COMPUTER PROBLEM SOLVING

1. How many bits make up a byte?
    a. 4
    b. 16
    c. 8
    d. 32

    Competency: Personal Computer Components
    Task: Identify how hardware components interact and work with software to perform computing tasks.

2. What is the smallest full feature PC today?
    a. Ultralight
    b. Tablet
    c. Personal Digital Assistant
    d. Notebook

    Competency: Laptop and Portable Devices
    Task: Identify names, purposes, and characteristics of laptop specific devices.

3. Which option should you use to configure a removable storage device so that the device can be removed without using the Safely Remove Hardware application?
    a. optimize for quick removal
    b. enable write caching on the disk
    c. optimize for performance
    d. adjust for best performance

    Competency: Laptop and Portable Devices
    Task: Identify and apply common preventive maintenance techniques for laptops and portable devices, cooling devices, hardware and video, cleaning materials, operating environments including temperature and air quality, storage, transportation, and shipping.

4. You are troubleshooting a laser printing problem where faint images of previously printed pages are appearing on the current page. Which component is the most likely cause of this problem?
    a. fusing rollers
    b. discharge lamp
    c. deta corona
    d. charge corona

    Competency: Printers and Scanners
    Task: Identify differences between types of printers and scanners including laser, and ink dispersion.

5. Which one of the following terms refers to the method used by Microsoft to prevent unlicensed use of their software?
   a. product activation
   b. piracy
   c. disk cloning
   d. Windows update

   Competency: Operating Systems
   Task: Identify the fundamentals of using operating systems and describe operating system revision levels including GIU system requirements and application and hardware compatibility.

6. What does FDDI stand for?
   a. Fixed Data Distribution Interchange
   b. Fiber Direct Data Interface
   c. Fiber Distributed Data Interface
   d. Fixed Data Direct Interface

   Competency: Networks
   Task: Identify names, purposes, and characteristics of basic network protocols and terminologies.

7. Which information must be provided to a wireless device to enable it to connect to a wireless network?
   a. Access Point (AP)
   b. Wi-Fi Protected Access (WPA)
   c. Wired Equivalent Privacy (WEP)
   d. Service Set Identifier (SSID)

   Competency: Networks
   Task: Install, configure, optimize, and upgrade networks.

8. What is the most common form of identification and authentication?
   a. user identification with reusable password
   b. biometrics
   c. two-factor authentication
   d. smart cards

   Competency: Security
   Task: Identify the purposes and characteristics of access control and permissions, auditing, and event logging.

9. What can you use to secure a Windows XP computer by directly downloading security and bug-related fixes for various Windows-related products?
    a. Windows Update
    b. Windows Software Update Service (WSUS)
    c. Software Update Services (SUS)
    d. Windows Firewall

    Competency: Security
    Task: Implement security preventive maintenance techniques such as installing service packs and patches and training users about malicious software prevention technologies.

10. Why should you never attempt to repair a monitor yourself?
    a. There is an electrical source inside which can hold a lethal charge.
    b. Opening the monitor will expose the photosensitive receptor inside.
    c. Opening it will disable the over-voltage protection circuit.
    d. Opening it will disable the monitor power generator.

    Competency: Safety and Environmental Issues
    Task: Determine safe working practices to avoid or eliminate electrical hazards.

Computer Problem Solving Answer Key

1. C
2. C
3. A
4. B
5. A
6. C
7. D
8. A
9. C
10. A

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