**Basic Computer Troubleshooting Exam-PPSC.**

1. If you turn on a PC and the boot-up process halts, giving you the message: “Non-System disk or disk error….Replace and press any key when ready”, the problem is likely:
A non-bootable floppy disk is in the floppy-disk drive and you should remove it
The hard-drive has failed and you should replace it
RAM has failed and you should replace it
A key on the keyboard is stuck and the keyboard should be replaced

2. If you turn on a PC and the system unit is clearly ON, but the monitor is dark, the problem could be that:

The monitor is not turned ON
The monitor is not plugged in
The monitor is not connected to the PC
Any or all of the above

3. If a PC freezes or behaves otherwise erratically, and the system unit is very quiet, the most likely cause is:
A virus has infected the system
The hard-drive is almost out of space
The CMOS RAM is failing
The power-supply fan has failed and the system is overheating

4. What should you do if you receive the following message:
Cannot find a device file that may be needed to run Windows or a Windows application…zyvxd.386
Press any key to continue?
Power the machine OFF, then ON to resync the kernel
Replace the hard drive
Start Windows and run Scandisk to reload the missing file(s)
Press any key to continue loading Windows and, then, either reload the missing file or remove the line in SYSTEM.INI that loads it

5. Which answer best describes the following:
“g:\progra~1\indexes\mydocs\gregfoot\bigbaby.doc”
A line of Grep programming code relating to the bigbaby time constant
The location of a file called BIGBABY.DOC which is located in the gregfoot subdirectory on drive g:
Programming code which defines a small footprint, mini tower PC
An illegal error from a document called Programming for UNIX, which the word processor, DOS, can’t find

6. What is a GPF?
A hard drive with insufficient available space
Part of the Microsoft General Procedures For Windows operating systems
A Windows General Protection Fault
All of the above

7. The physical part of the PC that keeps track of the hardware resources on the system is the:
ROM BIOS Chip
CMOS RAM
Hard Drive
Power Supply

8. For ALL PC generations beyond the first, when most PCs are powered OFF, the clock and calendar in the system:
Continue to function because they are powered by an on-board battery
Continue to function because they are powered by wind-up spring like a wristwatch
Cease to function and must be reset after re-boot
None of the above

9. Which of the following contains the PATH variable in an MS-DOS environment?
AUTOEXEC.BAT
PATHSET.EXE
This cannot be set in MS-DOS
The PATH can only be set by the System Administrator during times of peak usage

10. What’s likely to happen when Windows’ System Resources drop below 60%?
Intel Pentium CPU chips run more efficiently
Anti-viral applications can safely scan system files
The system will crash
The system will overheat

11. If a user wants to add another adapter card into a PC, the first concern would be:
Is the card a “Plug-and-Play” card?
Would there be enough hard-drive space for the driver-software for the card?
Would the power supply be able to provide enough power for the card?
Is there a vacant slot available for the card?

12. Which Windows file loads applications that run when Windows opens?
AUTOEXEC.BAT
WIN.INI
SYSTEM.INI
Either A or C above

13. If, upon booting up a PC, you see a message that says: Keyboard error, it could very likely be:
The keyboard is not attached to the PC
The keyboard has failed
Either A or B above
Neither A nor B above

14. If, upon booting up a PC, you see a message that says: Invalid drive configuration, it could very likely be:
The hard drive cable within the system unit is not attached to the controller
The hard drive has failed
The hard drive has not been partitioned
Any of the above

15. If you add an internal modem to a PC and it does not function, the cause could be:
An interrupt conflict
A port conflict
A memory range conflict
Any of the above

16. An external modem connects to a PC via:
A docking port
A serial port
A mouse port
Either B or C above

17. What MS-DOS command will make the file SYSTEM.DOC Read Only?
MAKE SYSTEM.DOC RO
SYSTEM.DOC MAKE RO
ATTRIB +R SYSTEM.DOC
SYSTEM.DOC is a program file, so it can’t be done

18. Which of the following describes the best approach to getting Windows 95/98 booted if it fails because you set the screen display incorrectly?
Delete SYSTEM.DAT and USER.DAT, and restart Windows 95/98
Reboot the PC and change the CMOS video setting to low resolution until the problem is corrected
Switch OFF the Turbo switch on the PC’s front panel and reboot Windows
Start Windows in Safe Mode and correct the setting

19. Which of the following best describes the proper way to shutdown Windows 95/98?
Close all applications and turn OFF the power switch
Press Ctrl-Alt-Del
Click Start->Shut Down->Shut down the computer?->Yes
Click File->Exit and double-click OK

20. What significance do the “beeps” have during the boot process of a PC?
The number of beeps describe the quality of the processor
The number of beeps describe the speed of the RAM Chips
The number of beeps describe the overall condition of the PC’s hardware
You can tell how powerful the PC is by the loudness or intensity of the beeps

21. Which of the following best describes the relationship between a network Server and a network Client?
A Server executes commands on a Client
Servers control Distributed Area Value Independent Driver nodes and Clients control Critical Unified Resource Transfer stations
A Server stores data and applications and may link one or more Clients together
Clients generate checksum values that Servers use to verify the accuracy of data

22. Approximately, how long should it take to download a 3 megabyte file from the Internet using a 56K bps modem?
1 hour
15 hours
15 minutes
45 seconds

23. Which of the following could be used to edit a text file on a PC?
DOS EDIT
Microsoft Windows NOTEPAD
Microsoft Windows Write or Windows 95/98 Wordpad
All of the above

24. Where is California?
Mars
The United States
Japan
Blue

25. What is 2+2?
6
24,232
4
True

1. a … CORRECT
2. d … CORRECT
3. d … CORRECT
4. d … CORRECT
5. b … CORRECT
6. c … CORRECT
7. a … CORRECT
8. a … CORRECT
9. a … CORRECT
10. c … CORRECT
11. d … CORRECT
12. b … CORRECT
13. c … CORRECT
14. d … CORRECT
15. d … CORRECT
16. d … CORRECT
17. c … CORRECT
18. d … CORRECT
19. c … CORRECT
20. c … CORRECT
21. c … CORRECT
22. c … CORRECT
23. d … CORRECT
24. b … CORRECT
25. c … CORRECT