

Member ID: _____

Time: _____

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Device Configuration & Troubleshooting (305)

NATIONAL 2025

CONCEPT KNOWLEDGE:

Multiple Choice (50 @ 2 points each)

_____ (100 points)

Test Time: 60 minutes

Multiple Choice Questions

Directions: Identify the letter of the choice that best completes the statement or answers the question.

1. A client is interested in using cloud services for data backup. What key advantage of cloud services would you emphasize for data security?
 - A. Limited accessibility
 - B. Data redundancy
 - C. Scalability
 - D. High initial setup cost
2. A client reports that their printer is not responding. What should be the first step in troubleshooting this issue?
 - A. Check printer power status
 - B. Update audio drivers
 - C. Configure network settings
 - D. Install additional RAM
3. A user is concerned about network security and asks about firewall settings. What is the primary function of a firewall in a network environment?
 - A. Increase internet speed
 - B. Monitor network traffic
 - C. Improve graphics performance
 - D. Enhance sound quality
4. A user is curious about the benefits of cloud services. Which advantage of cloud services would you emphasize as a cost-effective solution for data storage?
 - A. Limited scalability
 - B. Data redundancy
 - C. Scalability
 - D. High initial setup cost
5. A user is having trouble booting up their computer. Which of the following actions should you recommend first to resolve the issue?
 - A. Check power cables
 - B. Update device drivers
 - C. Configure BIOS settings
 - D. Install additional RAM
6. A user is unable to access certain files on their computer. Which user account management task would you recommend troubleshooting this issue?
 - A. Adjusting screen resolution
 - B. Configuring device drivers
 - C. Checking user permissions
 - D. Changing desktop wallpaper

7. A user needs to connect their headphones to a computer. Which peripheral port should they use?
 - A. USB
 - B. HDMI
 - C. Audio Jack
 - D. Ethernet
8. A user needs to scan a barcode. What type of peripheral device should they use?
 - A. Printer
 - B. Keyboard
 - C. Scanner
 - D. Mouse
9. A user reports that their computer is not booting up. Which component should you check first?
 - A. Power Supply
 - B. Hard Drive
 - C. RAM
 - D. Graphics Card
10. A user reports that their external hard drive is not being recognized by the computer. Which peripheral port should you check first?
 - A. USB
 - B. HDMI
 - C. Ethernet
 - D. VGA
11. A user wants to add more memory to their computer to improve performance. What type of component would they need to add?
 - A. CPU
 - B. Hard Drive
 - C. RAM
 - D. Power Supply
12. A user wants to connect their laptop to an external display. Which peripheral port would be suitable for this task?
 - A. USB
 - B. HDMI
 - C. Ethernet
 - D. VGA

13. A user wants to connect their microphone to a computer. Which peripheral port should they use?
- A. USB
 - B. HDMI
 - C. Audio Jack
 - D. Ethernet
14. A user wants to draw digital artwork on their computer. What type of peripheral device should they use?
- A. Graphics Tablet
 - B. Printer
 - C. Scanner
 - D. Webcam
15. A user wants to expand their computer's storage capacity. Which type of device would you recommend?
- A. Tape Drive
 - B. Solid State Drive
 - C. Flash Drive
 - D. Optical Drive
16. A user wants to improve the speed of their computer. Which component should you suggest upgrading?
- A. Hard Drive
 - B. RAM
 - C. CPU
 - D. Graphics Card
17. How can user accounts be used to personalize the computing experience for different users on a shared system?
- A. Adjusting the monitor resolution
 - B. Changing the system language
 - C. Customizing desktop backgrounds
 - D. Increasing network speed
18. How does a firewall protect a network from external threats?
- A. By allowing all incoming traffic
 - B. By blocking all outgoing traffic
 - C. By filtering and controlling network traffic
 - D. By slowing down network performance

19. If a printer is producing faded prints, what maintenance task should be performed to address this issue?
- A. Replace the ink cartridges
 - B. Update printer drivers
 - C. Clean the print heads
 - D. Reboot the printer
20. In a network environment, what is the purpose of user account management software?
- A. Monitor system temperature
 - B. Control access to network resources
 - C. Update printer drivers
 - D. Defragment the hard drive
21. In RAID 5, how many minimum drives are required to implement the configuration?
- A. 1
 - B. 2
 - C. 3
 - D. 4
22. In Windows, what is the primary way to access and manage system settings and configurations?
- A. Command Prompt
 - B. Control Panel
 - C. Task Manager
 - D. Device Manager
23. What does VGA stand for in the context of computer ports?
- A. Video Graphics Array
 - B. Visual Graphics Adapter
 - C. Virtual Graphics Array
 - D. Video Graphics Adapter
24. What happens to data if one drive fails in a RAID 1 configuration?
- A. Data is lost
 - B. Data is corrupted
 - C. Data is unaffected
 - D. Data is partially recoverable
25. What is a common preventative maintenance task for improving the performance of a computer system over time?
- A. Increase screen brightness
 - B. Defragment the hard drive
 - C. Remove external peripherals
 - D. Update the sound drivers

26. What is a common preventative maintenance task for prolonging the life of a laptop battery?
- A. Keep the laptop plugged in at all times
 - B. Fully discharge the battery before recharging
 - C. Avoid extreme temperatures
 - D. Overcharge the battery
27. What is the primary file system used in Windows operating systems for organizing and managing files on a hard drive?
- A. NTFS
 - B. FAT32
 - C. EXT4
 - D. HFS+
28. What is the primary function of the CPU in a computer system?
- A. Manage power supply
 - B. Provide audio output
 - C. Process data and instructions
 - D. Store long-term data
29. What is the primary purpose of striping data across multiple drives in a RAID configuration?
- A. Improve data security
 - B. Enhance data redundancy
 - C. Increase data access speed
 - D. Decrease data storage capacity
30. What is the primary reason for periodically reviewing and updating user account permissions?
- A. Decrease system storage
 - B. Enhance system performance
 - C. Reduce network speed
 - D. Ensure proper access control
31. What is the purpose of a Thunderbolt port on a computer system?
- A. Connect to a network
 - B. Transfer data wirelessly
 - C. Transmit high-speed data and video
 - D. Charge external devices
32. What is the purpose of the BIOS in a computer system?
- A. Control graphics processing
 - B. Manage power supply
 - C. Boot the operating system
 - D. Provide audio output

33. What is the role of the PSU in a computer system?
- A. Process data
 - B. Provide audio output
 - C. Supply power to components
 - D. Manage network connections
34. What term describes the act of allowing specific network traffic based on predefined criteria in a firewall?
- A. Whitelisting
 - B. Blacklisting
 - C. Redacting
 - D. Filtering
35. What term describes the practice of using a network of remote servers hosted on the internet to store, manage, and process data?
- A. Virtualization
 - B. Cloud Computing
 - C. Encryption
 - D. Firewall
36. When a computer system is slow to boot up, what maintenance task can help improve startup times?
- A. Add more icons to the desktop
 - B. Disable startup programs
 - C. Increase system font size
 - D. Change desktop wallpaper
37. When adding a new network card to a computer, what should you do before inserting the card into the slot?
- A. Update the BIOS
 - B. Install new drivers
 - C. Remove the CPU
 - D. Ground yourself
38. When connecting a digital camera to a computer for file transfer, which peripheral port would you typically utilize?
- A. USB
 - B. HDMI
 - C. Ethernet
 - D. VGA

39. When enhancing a computer's gaming capabilities, which component should you consider upgrading?
- A. CPU
 - B. Hard Drive
 - C. Graphics Card
 - D. Sound Card
40. When setting up a wired internet connection for a computer, which peripheral port should be utilized?
- A. USB
 - B. HDMI
 - C. Ethernet
 - D. VGA
41. Which action is typically associated with managing user accounts on a Windows system?
- A. Running antivirus scans
 - B. Installing software updates
 - C. Creating password policies
 - D. Defragmenting the hard drive
42. Which component is responsible for managing the flow of data between the CPU and other devices in the computer?
- A. Motherboard
 - B. Hard Drive
 - C. SSD
 - D. RAM
43. Which of the following devices is an example of a peripheral device?
- A. CPU
 - B. Motherboard
 - C. Printer
 - D. RAM
44. Which port type is commonly used for connecting external monitors to a laptop or desktop computer?
- A. Thunderbolt
 - B. USB-C
 - C. DVI
 - D. VGA

45. Which RAID configuration duplicates all data on one drive to another drive for data redundancy?
- A. RAID 0
 - B. RAID 1
 - C. RAID 5
 - D. RAID 10
46. Which RAID level offers both data striping and mirroring for improved performance and redundancy?
- A. RAID 0
 - B. RAID 1
 - C. RAID 5
 - D. RAID 10
47. Which RAID level offers the best balance between performance, redundancy, and cost-effectiveness?
- A. RAID 0
 - B. RAID 1
 - C. RAID 5
 - D. RAID 10
48. Which RAID level requires at least four drives and provides both striping and mirroring of data?
- A. RAID 0
 - B. RAID 1
 - C. RAID 5
 - D. RAID 10
49. Which type of firewall setting tracks the state of active connections to determine whether incoming packets are allowed?
- A. Packet filtering
 - B. Proxy server
 - C. Stateful inspection
 - D. Dynamic packet inspection
50. You are cleaning out dust from a computer's fans to prevent overheating. What type of maintenance are you performing?
- A. Preventative Maintenance
 - B. Reactive Maintenance
 - C. Predictive Maintenance
 - D. Corrective Maintenance