1. From what location are the 1st computer instructions available on boot up?
   A) ROM BIOS
   B) CPU
   C) boot.ini
   D) CONFIG.SYS
   **Answer : A**

2. What could cause a fixed disk error.
   A) No-CD installed
   B) bad ram
   C) slow processor
   D) Incorrect CMOS settings
   **Answer : D**

3. Missing slot covers on a computer can cause?
   A) over heat
   B) power surges
   C) EMI.
   D) incomplete path for ESD
   **Answer : A**

4. When installing PCI NICS you can check the IRQ availability by looking at
   A) Dip switches
   B) CONFIG.SYS
   C) Jumper settings
   D) Motherboard BIOS
   **Answer : D**

5. With respect to a network interface card, the term 10/100 refers to
   A) protocol speed
   B) a fiber speed
   C) megabits per seconds
D) minimum and maximum server speed

Answer: C

6. Which Motherboard form factor uses one 20 pin connector
   
   A) ATX  
   B) AT  
   C) BABY AT  
   D) All of the above  

Answer: A

7. A hard disk is divided into tracks which are further subdivided into:
   
   A) clusters  
   B) sectors  
   C) vectors  
   D) heads  

Answer: B

8. A wrist grounding strap contains which of the following:
   
   A) Surge protector  
   B) Capacitor  
   C) Voltmeter  
   D) Resistor  

Answer: D

9. Which standard govern parallel communications?
   
   A) RS232  
   B) RS-232a  
   C) CAT 5  
   D) IEEE 1284  

Answer: D
10. In laser printer technology, what happens during the conditioning stage?
A) The corona wire places a uniform positive charge on the paper
B) A uniform negative charge is placed on the photosensitive drum
C) A uniform negative charge is placed on the toner
D) All of the above
Answer: B

11. What product is used to clean smudged keys on a keyboard?
A) TMC solvent
B) Silicone spray
C) Denatured alcohol
D) All-purpose cleaner
Answer: D

12. ESD would cause the most damage to which component?
A) Power supply
B) Expansion board
C) Monitor
D) Keyboard
Answer: B

13. To view any currently running Terminate Stay Resident (TSR’s) programs you could type:
A) Memory
B) MEM
C) SYS /M
D) Memmaker
Answer: B

14. Which type of system board is the MOST likely candidate for processor upgrading if you want maximum performance and future compatibility?
A) ML
B) PCI
MCQ

C) ISA
D) EISA
Answer : B

15. Suppose that you have a the maintenance package identifies several possible field replaceable units (FRUs) that will resolve the problem. What should you do after turning the power off?
A) Replace the indicated parts, one at a time in the recommended sequence, until the problem is resolved; return unused FRUs to stock
B) Replace all of the indicated FRUs at once and return the machine to the customer if the problem is resolved
C) Follow the same procedure as in ays replace the system board first if it is on the list of possible FRUs If multiple FRUs are indicated, then software is the most likely source of the problem
D) None of the above
Answer : A

16. Most PCs give a single beep on bootup to indicate they are ok hardware wise. You boot your PC and don't get a beep. What should you check first?
A) system board
B) speaker
C) microprocessor
D) power supply
Answer : B

17. Which peripheral port provides the FASTEST throughput to laser printers?
A) RS-232
B) SCSI
C) Parallel
D) Serial
Answer : C
18. The mouse pointer moves erratically, what is the possible cause? The mouse
A) ball is dirty
B) is not connected
C) driver is not installed properly
D) has an incorrect IRQ setting
Answer : A

19. Voltage measured:
A) in parallel
B) in series
C) after breaking the circuit
D) after checking resistance
Answer : A

20. Your customer tells you the print quality of their dot matrix printer is light then dark. Which of the following could cause the problem.
A) Paper slippage
B) Improper ribbon advancement
C) Paper thickness
D) Head position
Answer : B

21. The 34-pin connection on an I/O card is for?
A) Floppy drive
B) SCSI drive
C) IDE drive
D) Zip drive
Answer : A

22. The terms "red book", "yellow book", and "orange book" refer to:
A) SCSI
B) ide
23. On the 16-bit ISA bus, IRQ2 is elevated to which higher level Interrupt?
A) 9
B) 11
C) 13
D) 15
**Answer : A**

24. What beep codes could indicate a system board or power supply failure?
A) steady short beep
B) one long continuous beep tone
C) steady long beeps
D) All of the above
**Answer : D**

25. To view any currently running Terminate Stay Resident (TSR's) programs you could type:
A) Memory
B) MEM
C) SYS /M
D) Memmaker
**Answer : B**

26. Which part of the laser printer should NOT be exposed to sunlight?
A) Transfer corona assembly
B) PC drum
C) Primary corona wire
D) Toner cartridge
**Answer : B**
27. Resistance is measured in?
A) Volts
B) Amps
C) Watts
D) Ohms

**Answer: D**

28. When installing a SCSI CD-ROM drive, you must set the CD-ROM SCSI adapter to:
A) B0007
B) An unused SCSI address
C) The same address as the SCSI device before the CD-ROM
D) SCSI ID=1

**Answer: B**

29. Pick the correct choice for the 80386SX CPU.
A) 16 bit word size, 16 bit data path
B) 32 bit word size, 16 bit data path
C) 8 bit word size, 32 bit data path
D) 32 bit word size, 8 bit data path

**Answer: B**

30. In Inkjet technology the droplets of ink are deflected by?
A) multi directional nozzles
B) electronically charged plates
C) high pressure plates
D) electro static absorption

**Answer: A**

31. When your hard drive crashes from any of the correct selections in the question above, or from dropping it, it is known as head-to-disk interference, or HDL
A) True
B) FALSE
C) loop backs (wrap plugs)
D) sniffer
Answer : A

32. What tool is used to test serial and parallel ports?
A) high volt probe
B) cable scanner
C) loop backs (wrap plugs)
D) sniffer
Answer : C

33. What is the highest binary number that can be referred to on a three position jumper block?
A) 4
B) 6
C) F
D) 1
Answer : D

34. What voltage does a Pentium system use?
A) +12 volts
B) + 5 volts
C) + 8 volts
D) +3.3 volts
Answer : D

35. A numeric error code check: A 17xx indicates a problem with:
A) CMOS
B) ROM BIOS
C) DMA controller
D) hard drive or controller
36. Which provides the fastest access to large video files?
   A) Optical drives
   B) IDE hard drives
   C) SCSI hard drives
   D) EIDE hard drives
   **Answer : C**

37. A 25-pin female connector on the back of your computer will typically be:
   A) Serial port 1
   B) A parallel port
   C) Docking
   D) COM2 port
   **Answer : B**

38. On the PC side, the printer port is a:
   A) 25 pin female serial connector
   B) 15 pin female parallel connector
   C) 15 pin female serial connector
   D) 25 pin female parallel connector
   **Answer : D**

39. You were installing an application in Windows 95, and the computer crashes, what do you do?
   A) press alt + Ctrl + delete, twice
   B) press alt + Ctrl + delete, and end task
   C) press the reset button on the computer
   D) turn off computer and boot from a floppy disk
   **Answer : D**
40. RS-232 is a standard that applies to:
A) serial ports  
B) parallel ports  
C) game ports  
D) networks  
**Answer : A**

41. You just installed a new IDE hard drive, but your system BIOS will not recognize the new drive, what should you check first.
A) cable sequence  
B) jumpers on the hard drive  
C) drivers that need to be loaded  
D) hard drive manufacturer web site information  
**Answer : B**

42. During boot-up, the memory test:
A) Is a superfluous step that should be ignored  
B) Checks and verifies that contiguous memory is installed  
C) Is an operational error  
D) Displays what memory is installed, but nothing else  
**Answer : B**

43. What is the best ground for a conductive work bench?
A) AC outlet  
B) Ground to bend  
C) To another device  
D) Chassis ground  
**Answer : A**

44. Topically, how many type III PC cards can you insert in a laptop
A) 1  
B) 2
45. What is the first thing you could do to check for damage to a printer after receiving it?
A) Run MSD diagnostics
B) Attach it to a PC and print something
C) Check the cables
D) Unbox it and examine it for physical damage

**Answer:** D

46. You have a system that periodically locks up. You have ruled out software, and now suspect that it is hardware. What should you do first that could help you narrow it down to the component at fault?
A) rotate the RAM
B) replace the RAM
C) replace the level 2 cache SIMM
D) disable the CPU cache in CMOS

**Answer:** D

47. What’s the best way to protect your hard drive data?
A) regular backups
B) periodically defrag it
C) run chkdsk at least once a week
D) run scandisk at least once a week

**Answer:** A

48. On a dot matrix printer, you should never lubricate which part?
A) carriage rails
B) printhead pins
C) paper advance bearings
D) carriage bearings
49. How many devices can be used on a single SCSI bus? Keep in mind that the SCSI host adapter counts as a device.
A) 1  
B) 8  
C) 20  
D) 10  
**Answer : B**

50. Match the device driver HIMEM.SYS to its operation.
A) Supports (ANSI) terminal emulation  
B) Manages the use of extended memory  
C) Uses expanded memory on a 80386 processor  
D) Supports code page switching  
**Answer : B**