

Cram Quiz Sample

1. What is the second step of the A+ troubleshooting methodology?
 - A. Identify the problem.
 - B. Establish a probable cause.
 - C. Test the theory.
 - D. Document.
2. Which expansion bus uses lanes to transfer data?
 - A. PCI
 - B. PCI-X
 - C. PCIe
 - D. PCla
3. To implement a secure boot process, which device should be listed first in the Boot Device Priority screen?
 - A. Floppy drive
 - B. CD-ROM
 - C. USB
 - D. Hard drive
4. Which of these is the speed of the CPU?
 - A. External clock speed
 - B. FSB
 - C. Internal clock speed
 - D. System bus speed
5. What seals the tiny gaps between the CPU cap and the heat sink?
 - A. Thermal jelly
 - B. Peanut butter and jelly
 - C. 3-in-1 house oil
 - D. Thermal compound
6. What is the transfer rate of DDR2-800?
 - A. 6,400MB/s
 - B. 8,533MB/s
 - C. 5,333MB/s
 - D. 800MHz

7. Which device should you use to protect against power outages?
- A. Multimeter
 - B. UPS
 - C. Fedex
 - D. Surge protector
8. What is the maximum data transfer rate of SATA 1.5?
- A. 1.5Mbps
 - B. 300MB/s
 - C. 150MB/s
 - D. 1.5GB/s
9. How many pins are there in a SATA drive's data and power connectors?
- A. 40 and 4
 - B. 8 and 16
 - C. 7 and 15
 - D. 80 and 4
10. Which file contains information regarding errors during a Windows Vista installation?
- A. Setuperr.log
 - B. Setupact.log
 - C. Event Viewer
 - D. Unattend.xml
11. What would you type to open the Device Manager in the Run prompt?
- A. MMC
 - B. `secpol.msc`
 - C. CMD
 - D. `devmgmt.msc`
12. Which power management mode stores data on the hard drive?
- A. Sleep
 - B. Hibernate
 - C. Standby
 - D. Pillow.exe

13. Which Windows Update option is not recommended?
- A. Download Updates but Let Me Choose Whether to Install Them
 - B. Install Updates Automatically
 - C. Never Check for Updates
 - D. Check for Updates but Let Me Choose Whether to Download and Install Them
14. Which tool should be used if a person wanted to do Startup Repair in Windows Vista?
- A. Recovery Console
 - B. WinRE
 - C. System Restore
 - D. Safe Mode
15. What command repairs the bootmgr.exe file in Windows Vista?
- A. `bootrec /fixboot`
 - B. `bootrec /fixmbr`
 - C. `bootrec /rebuildbcd`
 - D. `boot\bcd`
16. What kind of video technology do most laptops incorporate currently?
- A. TFT Active Matrix
 - B. Passive Matrix
 - C. CRT
 - D. TFT Passive Matrix
17. What is the most common battery used by today's laptops?
- A. Double AA batteries
 - B. Lithium-ion (Li-ion)
 - C. Nickel-metal hydride (NiMH)
 - D. Nickel-cadmium (NiCd)
18. Which of the following supports digital only connections?
- A. DVI-A
 - B. DVI-D
 - C. DVI-I
 - D. VGA

19. What is the data transfer rate (speed) of USB 2.0?
- A. 12Mbps
 - B. 400Mbps
 - C. 480Mbps
 - D. 5Gbps
20. Which stage of the six-step laser printing process involves extreme heat?
- A. Fusing
 - B. Transferring
 - C. Exposing
 - D. Writing
21. The IP address 128.0.0.1 would be part of what IPv4 class?
- A. Class A
 - B. Class B
 - C. Class C
 - D. Class D
22. A user can receive mail, but they can't send it. Which of the following servers is most likely configured incorrectly?
- A. SMTP
 - B. POP3
 - C. FTP
 - D. HTTP
23. Which method would you use if you were disposing hard drives as part of a company computer sale?
- A. Destruction
 - B. Purging
 - C. Clearing
 - D. Formatting
24. Where would you turn on file sharing in Windows Vista?
- A. Control Panel
 - B. Local Area Connection
 - C. Network and Sharing Center
 - D. Firewall properties

25. A customer experiences a server crash. When you arrive, the manager is upset about this problem. What do you need to remember in this scenario?
- A. Stay calm and do the job as efficiently as possible.
 - B. Imagine the customer in his underwear.
 - C. Avoid the customer and get the job done quickly.
 - D. Refer the customer to your supervisor.

Cram Quiz Answers

1. B. The second step is to establish a theory of probable cause. You need to look for the obvious or most probable cause for the problem.
2. C. PCIe (PCI Express) uses serial lanes to send and receive data.
3. D. To ensure that other users cannot boot the computer from removable media, set the first device in the Boot Device Priority screen to hard drive.
4. C. The internal clock speed is the speed of the CPU, for example 2.4GHz. The external clock speed is the speed of the FSB, and the system bus speed (base clock) is what the internal clock speed is based off of. An example of a base clock system bus speed would be 333MHz.
5. D. Thermal compound is used to seal the small gaps between the CPU and heat sink. Did I ever tell you about the time I found grape jelly inside of a customer's computer?
6. A. DDR2-800 can transfer 6,400MB/s; 800MHz is the doubled clock rate or speed. It has an original clock speed of 400MHz but doubles that output, so it is often referred to as 800MHz.
7. B. The UPS is the only item listed that protects the computer from power outages like blackouts and brownouts.
8. C. SATA 1.5 can transfer a maximum of 150MB/s, though most devices won't ever attain that maximum. The standard specifies the transmission of 1.5Gbps (notice the lower case 'b' for bits); 300 MB/s is the data transfer rate of SATA 3.0.
9. C. The SATA drive uses a 7-pin data connector and a 15-pin power connector. Ultra ATA IDE hard drives have a 40-pin data connector and 4-pin power connector. The IDE drive's cable might have 80 *conductors* or wires, but it still physically connects through 40 pins.
10. A. Setuperr.log contains information regarding errors during installation. Setupact.log contains information regarding *actions* during installation. The Event Viewer is an application, not a file, and might not contain installation details. Unattend.xml is the answer file generated by Windows SIM for unattended installations.

11. **D.** Devmgmt.msc is the Microsoft console window known as Device Manager. Typing **MMC** opens up a new blank Microsoft Management Console. **Secpol.msc** opens the Local Security Policy window. And **CMD** opens the Command Prompt.
12. **B.** When a computer hibernates, all the information in RAM is written to a file called hiberfil.sys in the root of C: within the hard drive.
13. **C.** It is not recommended that you set Windows Update to Never Check for Updates because it is a security risk.
14. **B.** WinRE (System Recovery Options) includes Startup Repair. The Recovery Console is used by Windows XP/2000. Safe Mode is part of the Advanced Boot Options menu, and System Restore is a different tool that is also available in WinRE and can be used in Windows XP as well.
15. **A.** **bootrec /fixboot** is one of the methods you can try to repair bootmgr.exe in Windows Vista. **Bootrec /fixmbr** rewrites the master boot record in Vista. **Bootrec /rebuildbcd** attempts to rebuild the boot configuration store, and **boot/bcd** is where the boot configuration store is located.
16. **A.** TFT active matrix LCDs are the most common in laptops today. Passive matrix screens have been discontinued, although you might see an older laptop that utilizes this technology. There is no TFT passive matrix, and cathode ray tubes (CRTs) were used only on the first laptops many years ago. Due to a CRT's weight and heavy power usage, it is not a good solution for laptops.
17. **B.** ExpressCard in PCI Express mode (PCIe) has the highest data transfer rate at 250MB/s. The next fastest would be CardBus, followed by ExpressCard in USB mode, with PC Card bringing up the rear.
18. **B.** DVI-D supports digital-only connections, which are common on newer LCDs. DVI-A supports analog-only. DVI-I supports both digital and analog, and VGA is an analog connection.
19. **C.** USB 2.0 has a maximum data transfer rate of 480Mbps. 12Mbps is the data rate for USB version 1.1; 400Mbps is the data rate of IEEE 1394a (FireWire 400). And 5 Gbps is the data rate for the new USB 3.0.
20. **A.** The fusing step uses heat (up to 200 degrees Celsius) and pressure to fuse the toner permanently to the paper.
21. **B.** The IP address 128.0.0.1 is part of the Class B range that encompasses 128-191.
22. **A.** The client computer uses the SMTP server to send mail; if they can't send, check the SMTP settings. The POP3 server retrieves mail. FTP servers transfer files, and HTTP servers are used for World Wide Web pages.
23. **B.** Purging (or sanitizing) removes all the data from a hard drive so that it cannot be reconstructed by any known technique.
24. **C.** The Network and Sharing Center is where you would enable file sharing in Windows Vista.
25. **A.** There isn't much you can do when a customer is upset except fix the problem!