

## Aplus Pop Quiz 2

1. *Which path is correct to access the Add Printer Wizard when using Windows XP?*
  - A. Start | All Programs | Accessories | Add Printer.
  - B. Start | Control Panel | Printers and Faxes | Add Printer.
  - C. Start | All Programs | Maintenance | Add Printer.
  - D. Start | All Program | Accessories | System Tools.
  
2. *Suddenly all pages coming from a laser jet printer are coming out blank. What is most likely the cause of the problem?*
  - A. The wrong driver is installed.
  - B. The toner cartridge is empty.
  - C. The fuser is defective.
  - D. The primary corona is not properly charging.
  
3. *Which program would you use to view error messages generated in windows XP?*
  - A. Msconfig
  - B. Sysconfig
  - C. Event Viewer
  - D. System Editor
  
4. *What is the difference between an operating system patch and a service pack?*
  - A. A system patch is free and a service pack is not free.
  - B. A system patch is a downloaded single file and a service pack is only available on disc.
  - C. A system patch is a collection of service parks.
  - D. A service pack is a collection of patches.
  
5. *Which is the recommended solution for cleaning a computer LCD display?*
  - A. Soft lint free cloth.
  - B. Sponge and water.
  - C. Mild soapy solution.
  - D. 50/50 ethanol alcohol and pure distilled water.
  
6. *Which device is not an example of a hot swap device?*
  - A. PS2 keyboard.
  - B. USB Flash Drive.
  - C. Flash memory card.
  - D. PCMCIA Modem

7. *Which is the best method for repairing a registry error?*
- A. Select and install a System Restore point.
  - B. Run **format/mbr** command from the Run dialog box.
  - C. Download and install the latest registry version from Microsoft's website.
  - D. Delete the section of the registry that is causing the problem.
8. *A customer calls and complains that sometimes the new laptop inserts numbers into their document rather than letters. What is the recommended course of action to correct the problem?*
- A. Have the customer reset the number lock.
  - B. Have the customer download and reinstall the latest keyboard driver.
  - C. Have the customer restart the computer in safe mode to see if the problem is corrected.
  - D. Have the customer automatically install a previous restore point using System Restore.
9. *What should you do before upgrading a hardware device on a PC?*
- A. Run an approved antivirus.
  - B. Backup all important files.
  - C. Let the PC run for approximately 10 minutes to stabilize first.
  - D. Check the MMC application error log.
10. *Which device is not an example of a FRU?*
- A. CPU socket
  - B. RAM
  - C. HDD
  - D. Modem
11. *What is the maximum theoretical data transfer speed for IEEE 802.11b wireless?*
- A. 1 Mbps
  - B. 11 Mbps
  - C. 22 Mbps
  - D. 54 Mbps
12. *Which example is a network adapter loopback address?*
- A. 127.0.0.1
  - B. 255.0.0.0
  - C. 1.0.0.127
  - D. 255.255.255.255

13. *Which utility will allow you to view which software applications are currently running on a Windows XP machine?*
- A. Sysconfig
  - B. Msconfig
  - C. Task Manager
  - D. Event Log
14. *How do you access the advanced startup menu in windows XP?*
- A. Hold down the Del key during POST.
  - B. Pres the F8 key after POST but before the Windows logon appears.
  - C. Press Ctrl-Alt-Del after the Windows logon appears.
  - D. Press F1 after computer logon.
15. *What is the difference between POP3 and SMTP protocols?*
- A. POP3 is used for Windows XP and later operating systems, SMTP is used for earlier operating systems.
  - B. POP3 is used for Microsoft Email services; SMTP is used for Linux based email systems.
  - C. POP3 is used to receive or download email, SMTP is used to send or upload email.
  - D. POP3 is a newer version of SMTP.
16. *Which type of cable connector is generally used to connect a home office network printer to a router?*
- A. RS-232
  - B. USB
  - C. RJ-45
  - D. RJ-11
17. *What is the purpose of a wireless network SSID?*
- A. Provides security encryption for data transfers.
  - B. Provides a name for wireless network identification.
  - C. It provides a way to identify which wireless technology is being used such as 802.11a, 802.11b, or 802.11g.
  - D. The SSID contains the MAC address for each workstation.
18. *Where would you access information about how many cylinders and tracks were contained in the HDD?*
- A. Access the BIOS settings
  - B. Run Msconfig
  - C. Run Sysconfig
  - D. Use Help and Support

19. *Which program will allow you to select and prevent loading a specific service during the system boot?*
- A. Fdisk
  - B. Msconfig
  - C. Sysedit
  - D. BIOS
20. *Which two statements is true concerning a Windows XP administrator account? (Select two answers.)*
- A. The administrator password is mandatory and must be at least eight characters in length.
  - B. The administrator password is optional.
  - C. The administrator account is automatically created during operating system install process.
  - D. A system administrator account only exists if the workstation is connected to a network.

## Answers Quiz 2

1. B
2. D
3. C
4. D
5. A
6. A
7. A
8. A
9. B
10. A
11. B
12. A
13. C
14. B
15. C
16. C
17. B
18. A
19. B
20. B, C