**NEW YORK STATE FBLA**

**COMPUTER PROBLEM SOLVING**

**2014**

**PLEASE DO NOT OPEN THIS TEST UNTIL DIRECTED TO DO SO**

Test Directions

1. Complete the information requested on the answer sheet.

**PRINT YOUR NAME** on the “Name” line.

**PRINT** the name of the event, **COMPUTER PROBLEM SOLVING** on the “Subject” line.

**PRINT** the name of your **CHAPTER** on the “DATE” line.

1. All answers will be recorded on the answer sheet.

Please do not write on the test booklet.

Scrap paper will be provided.

1. Read each question completely before answering. With a **NO. 2 pencil**, blacken in your choices completely on the answer sheet. Do not make any other marks on the answer sheet, or the scoring machine will reject it.
2. You will be given 60 minutes for the test. You will be given a starting signal and a signal after 50 minutes have elapsed.

**Tie will be broken using the last 10 questions of the test.**

1. Which standard defines wireless?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | 802.11 | c. | 802.3 |
| b. | 802.7 | d. | 802.9 |

2. A 3xx POST error code indicates a problem with the:

|  |  |
| --- | --- |
| a. | Mouse |
| b. | Video adapter |
| c. | Floppy drive |
| d. | Keyboard |

3. Your client's computer refuses to connect to the network. You observe the NIC light is not ON and then use a different cable. What should you do next?

|  |  |
| --- | --- |
| a. | Re-enter the username and password |
| b. | Attempt to log in to the server again observing the NIC light status. |
| c. | Check the power supply. |
| d. | All of the above. |

4. Maximum USB cable length is:

|  |  |
| --- | --- |
| a. | 5 meters |
| b. | 10 meters |
| c. | 18 meters |
| d. | 25 meters |

5. Which of the following would not need to be updated as part of your critical system drivers that would assist in an issue where the machine keeps restarting?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Graphics card | c. | Network card |
| b. | Motherboard | d. | Sound card |

6. If you’re not running your Web browser and are still getting pop-up ads on your desktop you most likely installed:

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Adware. | c. | Anti-malware. |
| b. | Antivirus software. | d. | All of the above. |

7. Which of the following is a reason your computer will not print?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Printer’s drivers are up to date. | c. | The printer is set to work offline. |
| b. | It has enough paper. | d. | All of the above. |

8. What is the best way to figure out which performance-killers you can safely disable on your computer?

|  |  |
| --- | --- |
| a. | Check that all the wires are plugged in correctly. |
| b. | Check the startup item and manufacturer columns in the system configuration. |
| c. | Un-install and reinstall the operating system. |
| d. | Check in the control panel, under the devices and printers. |

9. A drawback of wireless networking is:

|  |  |
| --- | --- |
| a. | Cable length. |
| b. | FDDI. |
| c. | Security. |
| d. | TCP/IP. |

10. Which type is used for a hard drive?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Type I. | c. | Type III. |
| b. | Type II. | d. | Type IV. |

11. Which one of the following laser printer components is responsible for using heat and pressure to melt and bond the toner to the paper?

|  |  |
| --- | --- |
| a. | Drum |
| b. | Fusing unit |
| c. | Pickup roller |
| d. | Transfer corona wire |

12. To restore the original registry settings when you first installed Windows, from the Emergency Repair Disk, which option would you use to restore the registry?

|  |  |
| --- | --- |
| a. | Press A for repair all. |
| b. | Press F for fast repair. |
| c. | Press M for manual repair. |
| d. | Press R for registry repair. |

13. How many keys are used in public key encryption to encrypt and decrypt data?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | One | c. | Three |
| b. | Two | d. | Four |

14. When setting up a user’s workstation, the angle of his/her forearm to his/her body should be at which degree?

|  |  |
| --- | --- |
| a. | 30 |
| b. | 45 |
| c. | 90 |
| d. | 180. |

15. What term defines a computer crime where one person masquerades as someone else?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Spoofing | c. | Cloning |
| b. | Spooling | d. | Identity theft |

16. Which of the following files is a compression one or more items into a smaller archive?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | HTML file | c. | Word file |
| b. | Portable Document File | d. | Zip file |

17. Which of the following terms is used to help people evaluate information found online?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | RADCAB | c. | WYSIWYG |
| b. | QWERTY | d. | All of the above. |

18. Which one of the following is **not** listed by the FBI National Computer Crime Squad (NCCS) as a computer crime?

|  |  |
| --- | --- |
| a. | Installation of network monitoring software |
| b. | Major computer network intrusion |
| c. | Pirated software |
| d. | Intrusion of the public phone system |

19. Computer ethics include which of the following?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Intellectual property rights | c. | Privacy concerns |
| b. | How computers affect society | d. | All of the above |

20. Access points that use Wi-Fi are also called:

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Networks | c. | Points |
| b. | Base stations | d. | None of the above |

21. IRQ2 is used with which of the following?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | COM1 | c. | LPT1 |
| b. | COM2 | d. | Used to cascade second IRQ controller |

22. Which of the following is port address for serial port COM1?

|  |  |
| --- | --- |
| a. | 2F8-2FF |
| b. | 320-32F |
| c. | 3F0-3F7 |
| d. | 3F8-3FF |

23. A parity error usually indicates a problem with which of the following?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | USB ports | c. | Memory |
| b. | Motherboard | d. | Cooling fan |

24. You are reported that the monitor at a client’s place is having a problem. You are about to remove the cover of the monitor. What do you do just before opening the monitor cover?

|  |  |
| --- | --- |
| a. | Connect the monitor as well as the wrist strap to the ground. |
| b. | Wear wrist strap to prevent ESD damage to the monitor. |
| c. | Make sure that the ESD is grounded properly. |
| d. | Make sure that the power is switched off and the power cord is plugged out |

25. Your monitor screen is a light green color, what could be the problem?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | The graphics card is starting to go. | c. | A pin is bent on the video cable connector. |
| b. | The website is that color. | d. | None of the above. |

26. Which of the following is programmed by burning fuses within the memory, meaning that it can only be programmed once?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | PROM | c. | BIOS |
| b. | RAM | d. | FMEM |

27. The purpose of an operating system is:

|  |  |
| --- | --- |
| a. | To organize and control hardware and software so that the device it lives in behaves in a flexible but predictable way. |
| b. | Manage how much data you can send through a network or modem connection. |
| c. | To identify SCSI devices. |
| d. | All of the above. |
| e. | None of the above. |

28. Which control signal on a serial cable, indicates that the data set is ready?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | CTS | c. | DTR |
| b. | DSR | d. | RTS |

29. What is the maximum color depth of an SVGA monitor?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | 256 colors | c. | 64 K colors |
| b. | 1024 colors | d. | 16 million colors |

30. Which function key is pressed to bypass CONFIG.SYS, and AUTOEXEC.BAT during the DOS boot process?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | F4 | c. | F6 |
| b. | F5 | d. | F8 |

31. \_\_\_\_\_\_\_\_\_\_ is when a computer becomes low on RAM while running applications so it temporarily uses hard drive space for additional memory?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Recycling | c. | Swapping |
| b. | Redirecting | d. | Thrashing |

32. This is **not** a basic type of virus?

|  |  |
| --- | --- |
| a. | boot-sector |
| b. | file infector |
| c. | iMule infector |
| d. | trojan horse |

33. A CMOS virus is an example of this type of virus:

|  |  |  |  |
| --- | --- | --- | --- |
| a. | boot-sector | c. | iMule infector |
| b. | file infector. | d. | trojan horse |

34. While booting up, a client’s computer shows an error message with a code 201. What is the likely cause?

|  |  |
| --- | --- |
| a. | The CMOS battery is bad. |
| b. | The CPU is bad |
| c. | The Hard disk is bad. |
| d. | The Memory test has failed. |

35. The physical sector in any bootable hard disk contains which of the following?

|  |  |
| --- | --- |
| a. | File structure |
| b. | Data structure |
| c. | MBR |
| d. | LBR |

36. Which of the following DRAM types is fastest?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | BEDO DRAM | c. | EDO DRAM |
| b. | Conventional DRAM | d. | FPM DRAM |

37. What’s the best way to protect your hard drive data?

|  |  |
| --- | --- |
| a. | Regular backups |
| b. | Run a regular diagnostic |
| c. | Run chkdsk at least once a week |
| d. | Run scandisk at least once a week |

38. ECC is used to verify data transmissions by locating and correcting transmission errors. What does ECC stand for?

|  |  |
| --- | --- |
| a. | Error Correction Code |
| b. | Extension Correction Code |
| c. | Error Code Chip |
| d. | Extension Compilation Code |

39. What is the cloud?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Storage on the Internet. | c. | Storage on your USB. |
| b. | Storage on your personal computer. | d. | All of the above. |

40. Which of the following is an example of a personal computer?

|  |  |
| --- | --- |
| a. | Desktop |
| b. | Laptop |
| c. | ATM |
| d. | Calculator |
| e. | All of the above |

41. Specialized computers would include:

|  |  |
| --- | --- |
| a. | iPads |
| b. | Smartphones |
| c. | Video game consoles |
| d. | All of the above |
| e. | None of the above |

42. The process that verifies that your login and password are correct is?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | ACL | c. | Authentication |
| b. | Access control | d. | Verification |

43. What is the difference between a Search Engine and a Directory?

|  |  |
| --- | --- |
| a. | Search engines have a search box while directories are not searchable. |
| b. | Search engines are free while Directories charge money for their services. |
| c. | Most search engines use spiders while directories do not. |
| d. | Webmaster can submit their resource to a search engine, but not to a directory. |

44. ISDN stands for:

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Inferior Sector Data Net | c. | Integrated Services Digital Network |
| b. | Interior Sector Direct None | d. | Internal Select Data Nulls |

45. Which one of the following terms refers to the snapshot of the system state that is used during a system restore?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Event log | c. | Registry backup |
| b. | Restore point | d. | System console |

46. Which utility enables you to reset a computer’s network adapter?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Network map | c. | IPCONFIG |
| b. | Windows Network Diagnostics | d. | Local area connection |

47. Which component is **not** part of the Windows Security Center

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Computer management | c. | Automatic updates |
| b. | Windows Firewall | d. | Malware protection |

48. A good example of firmware is:

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Windows 95 | c. | DOS |
| b. | ROM BIOS | d. | CONFIG.SYS |

49. The “brain” of a microcomputer system is called:

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Chipset | c. | RAM |
| b. | Coprocesesor | d. | Microprocessor |

50. How many devices can be daisy chained to a USB port?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | 7 | c. | 127 |
| b. | 15 | d. | 255 |

51. How many bites make up a byte?

|  |  |
| --- | --- |
| a. | 4 |
| b. | 8 |
| c. | 16 |
| d. | 32 |

52. Which of the following is the first cache the CPU uses?

|  |  |
| --- | --- |
| a. | L2 memory |
| b. | RAM |
| c. | L1 memory |
| d. | Cache memory |

53. This is an ultra high-performance computer made for high volume, processor-intensive computing, typically used by large businesses and for scientific purposes. What is it?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Mainframe | c. | Laptop |
| b. | CPU | d. | Network |

54. How many pins a DIN-5 connector will have?

|  |  |
| --- | --- |
| a. | 3 |
| b. | 4 |
| c. | 5 |
| d. | 9 |

55. How many devices, a 16-bitt SCSI-2 can support?

|  |  |
| --- | --- |
| a. | 7 |
| b. | 8 |
| c. | 14 |
| d. | 16 |

56. What is the command syntax for assigning “Hidden” attribute to file c:\myfile?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | ATTRIB +R C:\MYFILE | c. | ATTRIB –H C:\MYFILE |
| b. | ATTRIB +H C:\MYFILE | d. | ATTRIB H C:\MYFILE |

57. Which of the following is not allowed to be set using the ATTRIB command?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | System | c. | Read-only |
| b. | Hidden | d. | All of the above |

58. When Windows 95/98 boots successfully, it creates two back up files for the Registry. Which are those two back up Registry files?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | REG0.DAT, REG1.DAT | c. | USER.DA0, SYSTEM.DA0 |
| b. | USER.DAT, SYSTEM.DAT | d. | REG\_BACK.DAT, REG\_SYS.DAT |

59. Your customer has bought a second hard disk and added it to an existing computer. The first hard disk is having one primary partition and one Extended partition. The extended partition is divided into two logical drives D and E. When you install the second hard drive and format it, what would be the drive letter assigned to the first logical drive on the extended partition of first hard disk? *(Assume that the second hard disk has one primary partition and only one logical drive on the Extended partition.)*

|  |  |
| --- | --- |
| a. | “D” |
| b. | “E” |
| c. | “F” |
| d. | “G” |

60. Which processor has first combined the L2 system cache inside the processor CPU package?

|  |  |
| --- | --- |
| a. | 80486 |
| b. | Pentium |
| c. | Pentium Pro |
| d. | Pentium III |

61. Which of the following is **not** required for DOS to boot?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | COMMAND.COM | c. | IO.SYS |
| b. | MSDOS.SYS | d. | AUTOEXEC.BAT |

62. What are the two files that the Windows 95 registry is comprised of?

|  |  |
| --- | --- |
| a. | SYSTEM.COM, SYSTEM.DAT |
| b. | SYSTEM.DAT, USER.DAT |
| c. | USER.DAT, IOSYS.COM |
| d. | IOSYS.COM, SYSTEM.COM |

63. You have loaded Windows 3.1 into the primary partition on your computer, and made it the default Operating System. You have formatted one of the logical drives in the Extended partition. Which file system would have been installed?

|  |  |
| --- | --- |
| a. | FAT16 |
| b. | FAT32 |
| c. | VFAT |
| d. | NTFS |

64. A programming error that causes a program to behave in an unexpected way is a:

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Bug | c. | Bus |
| b. | Chip | d. | Cookie |

65. With data transfers, if you are on the receiving end, you are \_\_\_\_\_\_\_\_\_\_, and if you are on the sending end, you are \_\_\_\_\_\_\_\_\_\_.

|  |  |  |  |
| --- | --- | --- | --- |
| a. | uploading, downloading | c. | uploading, deleting |
| b. | downloading, uploading | d. | deleting, uploading |

66. Which of the following is not a peripheral?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Keyboard | c. | Printer |
| b. | Mouse | d. | Screen |

67. Cyberspoofing is a crime in which a person

|  |  |
| --- | --- |
| a. | creates a virus to disrupt someone else’s computer network. |
| b. | commits cyberextortion or blackmail. |
| c. | falsely adopts the identity of someone else in order to commit fraud. |
| d. | uses a computer to steal data stored in digital format. |

68. Inserting and removing Tablet PCs from their stations without having power to them down is called

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Hot swapping | c. | Hot docking |
| b. | Abrupt hot swapping | d. | Surprise hot docking |

69. If someone creates a phony Web site that simulates a real bank and sends false e-mails, it is called

|  |  |  |  |
| --- | --- | --- | --- |
| a. | cyberblackmail. | c. | cyberspoofing. |
| b. | cyberphishing. | d. | cyberpiracy. |

70. The feature that allows notebooks to control power usage, allowing a device to turn on a notebook or allowing a notebook to turn on a device, is called?

|  |  |
| --- | --- |
| a. | Advanced Control and Power Integration (ACPI) |
| b. | Advanced Configuration and Power Interface (ACPI) |
| c. | Power Options |
| d. | Power Management |

71. Of the various connections and ports located on the back of a laptop, which one would be unlikely to find?

|  |  |
| --- | --- |
| a. | IDE connector |
| b. | USB connector |
| c. | Microphone jack |
| d. | Compact Flash card slot |

72. Alice is considering the purchase of an iPad but needs help deciding which features to consider. She is trying to match how she will use it with the features available in commercial products. Of the questions below, which one is least likely to be helpful in assisting Alice in her decision making?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | How easy is the iPad to use? | c. | What applications come with the iPad? |
| b. | Can the iPad use e-mail and the Web? | d. | Is the operating system software Windows or Linux based? |

73. Harmful software is sometimes known as \_\_\_\_\_\_\_\_\_\_ software.

|  |  |
| --- | --- |
| a. | Maladjusted |
| b. | Malignant |
| c. | Malicious |
| d. | Malevolent |

74. The term \_\_\_\_ is a generic term for anyone who intends to access a computer system without permission.

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Cracker | c. | Hijacker |
| b. | Hacker | d. | Smacker |

75. \_\_\_\_\_\_\_\_\_\_ should be turned on to ensure your computer has the most up-to-date security fixes, critical updates, and operating system.

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Disk clean up | c. | Windows Automatic Updates |
| b. | Disk defragmenter | d. | Windows Control Panel |

76. A common symptom of malware is when your

|  |  |
| --- | --- |
| a. | messages do not appear unexpectedly |
| b. | computer runs faster than normal |
| c. | computer runs much slower than normal |
| d. | programs run fast |

77. \_\_\_\_\_\_\_\_\_\_ regulate or condition the power to provide continuous voltage during brownouts.

|  |  |
| --- | --- |
| a. | Data line protectors |
| b. | Power conditioners |
| c. | Surge suppressors |
| d. | UPSs |

78. The CIPHER command is used for file and folder

|  |  |
| --- | --- |
| a. | coding. |
| b. | compressing. |
| c. | decompressing. |
| d. | encryption. |

79. Breanne wants to make sure that her laptop has the most recent versions of files she needs at the conference. What component of Windows Vista should she use to reconcile the files on her desktop with the versions of the same files on her laptop?

|  |  |
| --- | --- |
| a. | Mobility Center |
| b. | Network and Sharing Center |
| c. | Remote Desktop Connection |
| d. | Sync Center |

80. In older monitors a buildup of bad magnetism would cause the monitor have a loss of color accuracy. By pushing the \_\_\_\_\_\_\_\_\_\_ button your monitor would make a buzzing noise and cause the screen to go – in order to get the bad magnetism out of your screen. Newer screens automatically \_\_\_\_\_\_\_\_\_\_ the screen and magnetism doesn't build up in flat screen displays so they don’t have it. Which button is this referring to?

|  |  |
| --- | --- |
| a. | Degauss |
| b. | Demagnetize |
| c. | Debug |
| d. | None of the above |

81. \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_ can be used to create books, magazines, newspapers, flyers, pamphlets, and many other printed documents.

|  |  |
| --- | --- |
| a. | Desktop publishing |
| b. | Graphical printing |
| c. | Desktop printing |
| d. | Graphical publishing |

82. A network server uses this protocol to dynamically assign IP addresses to networked computers. What is:

|  |  |  |  |
| --- | --- | --- | --- |
| a. | DHCP | c. | DNS |
| b. | TCP/IP | d. | None of the above. |

83. The process of converting something from analog to digital is known as:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| a. | | digitize. | c. | condense. |
| b. | analyze. | d. | None of the above. |

84. You boot your PC and don’t hear the usual single beep. What should you check first?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | The power connection. | c. | The network connection. |
| b. | The speaker. | d. | The screen resolution. |

85. A 4xx, 5xx, or 24 xx POST error code indicates a problem with the:

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Floppy drive | c. | Video adapter |
| b. | GUI | d. | None of the above |

86. What is the most likely consequence of a power outage?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | There are no consequences. | c. | The screen locks. |
| b. | Fan motor failure. | d. | Lost data. |

87. In the event of a power outage, what is an UPS designed to do?

|  |  |
| --- | --- |
| a. | Keep the computer up and running. |
| b. | Shut the computer down safely. |
| c. | Put the computer in to hibernation mode. |
| d. | None of the above. |

88. You have shifted your Windows XP machine using an optical mouse to a new glass top table. Now the mouse stops responding, but you do not see any related error messages either during boot up or in the device manager. What is the likely cause for the problem?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | The mouse has died. | c. | You need to change the mouse settings in the control panel. |
| b. | You need a mouse pad. | d. | None of the above. |

89. What hardware/software must support the plug-and-play concept to ensure that it works properly when peripheral devices are installed on a server?

1. Plug-and-play operating system
2. Plug-and-play peripheral device
3. Plug-and-play system BIOS

|  |  |
| --- | --- |
| a. | I and III only |
| b. | I and II only |
| c. | II and III only |
| d. | I, II and III |

90. From the perspective of an end user, what makes the ATX different from the AT?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Power button is electrical not mechanical. | c. | There is no difference. |
| b. | Power button is mechanical not electrical. | d. | All of the above. |

91. Which of the following is the address of a specific web site or file on the Internet?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | UPS | c. | URL |
| b. | URI | d. | USB |

92. Fred is setting up a printer to be shared so in the printer properties dialog box, which tab will restrict users’ rights to this printer?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Advanced | c. | Security |
| b. | General | d. | Sharing |

93. Blaine is considering adding a peripheral device but thinks his BIOS may need to be flashed to accommodate this upgrade. When should he flash the BIOS?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Before changing the CMOS setup | c. | Before installing any devices |
| b. | After installing all new devices | d. | After upgrading the operating system |

94. If Debra wants to install a networking device that will extend the length to transmit signals farther to accommodate a new cubicle area in his office building. What type of device should Debra use?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Router | c. | Repeater |
| b. | Switch | d. | Bridge |

95. Marissa is installing a wireless network in one of the branch offices of her company. She needs the wireless network to operate at 5.0 GHz with a range of 35 to 50 meters. Which IEEE standard equipment type should Marissa use?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | 802.11a | c. | 802.11d |
| b. | 802.11b | d. | 802.11g |

96. Which term below is **not** a way of regerring to how data is transmitted in “pieces” on the network?

|  |  |
| --- | --- |
| a. | Packets |
| b. | Datagrams |
| c. | Envelops |
| d. | Frames |

97. Alex is having trouble connecting to the Internet. During troubleshooting, Alex finds that he is able to use the ping utility to verify connection to sites on the Internet but can only ping them using their IP addresses and not their domain name. What does Alex conclude based on this information?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | The default gateway is down. | c. | DHCP services are down. |
| b. | DNS services are down. | d. | WAN services are down. |

98. Wendy needs to extend the network she manages by connecting two hubs together. She needs a specific type of cable to accomplish this. Which cable types should Wendy choose?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | Crossover cable | c. | Thicknet cable |
| b. | Patch cable | d. | Thinnet cable |

99. What is the acceptable range of pages that can be printed on a dot-matrix printer before it overheats?

|  |  |  |  |
| --- | --- | --- | --- |
| a. | 50 to 75 | c. | 95 to 110 |
| b. | 70 to 85 | d. | 100 to 125 |

100. Lorrie, an IT tech, gets a call from an employee saying she can't print to the network printer. Lorrie troubleshoots the issue and he suspects that the firmware on the printer's NIC is having trouble communicating with TCP/IP network protocol. Which of the options below will give Lorrie the best chance to solve this problem?

|  |  |
| --- | --- |
| a. | Try restarting the printer to reinitialize the TCP/IP settings |
| b. | Check the printer’s CMOS setup to make sure the TCP/IP is enabled. |
| c. | Tray flashing the printer’s BIOS. |
| d. | Open a command window on the user’s computer and try to telnet into the printer. |

**ANSWER KEY**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1. | A | 26. | A | 51. | B | 76. | C |
| 2. | D | 27. | A | 52. | B | 77. | B |
| 3. | B | 28. | B | 53. | A | 78. | D |
| 4. | A | 29. | D | 54. | C | 79. | D |
| 5. | D | 30. | B | 55. | D | 80. | A |
| 6. | A | 31. | C | 56. | B | 81. | A |
| 7. | C | 32. | C | 57. | D | 82. | A |
| 8. | B | 33. | A | 58. | C | 83. | A |
| 9. | C | 34. | D | 59. | B | 84. | B |
| 10. | C | 35. | C | 60. | C | 85. | C |
| 11. | B | 36. | A | 61. | D | 86. | D |
| 12. | D | 37. | A | 62. | B | 87. | B |
| 13. | B | 38. | A | 63. | A | 88. | B |
| 14. | C | 39. | A | 64. | A | 89. | D |
| 15. | A | 40. | E | 65. | B | 90. | A |
| 16. | D | 41. | D | 66. | D | 91. | C |
| 17. | A | 42. | C | 67. | C | 92. | C |
| 18. | A | 43. | C | 68. | D | 93. | C |
| 19. | D | 44. | C | 69. | C | 94. | C |
| 20. | B | 45. | B | 70. | B | 95. | A |
| 21. | D | 46. | D | 71. | C | 96. | C |
| 22. | D | 47. | A | 72. | D | 97. | B |
| 23. | C | 48. | B | 73. | C | 98. | A |
| 24. | D | 49. | D | 74. | B | 99. | A |
| 25. | C | 50. | C | 75. | C | 100. | C |