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CST8190
Computer Technology
Troubleshooting
Term Test #1
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BOUD 0097

• Multiple Choice:

For all questions, choose the single best answer.

1. When you install memory such as DDR3 in a laptop, it uses the same type of chips that used in desktop memory, but it's on a different memory module. What is the name of the memory modules used in laptops?
 - a) DIMM
 - b) RIMM
 - c) DI-SIMM
 - d) SO-DIMM
 - e) RIMM

2. Which of the following is not a common rotational speed for hard drives?
 - a) 5400 RPM
 - b) 10000 RPM
 - c) 3100 RPM
 - d) 7200 RPM
 - e) None of the above (they're all common)

3. If you're booting from the C: drive of a Windows XP system and get the message "NTLDR missing", you should:
 - a) Replace the HDD, it's no longer working
 - b) Replace the IDE cable, it's faulty
 - c) Boot from a boot disc and repair the system file
 - d) Delete all of the partitions, they're corrupt
 - e) Suspect a power supply issue

4. Why should you avoid extensive troubleshooting of old and obsolete parts?
 - a) because it's insulting to your intelligence
 - b) because there's better parts on the market, and all systems should be brought up to date
 - c) because you don't want to cost the client more time than the part is worth
 - d) you should always do extensive troubleshooting on obsolete parts

5. Which of the following is most currently used in DVD R drives?
 - a) CLV
 - b) CAV
 - c) CRV
 - d) ZCLV
 - e) CTS

6. Which of the following poses the least threat to a floppy disk:
 - a) Magnetic fields
 - b) ESD
 - c) Extreme temperatures
 - d) Bending

14. Which of the following would not be considered good policy for a server environment?

- a) Limit physical access to the server to as few people as possible
- b) Keep the server on a high quality UPS
- c) Keep servers in the basement of a building *Flooding.*
- d) Ensure the server room is maintained at a constant recommended temperature
- e) None of the above (They're all good policies for a server environment)

15. Most laptop keyboards have a key not found on most desktop systems that allows for alternate function of other keys. It can be used to put the laptop to sleep, turn up the brightness or volume, and cycle through the external video output options. What is that key called?

- a) Alt key
- b) Function key
- c) Ctrl key
- d) Shift key
- e) Space bar

16. A hard drive and a floppy drive can share a ribbon cable provided one is set to master and the other is set to slave.

- a) True
- b) False

17. A 4x DVD ROM has roughly the equivalent maximum DTR of a:

- a) 24x CD ROM
- b) 32x CD ROM
- c) 36x CD ROM
- d) 44x CD ROM
- e) 52x CD ROM

$$\begin{array}{r} 4x \\ 1350 \\ \hline 3700 \\ + 2 \\ \hline 5400 \end{array} \qquad \begin{array}{r} 5400 \\ = 150 \end{array}$$

18. Which of the following statements about floppy drives is true?

- a) All laptop computers systems have floppy drives
- b) Floppy drive heads should never touch the surface of the disk
- c) Floppy drives should be set to "auto" in the CMOS
- d) ~~3 1/2" floppy drives use the same power connector as hard drives~~
- e) None of the above

19. Some optical drives connect to the motherboard with SATA cables.

- a) True
- b) False

20. Which of the following does not have flashable firmware?

- a) Optical drive
- b) Motherboard
- c) Floppy drive
- d) SCSI card
- e) None of the above (They all have flashable firmware)

28. Which of the following is usually true?

- a) Blu-ray discs can be played in DVD drives
- b) DVD discs can be played in CD R/RW drives
- c) DVD discs can be played in Blu-ray drives
- d) Blu-ray discs can be played in CD R/RW drives
- e) None of the above

29. When using cable select, the grey connector on an 80-conductor IDE cable should go to:

- a) the motherboard
- b) the slave drive
- c) the master drive
- d) there is no grey connector

*Blue to mobo
Black to master*

30. Which of the following laptop parts should only be replaced by a technician?

- a) Battery
- b) Optical drive
- c) AC adapter
- d) RAM
- e) Motherboard

31. Hard drives could traditionally hold 512 bytes of data per sector, but some recent drives can hold 4KB of data per sector. These recent hard drives are known as:

- a) Advanced format drives
- b) Substantial partition drives
- c) MBR drives
- d) Forward sector drives
- e) CHS drives

32. If the light on a floppy drive stays on constantly, it is most likely that:

- a) the wrong connector is plugged into the drive
- b) the floppy controller has been disabled in the CMOS setup
- c) the data ribbon cable connector has been inverted on one end
- d) the berg connector is backwards

33. Which of the following is implemented to minimize downtime?

- a) have a common images for the systems you support
- b) have exact replacements of hardware on hand
- c) have predefined plans to deal with disasters
- d) make backups daily
- e) all of the above

34. ATX P1 connectors can have:

- a) 16 pins
- b) 24 pins
- c) 28 pins
- d) 34 pins
- e) None of the above

35. If you're called in to a client's cubicle because their system appears "dead", what's the first thing you should check?

- a) Check for missing CPU because it might have been stolen
- b) Check the firmware version as it may be the wrong version
- c) Check for IRQ conflicts as they can cause the power good signal to fail
- d) Check the external connections and power supply toggle switch
- e) Check the hard drive jumpers to ensure there's no conflict

36. It's impossible to ever change the region code of a DVD drive.

- a) True
- b) False

~~2~~ 5 changes

37. As you saw in the lab, which of the following files could contain the "/bootsafe" option?

- a) NTLDR
- b) Config.sys
- c) NTDETECT
- d) Boot.ini
- e) Command.com

38. On a motherboard, SAS connectors can often support SATA drives, but SATA connectors can't support SAS drives.

- a) True
- b) False

39. The 137 GB hard drive limitation was caused by:

- a) 16-bit addressing
- b) 24-bit addressing
- c) 28-bit addressing
- d) 48-bit addressing
- e) 256-bit addressing

40. If a hard drive in a system can't be found/identified when auto-detecting in the CMOS setup, what's the next logical step? (assume a relatively recent normal system with just the one hard drive)

- a) run the sys command on the hard drive
- b) check for recent drivers
- c) rewrite the master boot record with "fdisk /mbr"
- d) repartition the drive
- e) make sure the drive interface is enabled in the CMOS

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✓ 21. Typical desktop hard disk drives are installed with coarse thread (6-32) screws and typical desktop optical drives are installed with fine thread (M3) screws.

- a) True
- b) False

✓ 22. If a system appears "dead", you should take out the parts that are not necessary to boot the system. This can include:

- a) power supply
- b) sound card
- c) processor
- d) BIOS
- e) all of the above

X 23. SATA cables for optical drives have a maximum recommended length of 18 inches.

- a) True
- b) False

✓ 24. Which of the following is not considered a security practice?

- a) Reducing the amount of RAM in a client system
- b) Removing USB capabilities from a client system
- c) Account lockout after 3 consecutive failed login attempts
- d) Using a firewall
- e) None of the above (they're all considered security practices)

✓ 25. Which of the following is the name of the first step in the four-step troubleshooting process that we discussed in class?

- a) Documentation
- b) Test/retest
- c) Replace/repair
- d) Diagnosis
- e) Isolate problem

X 26. If your parallel SCSI bus has a missing or defective terminator, a common symptom would be:

- a) Power good failure
- b) IRQ conflicts
- c) SAS failure
- d) Corrupt data transfers
- e) Fire

✓ 27. When a laptop's inverter has failed, it will usually display an error message on the screen to notify you of the failure.

- a) True
- b) False

- 7. If you get the error "CMOS checksum error", what is usually the problem?
 - a) Your BIOS needs to be flashed
 - b) Your optical drive is failing
 - c) Your boot files are corrupt
 - d) Your CMOS battery is dead
 - e) You're using the wrong HDD cable

- 8. Which of the following types of malware should be detected by a typical anti-virus program (such as ESET or AVG)?
 - ~~a) Trojan horse~~
 - ~~b) Worm~~
 - ~~c) Rootkit~~
 - ~~d) MBR virus~~
 - e) All of the above

- 9. If a system running Windows XP has a corrupt system file preventing it from booting, running the "sys" command will allow it to boot into Windows XP normally again.
 - a) True
 - b) False

- 10. Each week you make a full backup of a system on Monday mornings on one disk, and differential backups on the mornings of Tuesday, Wednesday, Thursday and Friday (each on separate disks.) On Thursday afternoon, the hard drive fails and you need to restore the system to a replacement hard drive. How many disks will you need to restore the system to its most recent backed-up state?
 - a) One
 - b) Two
 - c) Three
 - d) Four
 - e) Five

- 11. You are far more likely to contract a virus from opening an .exe file that has been e-mailed to you than if you opened a .bmp file that has been e-mailed to you.
 - a) True
 - b) False

- 12. What do most of today's mechanical hard disk drives use to compensate for head/track misalignment due to thermal cycling?
 - a) CRC
 - b) Cast iron platters
 - c) Regular low level formats
 - d) Embedded servos
 - e) LBA

- 13. Laptops that have upgradable GPUs can have their GPUs on MXM cards.
 - a) True
 - b) False

Rules of the Game

- All questions are multiple choice.
- There is only one correct answer for each question. For all questions choose the best answer.
- There are 40 questions and 8 pages in total. Ensure that you aren't missing any. There are questions on the back of the final page. Don't forget to answer those.
- Read the questions carefully - missing a word like "not", "never" or "least" will cause you to answer incorrectly.
- All questions are to be answered on the scantron sheet provided in pencil, not pen/ink. In the event of a discrepancy between your test paper and your scantron sheet, the entry on the scantron sheet will be taken as the intended answer.
- If an answer must be changed, be sure to completely and totally erase the previous answer as scantron is quite unforgiving.
- Cheating will be dealt with immediately and severely.
- Knowingly allowing someone to see your test will be dealt with in the same manner.
- Don't leave any questions blank. If you don't know an answer, take your best educated guess.
- When you're finished, tuck the answer sheet into this test booklet and submit them to the professor.
- Good luck.