BUSINESS PROFESSIONALS of AMERICA
Giving Purpose to Potential

Device Configuration & Troubleshooting (305)

STATE 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 experiencing issues with their mouse cursor freezing intermittently. What would be the first step to troubleshoot this problem?
    A. Update printer drivers
    B. Check mouse connection
    C. Configure firewall settings
    D. Install additional RAM

2. A client 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

3. A user is experiencing slow internet speeds on their computer. What peripheral port should you check for connectivity issues?
    A. USB
    B. HDMI
    C. Ethernet
    D. VGA

4. A user complains of slow performance on their computer. Which system resource should you check first?
    A. Hard Drive
    B. RAM
    C. CPU
    D. Graphics Card

5. A user is having trouble booting up their computer. What aspect of booting procedures should you check first to diagnose the issue?
    A. Hard Drive health
    B. Monitor resolution
    C. BIOS settings
    D. RAM capacity

6. A user is interested in learning more about cloud services. What feature of cloud services would you highlight as a benefit for disaster recovery planning?
    A. Limited accessibility
    B. Data redundancy
    C. Scalability
    D. High initial setup cost

7. A user is interested in utilizing cloud services for data storage. Which benefit of cloud services would you highlight for the user?
   A. Limited scalability
   B. Data redundancy
   C. Offline access only
   D. High initial setup cost

8. A user needs to digitize old photos. What type of peripheral device should they use?
   A. Printer
   B. Scanner
   C. Webcam
   D. Keyboard

9. A user needs to scan a document. What type of peripheral device should they use?
   A. Printer
   B. Scanner
   C. Webcam
   D. Keyboard

10. A user wants to connect to the internet using a wired connection. Which peripheral port would they typically utilize?
    A. USB
    B. HDMI
    C. Ethernet
    D. VGA

11. A user wants to listen to music on their computer. What type of peripheral device should they connect?
    A. Headphones
    B. Microphone
    C. Printer
    D. Scanner

12. A user wishes to connect a microphone to their computer. Which peripheral port should they use?
    A. USB
    B. HDMI
    C. Audio Jack
    D. Ethernet

13. During a system upgrade, a client's printer stops working. What would be the most likely cause of this issue during the upgrade process?
    A. Faulty power supply
    B. Incorrect printer driver
    C. Outdated CPU
    D. Insufficient RAM

14. If a computer system is experiencing slow performance, which system component is most likely in need of replacement?
    A. Keyboard
    B. Mouse
    C. Hard Drive
    D. Speakers

15. In user account management, what is the term for a secret combination of letters, numbers, and special characters used to verify a user's identity?
    A. Username
    B. Password
    C. Email address
    D. Profile picture

16. In Windows, what tool is used to partition and format drives on a computer system?
    A. Disk Cleanup
    B. Disk Defragmenter
    C. Disk Management
    D. System Restore

17. What component is responsible for processing instructions and performing calculations in a computer system?
    A. Hard Drive
    B. GPU
    C. CPU
    D. Motherboard

18. What does RAID stand for in the context of data storage?
    A. Random Access Integrated Disk
    B. Redundant Array of Independent Disks
    C. Rapid Access and Integrated Data
    D. Remote Access for Information Disks

19. What does SCSI stand for in terms of computer devices?
    A. Small Computer System Interface
    B. System Control Storage Integration
    C. Superfast Computer System Interface
    D. Solid Core System Integration

20. What is the purpose of a UPS (Uninterruptible Power Supply) for a computer system?
    A. Increase internet speed
    B. Protect against power surges
    C. Improve graphics performance
    D. Enhance sound quality

21. What is the purpose of creating user accounts on a computer system?
    A. Improve internet speed
    B. Enhance display resolution
    C. Customize user settings
    D. Boost processor performance

22. What term describes the practice of accessing and utilizing software and services over the internet rather than locally on a computer?
    A. Virtualization
    B. Cloud Computing
    C. Encryption
    D. Firewall

23. What type of device is a printer considered as in a computer system?
    A. Input
    B. Output
    C. Storage
    D. Peripheral

24. When a computer is slow to start up, what type of maintenance should you perform?
    A. Preventative Maintenance
    B. Reactive Maintenance
    C. Predictive Maintenance
    D. Corrective Maintenance

25. When adding a new DVD drive to a computer, which type of device should you be familiar with?
    A. IDE
    B. SSD
    C. Flash Drive
    D. Optical Drive

26. When adding additional RAM to a computer, what precaution should you take before handling the modules?
    A. Wear an ESD strap
    B. Clean the monitor
    C. Remove the power supply
    D. Wear safety goggles

27. When configuring device drivers for a new wireless network adapter, what is the primary purpose of installing the correct driver?
    A. Enhance audio performance
    B. Improve network speed
    C. Ensure wireless connectivity
    D. Increase storage capacity

28. When managing user accounts on a Windows system, which task allows an administrator to control access levels for different users?
    A. Adjust display settings
    B. Install device drivers
    C. Set user permissions
    D. Change wallpaper

29. Which action is commonly performed when managing user accounts to ensure security?
    A. Disabling automatic updates
    B. Sharing passwords with colleagues
    C. Enabling multi-factor authentication
    D. Ignoring software warnings

30. Which firewall setting examines the contents of packets to ensure they meet specific criteria before allowing them through?
    A. Stateful inspection
    B. Application-based
    C. Packet filtering
    D. Proxy server

31. Which of the following is an example of an optical drive?
    A. SSD
    B. HDD
    C. Flash Drive
    D. DVD Drive

32. Which of the following is NOT a system resource in a computer?
    A. CPU
    B. RAM
    C. USB Port
    D. Hard Drive

33. Which system resource is crucial for multitasking and running multiple applications simultaneously?
    A. CPU
    B. RAM
    C. Hard Drive
    D. Graphics Card

34. Which system resource is responsible for processing data on a computer?
    A. Hard Drive
    B. CPU
    C. RAM
    D. Graphics Card

35. Which system resource is responsible for temporarily storing data for quick access by the CPU?
    A. Hard Drive
    B. RAM
    C. CPU
    D. Graphics Card

36. Which type of firewall setting allows or blocks network traffic based on predefined rules?
    A. Application-based
    B. Stateful inspection
    C. Packet filtering
    D. Dynamic packet inspection

37. Which user account type in Windows typically has elevated privileges and can make system-wide changes?
    A. Standard user
    B. Administrator
    C. Guest
    D. Power user

38. You are assisting a user with a system upgrade. Which component should you consider replacing to boost system performance?
    A. Mouse
    B. Hard Drive
    C. Keyboard
    D. Monitor

39. You are explaining cloud services to a client. Which statement best describes the concept of cloud services?
    A. Storing data locally on physical servers
    B. Accessing resources over the internet
    C. Using external hard drives for backup
    D. Running software from a CD

40. You are performing a system upgrade for a client. What precaution should be taken before upgrading to ensure data safety?
    A. Disconnect all peripherals
    B. Back up important data
    C. Skip backup process
    D. Install additional RAM

41. You are replacing a faulty hard drive in a user's computer. What precaution should be taken before replacing the hard drive to prevent data loss?
    A. Restart the computer
    B. Create a backup of important data
    C. Uninstall device drivers
    D. Install additional RAM

42. You are replacing a faulty power supply unit in a computer. What type of component are you adding?
    A. Input Device
    B. Output Device
    C. Storage Device
    D. PSU

43. You are replacing a malfunctioning graphics card in a user's computer. What precaution should be taken before installing the new graphics card to ensure compatibility?
    A. Update audio drivers
    B. Create a system restore point
    C. Uninstall previous device drivers
    D. Install additional RAM

44. You are setting up a gaming session and need precise control. What type of peripheral device should you use?
    A. Gamepad
    B. Printer
    C. Scanner
    D. Webcam

45. You are setting up video conferencing for a meeting. What type of peripheral device should you use for video input?
    A. Webcam
    B. Printer
    C. Scanner
    D. Projector

46. You are tasked with cleaning dust out of a computer to prevent overheating. What type of maintenance are you performing?
    A. Preventative Maintenance
    B. Reactive Maintenance
    C. Predictive Maintenance
    D. Corrective Maintenance

47. You are tasked with configuring device drivers for a new graphics card. What is the purpose of installing device drivers for hardware components?
    A. Enhance internet speed
    B. Improve system security
    C. Ensure proper hardware functionality
    D. Increase storage capacity

48. You are troubleshooting a computer that won't power on. What should you check first?
    A. Power Supply
    B. Hard Drive
    C. RAM
    D. Graphics Card

49. You are upgrading a computer's power supply unit. What safety measure should you take before beginning the installation?
    A. Wear gloves
    B. Unplug the computer
    C. Stand on a carpet
    D. Wear sunglasses

50. You need to replace a faulty CPU. Which component should you be working on?
    A. Motherboard
    B. RAM
    C. CPU
    D. Graphics Card