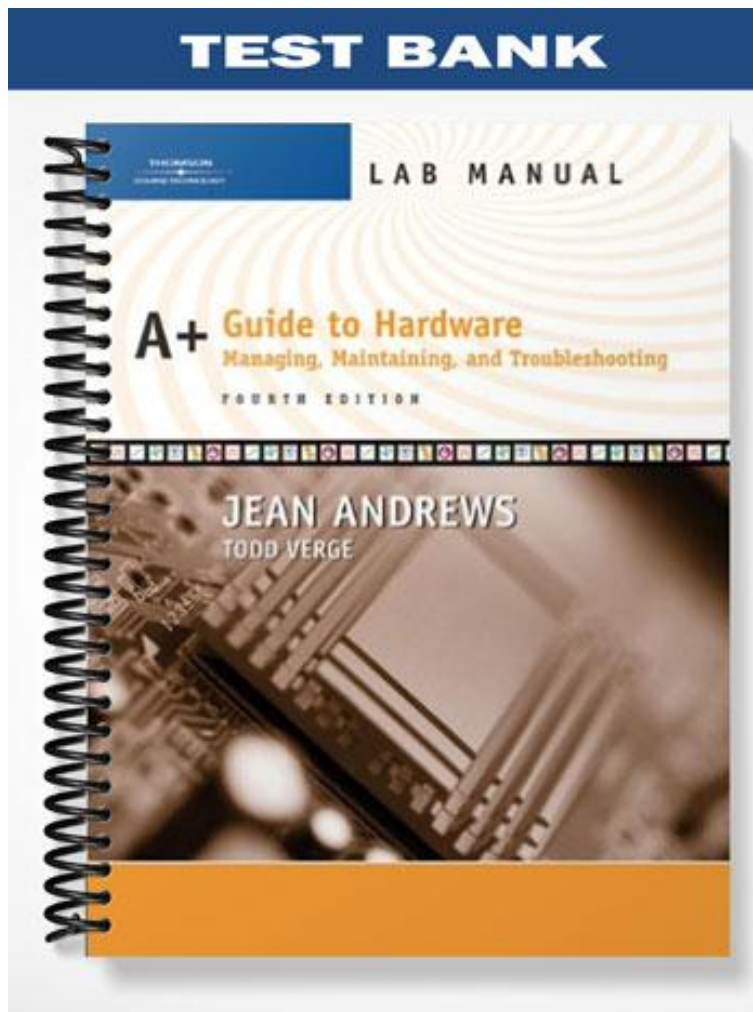


TEST BANK



LAB MANUAL

A+ Guide to Hardware
Managing, Maintaining, and Troubleshooting
FOURTH EDITION

JEAN ANDREWS
TODD VERGE

5. In Windows XP, you should choose the ____ setting for updates.
- a. Automatic
 - b. Download updates for me, but let me choose when to install them
 - c. Notify me but don't automatically download or install them
 - d. Turn off Automatic Updates

ANS: A PTS: 1 REF: 44

6. ____ offers automatic updates.
- a. Windows Me
 - b. Windows 2000
 - c. Windows XP
 - d. Windows 9x

ANS: C PTS: 1 REF: 44

7. Which of the following is a correct recommendation for physically protecting your computer?
- a. Place a magnet at the back of the computer
 - b. Never use keyboard covers
 - c. Block air vents on the front and rear of the computer case
 - d. Don't leave the PC turned off for weeks or months at a time

ANS: D PTS: 1 REF: 45

8. A preventive maintenance plan tends to evolve from a history or pattern of ____ within an organization.
- a. malfunctions
 - b. computer purchases
 - c. security updates
 - d. computer maintenance

ANS: A PTS: 1 REF: 46

9. You should make sure that air vents are clear on a(n) ____ basis.
- a. daily
 - b. weekly
 - c. monthly
 - d. yearly

ANS: D PTS: 1 REF: 46

10. You should delete temporary files and empty the Recycle Bin on a(n) ____ basis.
- a. daily
 - b. weekly
 - c. monthly
 - d. yearly

ANS: C PTS: 1 REF: 46

11. You should perform regular backups of the hard drive at least ____.
- a. daily
 - b. weekly
 - c. monthly
 - d. yearly

ANS: B PTS: 1 REF: 46

12. You should clean the keyboard ____.
- a. daily
 - b. weekly
 - c. monthly
 - d. yearly

ANS: C PTS: 1 REF: 47

13. Alkaline batteries ____.
- a. can contain silver oxide, mercury, lithium, or cadmium and are considered hazardous waste

- b. can be disposed in the regular trash
- c. should be physically damaged before being put in regular trash
- d. should be returned to the manufacturer or dealer to be recycled

ANS: B PTS: 1 REF: 49

14. Button batteries used in digital cameras, Flash Path, and other small equipment ____.
- a. can contain silver oxide, mercury, lithium, or cadmium and are considered hazardous waste
 - b. can be disposed in the regular trash
 - c. should be physically damaged before being put in regular trash
 - d. should be returned to the manufacturer or dealer to be recycled

ANS: A PTS: 1 REF: 49

15. ____ is an electrical charge at rest.
- a. ESD
 - b. POST
 - c. MBR
 - d. MSDS

ANS: A PTS: 1 REF: 50

16. ____ are a type of Faraday Cage.
- a. Ground mats
 - b. Ground bracelets
 - c. ESDs
 - d. Static shielding bags

ANS: D PTS: 1 REF: 52

17. A system might have up to ____ types of ribbon cables.
- a. two
 - b. three
 - c. four
 - d. five

ANS: B PTS: 1 REF: 58

18. The term ____ refers to the computer bringing itself up to a working state without the user having to do anything but press the on button.
- a. grounding
 - b. booting
 - c. recharging
 - d. charging

ANS: B PTS: 1 REF: 66

19. A hard boot is also called a(n) ____ boot.
- a. cold
 - b. warm
 - c. static
 - d. compressed

ANS: A PTS: 1 REF: 66

20. The ____ is a series of tests performed by the startup BIOS to determine if it can communicate correctly with essential hardware components required for a successful boot.
- a. POST
 - b. ESD
 - c. MSDS
 - d. MBR

ANS: A PTS: 1 REF: 67

21. At the beginning of the boot drive is the OS ____, which loads the first program file of the OS.
- a. registry file
 - b. partition table
 - c. data sheet
 - d. boot record

ANS: D

PTS: 1

REF: 70

COMPLETION

1. A(n) _____ data sheet explains how to properly handle substances such as chemical solvents.

ANS: material safety

PTS: 1

REF: 38

2. Electrostatic discharge is commonly known as _____.

ANS: static electricity

PTS: 1

REF: 50

3. A(n) _____ failure damages the component so that it does not perform well, even though it may still function to some degree.

ANS: upset

PTS: 1

REF: 51

4. Drives are connected to the motherboard with ribbon cables or thinner _____ cables.

ANS: serial ATA

PTS: 1

REF: 57

5. A(n) _____ contains a map to the partitions on the hard drive.

ANS: partition table

PTS: 1

REF: 70

MATCHING

Identify the letter of the choice that best matches the phrase or definition.

- | | |
|-------------------------|-----------------|
| a. Windows XP | f. Faraday Cage |
| b. POST diagnostic card | g. warm boot |
| c. startup BIOS | h. firewall |
| d. MSDS | i. ground mat |
| e. hard boot | |

1. Includes information such as physical data, toxicity, health effects, first aid, storage, shipping, disposal, and spill procedures
2. Monitors the boot process and reports errors, usually as coded numbers on a small LED panel
3. Hardware or software that prevents hackers or malicious software from getting into your computer without your knowledge
4. Offers a way to automatically download and install updates

5. Dissipates electrostatic discharge
6. Any device that protects against an electromagnetic field
7. Involves turning on the power with the on/off switch
8. Involves using the operating system to reboot
9. Programming contained on the firmware chip on the motherboard that is responsible for getting a system up and going and finding an OS to load

1. ANS: D	PTS: 1	REF: 39
2. ANS: B	PTS: 1	REF: 40
3. ANS: H	PTS: 1	REF: 42
4. ANS: A	PTS: 1	REF: 44
5. ANS: I	PTS: 1	REF: 52
6. ANS: F	PTS: 1	REF: 52
7. ANS: E	PTS: 1	REF: 66
8. ANS: G	PTS: 1	REF: 66
9. ANS: C	PTS: 1	REF: 67

SHORT ANSWER

1. What are the possible causes of PC failures?

ANS:

PC failures are caused by many different environmental and human factors, including heat, dust, magnetism, power supply problems, static electricity, human error (such as spilled liquids or an accidental change of setup and software configurations), and viruses.

PTS: 1 REF: 40

2. What are the goals of preventive maintenance?

ANS:

The goals of preventive maintenance are to reduce the likelihood that the events that cause PC failures will occur and to lessen the damage if they do.

PTS: 1 REF: 40

3. How do you open the Network Connections window in Windows XP?

ANS:

Click Start and then right-click My Network Places. Then, select Properties from the shortcut menu. The Network Connections window opens.

PTS: 1 REF: 42

4. What happens when two objects with dissimilar electrical charges touch?

ANS:

Electricity passes between them until the dissimilar charges become equal.

PTS: 1 REF: 50

5. What are the two types of damage that electrostatic discharge can cause in an electronic component?

ANS:

Catastrophic failure and upset failure.

PTS: 1

REF: 51

6. What are four static control devices or methods that you can use to ground yourself and computer parts?

ANS:

Ground bracelets, ground mats, static shielding bags, and antistatic gloves.

PTS: 1

REF: 51-53

7. What are some exceptions to the rule of always being grounded when you work with PCs?

ANS:

You don't want to be grounded when working inside a monitor, inside a power supply, or inside high-voltage equipment such as a laser printer.

PTS: 1

REF: 53

8. List the four main categories of functions that are performed during the boot?

ANS:

- 1) The startup BIOS runs the POST and assigns system resources.
- 2) The startup BIOS program searches for and loads an OS.
- 3) The OS configures the system and completes its own loading.
- 4) Application software is loaded and executed.

PTS: 1

REF: 67-69

9. When facing a problem with a PC, what are the steps of the four-step process that you should follow?

ANS:

When facing a problem with a PC, follow this four-step process:

- 1) Interview the user.
- 2) Take appropriate action to protect any valuable data on the computer that is not backed up.
- 3) Analyze the problem, make an initial determination of the problem, and begin testing, evaluating, and researching until the problem is solved.
- 4) If you think the problem is fixed, test the fix and the system. Make sure all is working before you stop. Then document activities, outcomes, and what you learned.

PTS: 1

REF: 73

10. If no beeps are heard, even after you reboot a couple of times, then what can you assume about a booting problem?

ANS:

If no beeps are heard, even after you reboot a couple of times, then assume the problem is with the processor, the BIOS, or the motherboard.

PTS: 1

REF: 80