused when the CMOS battery fails? time and date settings lost

Which of the following is true about moving a hard drive from a non-working computer to a working computer for the purposes of accessing the data on the drive?...

Which of the following is NOT a possible symptom of a problem with the electrical system? you see events in event viewer

Which of the following is an indication that an inadequate power supply is the source of an intermittent problem? the power supply whines when you first turn on the system

What can be the result of a missing standoff? a short on the motherboard

If you suspect your system is overheating, how can you determine the CPU temperature? go into BIOS setup and find the CPU screen

Which of the following is NOT a solution to an overheating problem? remove the covers from empty expansion slots

What can you conclude if you heard one short beep during system boot? all POST tests passed

If you see an error message that reads " Processor thermal trip error", what is the likely problem? the processor has overheated

What should you do if the system continually reboots and you can't read the error message produced on a blue screen? press F8 as Windows starts up

Which of the following is NOT an FRU on a motherboard? chipset

Why might you disable quick booting features in BIOS when you are troubleshooting a problem? so you can see a full POST report

What is a possible consequence of the thermal compound being improperly applied to the CPU? the CPU can overheat

Which message are you likely to see if the BIOS cannot find a hard drive at POST?...

Under what circumstances might you need to rebuild a RAID volume? after you replace a failed disk

While troubleshooting a monitor or video problem, what can you conclude if you hear one beep during the boot and you see a blank screen? BIOS has successfully completed POST

What is the likely problem if you see small white, black, or colored spots on your LCD screen? you have dead or stuck pixels

Which of the following is NOT a recommendation for physically protecting your equipment?...

Which of the following protects your computer from brownouts or sags? UPS

What is the purpose of a zero-fill utility? completely wipes a hard drive clean

A WLAN covers a large geographical area and is made up of many smaller networks. T or FFalse

A half duplex connection allows a device to send and receive, but not at the same time. T or FTrue

Phone cords are a type of twisted-pair cable and use an RJ-45 connector. T or FFalse

10Base5 cabling runs at speeds up to 1 Gbps and distances to 500 meters. T or FFalse

A punchdown tool is used to wire twisted-pair cabling to a keystone jack. T or F
True

Which of the following network types covers a large campus or city? MAN

Which physical topology uses a centralized device to manage traffic on the network? star

What type of network can you set up to share files if you have two laptops with wireless NICs but there is no Wi-Fi hotspot available? ad hoc network

Which network technology that is used to connect to the Internet has a maximum speed of 44 Mbps, uses dedicated lines, and is used by large companies? T3

Which of the following is true about cable Internet?...

What does a NIC use to connect to wired network media? RJ-45 port

What should you choose in the properties of a network connection so that Windows will use the best possible speed and duplex mode? Auto Negotiation

Which feature should you configure on a network adapter to control which applications have priority on the network? QoS

What is the unit of information called when a network adapter adds the source and destination MAC address to the segment of data before it is transmitted on the network? Frame

Which type of network device keeps a table of the MAC addresses of the devices connected to it? switch

What type of device do you need if you want to connect two network segments together such as a wireless network and a wired network? bridge

What device should you consider if you want to have access to hard drives via an Ethernet connection? NAS

Which of the following cabling systems uses fiber-optic cable? 1000BaseFX

Which type of cabling should you use for Gigabit Ethernet? Cat-6

Which of the following is true about 10-Gigabit Ethernet? it is a good choice for backbone networks

Under what circumstance might you use a loopback plug? to test a network cable

Which of the following provides multiple network ports for cables that converge in an electrical closet? patch panel

Which of the following is true about a crossover cable?...

Which of the following is a reason that there are twists in the wires used for network cabling? the twists reduce crosstalk

What's the first thing you should do to troubleshoot a network problem related to hardware? check the indicator lights

Notebooks use the same technology as desktops except they use less power and take up less space. T or F True

Notebook computer cases tend to be similar to one another, and components in notebook systems tend to be interchangeable among manufacturers. T or F False

In a notebook, replacing the motherboard probably means you'll need to fully disassemble the entire notebook except the LCD assembly. True

Sometimes, a notebook LCD panel, including the entire cover and hinges, is considered a single field replaceable unit, and sometimes components within the LCD assembly are considered an FRU. True

An all-in-one computer uses the same size components as desktop computers and components like the motherboard can be replaced with any off-the-shelf component. False

Which of the following is true about notebooks, netbooks, and all-in-one computers? netbooks have fewer features than notebooks

Which type of port is NOT likely to be seen on newer notebook computers? dial-up modem, PS2, serial and parallel ports etc.

Which of the following is a reason notebooks and notebook parts typically cost more than comparable desktop PCs and components? they are more compact

Which of the following is NOT true about notebook computers on all models, the hard drive is always in the same place

Which of the following is true about notebook computer software? the OS is preinstalled at the factory

Where are you likely to find a copy of the OS build, diagnostic software, and preinstalled applications on a notebook computer if you need to restore the system to its factory state? in a recovery partition on the hard drive

Which of the following is NOT among the guidelines for handling and caring for a notebook computer? when traveling, pack the notebook tightly in a suitcase, between soft clothing

Which of the following is NOT a typical button or key combination function on a notebook computer? CPU speed

Which ACPI power-saving state turns off the processor, hard drive, and monitor, but leaves all other devices on? S2

Under what circumstance should you always return a notebook to the manufacturer? for serious repairs and it is under warranty

Which of the following is NOT a recommended action you should take before replacing or upgrading a component in a notebook? connect it to a port replicator, if available

Which type of memory are you likely to find in today's laptops? DDR3 SO-DIMMS

Which type of hard drive is most likely found in a notebook computer? 2.5" SATA

Which PCMCIA standard uses the 32-bit PCI bus standards and has a bumpy strip on the edge? Cardbus

Which of the following is NOT true about working on a notebook computer in general? once you've learned to service one, it's the same for all notebooks

Which of the following is true about expansion cards in a notebook computer? you may be able to replace an expansion card without extensive disassembly

Which of the following is true about replacing the processor on a notebook computer? notebook processors will typically have a heatsink and fan

What is a fast way to determine if the problem is with the LCD panel or the video controller on a notebook computer? connect it to an external monitor

What might be a simple solution for a user having a login problem on a notebook computer when the user is certain she is entering the correct username and password? NumLock is on, make sure it is turned off

Which of the following is NOT a consideration for a flickering or dim video display? no drivers are installed

For heavy business use, the best practice is to purchase one machine for one purpose, instead of bundling many functions into a single machine. T or FTrue

The developing, transferring, fusing, and cleaning steps of the laser printing process use the printer components that undergo the most wear. T or FFalse

Laser printers automatically calibrate themselves periodically. T or F True

If a user complains that a printer is not printing, the problem always lies with the printer itself. T or F False

If loose toner comes out with your printout, the fuser is not reaching the proper temperature and professional service is required. T or F True

___ printers work by placing toner on an electrically charged rotating drum and then depositing the toner on paper as the paper moves through the system at the same speed the drum is turning. laser

A laser printer can produce better-quality printouts than a dot matrix printer, even when printing at the same dpi, because it can vary the size of the dots it prints, creating a sharp, clear image using a technology called ___. REt

___ printers tend to smudge on inexpensive paper, and they are slower than laser printers inkjet

___ transfer printers use a ribbon that contains wax-based ink thermal

How is a network printer identified on the network? by its IP address

Automatically printing on both sides of the page is called ___ printing duplex

A ___ printer connects directly to a computer by way of a USB port, parallel port, serial port, or wireless connection. local

A dedicated device or computer called a print ___ can control several printers connected to a network. server

When you print to the Microsoft XPS Document Writer printer, it creates a(n) _____ file.. xps

To know the IP address of a network printer, direct the printer to print a _____ page. configuration

_____ is a language used to communicate how a page is to print and was developed by Adobe Systems. PostScript

What is the process called when Windows receives a print job from an application and places the job in a print queue? spooling

What is the first thing you should do to get toner dust off your clothes? use a can of compressed air to blow off the toner

Which of the following is true regarding cleaning a printer? wipe the rollers on a laser printer with a dry cloth

How do you know if a printer needs routine maintenance? the number of pages the printer has printed since the last maintenance

Before replacing an image drum, what should you do first? unplug it and allow the printer to cool down

What can you do to improve a printer's performance? increase the memory

Which of the following is a program embedded in firmware that manages print jobs? print server

Which of the following should you check to verify the port a printer is using is enabled and working? device manager

What tool can you use to stop and restart the Windows print spooler? service console

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