WRITE THE LETTER OF THE ANSWER YOU SELECT IN THE SPACE PROVIDED.

1. You are trying to access a website on the Internet, and Internet Explorer always times out and refuses you access to the site. You know the website is up and running, because you can access it from another computer in the office. Further, the user reports that this problem began when they answered “Yes” to a prompt on the screen to install “an anti-spyware program” while on the Internet. What would you do to fix this problem?
   a. Run the McAfee Antivirus/Internet Security application to clear up the problem
   b. Check the Add/Remove Programs section of the Control Panel, and uninstall any “anti-spyware” programs
   c. Run a browser hijacker repair and/or a known anti-spyware program to restore Internet Explorer to normal
   d. All of the above
   _____ ANSWER 1

2. You have a CD-ROM drive failure problem on a PC that you need to fix. The drive reads disks OK, but it will not let you boot from a bootable CD disk (like a Windows install disk). Which of the following things should you do to make the drive operate properly?
   a. Check to see if the master/slave jumpering on the drive is correct; set the drive to master if on the 2nd interface
   b. Set the CMOS Setup program’s boot sequence to use the CD-ROM drive first
   c. Both A and B are correct
   d. Substitute another CD-ROM drive; this one must be defective
   _____ ANSWER 2

3. Your HP OfficeJet combination printer/scanner/fax machine is not being recognized at all by your PC, and the HP printer setup program says the printer is not responding. Of the following four possibly correct answers, which is the best, most likely choice to try in resolving the problem?
   a. Replace the printer cable with a bi-directional type of printer cable
   b. Download the latest install program from the HP web site
   c. Set the embedded parallel port to EPP (or bi-directional) mode in the CMOS Setup program
   d. Make sure the printer is turned on and all of the cables are connected tightly
   _____ ANSWER 3

4. You are building a new PC from scratch, and your hard drive simply refuses to finish a FORMAT command and write the system files to the boot sector. In fact, you are having a hard time even getting the PC to boot completely to a DOS prompt. It also bombs every time you try to decompress a compressed file or install Windows 98. It feels like it’s a hard drive problem, but you know the hard drive works, because it just came out of a good system. What would you do to try and resolve this problem?
   a. Disable the external cache and see if the system stabilizes; if it does, replace the motherboard
   b. Swap in a PCI IDE interface card and see if the problem resolves itself
   c. Disable the built-in virus protection on the system board
   d. Turn the "Plug-N-Play OS" feature to OFF in the Advanced Chipset features
   _____ ANSWER 4
5. You install Windows XP on a PC, and things go fine. However, you inserted a cheapo-brand sound card into the motherboard without meaning to before you installed XP, and now you can't get the sound card's install program to recognize the sound card properly. What would you do to fix the problem?

a. Replace the card with a name-brand unit that's more reliable  
b. Use RegEdit to remove any mentions of the sound card from the registry  
c. Reinstall Windows XP and see if that clears up the problem  
d. Remove the sound card listings under "Other Devices" in the Device Manager, then reboot / reinstall drivers

_____ ANSWER 5

6. Someone brings to you a PC for repair. The PC was built by a retailer known for making sloppy systems, and now the unit is giving the customer unusual problems. The vendor refuses to give warranty service. The system begins locking up after about 2 hours of use. It's a cheap brand of motherboard, but it looks like it was installed OK. The RAM and cache memory checks out when tested by the MicroScope 2000 diagnostic software, as does the motherboard. Hard drive is OK, too. The CPU seems rather HOT, but everything else seems OK. What would you look for as a potential problem?

a. The memory DIMMs might need to be reseated in their sockets  
b. The Registry may have problems in it; run RegClean  
c. The CPU may have been overclocked by the vendor; reset it to the proper speed  
d. There may be a virus on the PC; run a virus checking/cleaning product

_____ ANSWER 6

7. You are refurbishing 10 PCs for a local school, and the hard drives have all been wiped. You choose to install Windows 98 on these systems. The install process goes OK, but several devices are not recognized by Windows (like the embedded sound card and the network card). These devices, although they are on the motherboard, are name-brand devices. What do you do to correct this problem, before ghosting this image to the other 9 PCs?

a. Install Windows 2000 instead, which will support these devices right out-of-the-box  
b. Disable the on-board devices and install new ones for which you have drivers  
c. Download the proper drivers from the manufacturer and install them on the prototype  
d. Find some drivers in Windows 98 that are “compatible” to what is in the machine

_____ ANSWER 7

8. Someone at the office calls you up, and says that their enterprise scheduling program doesn't work. Upon inspection of the PC, you find that the user has installed a 5-year-old version of a screen-saver program on their PC, and now some very strange things are happening. You get messages that certain .DLL files are invalid, and many programs do not run now at all. What would you do?

a. Replace the invalid .DLL files with the correct ones and reboot  
b. Uninstall the screen saver; that will correct the problem  
c. Contact the software vendor for assistance  
d. Reinstall the Windows operating system and reconfigure the PC back to normal

_____ ANSWER 8
9. The 56Kbps modem that the customer installed won't go any faster than 28.8Kbps. The phone line is clean, and there is no detectable noise or static on the line. You test the modem in the Control Panel, and it checks out fine. However, it is set up as a "Standard Modem", rather than what it really is. How would you increase the speed of the modem to its maximum rate?

   a. Change the initialization string for the modem to enable data compression
   b. Call the hardware manufacturer for assistance
   c. Delete the modem from Device Manager and reinstall it using the vendor-supplied installation disk
   d. Use a modem diagnostic software to tweak the modem into proper operation

   ____ ANSWER 9

10. Your PC won't recognize a serial mouse, no matter what you do. You KNOW the mouse works, and you know that the serial ports are good, because you used a loopback connector and diagnostic to test the ports. There is a PS/2 mouse port on the system, but you only have a serial mouse available. How do you fix the problem?

   a. Use a PS/2 mouse; it should be recognized exclusively if the PS/2 port is enabled on the system board
   b. Use a Microsoft-brand mouse, to ensure absolute compatibility to the system board and operating system
   c. Contact the hardware vendor for assistance
   d. Run the setup program for the mouse to load the driver in the CONFIG.SYS file

   ____ ANSWER 10

11. The PC that you are building refuses to act in a stable way. It keeps giving you weird, unexplainable errors. You have built 10 other PCs with the same system board and components, and none of them gave you any problems at all. You have swapped in RAM and components from other systems, and no change occurs ... it's still unstable. What do you do next?

   a. Contact the system board manufacturer for assistance
   b. Replace the motherboard with another known-good unit
   c. Load the BIOS defaults for the system board's Setup program first, and see if that clears up the problem
   d. Replace the hard drive and try to reload Windows98

   ____ ANSWER 11

12. The 120GB hard drive you are trying to install in this system will only format to 8.4GB. It is an older computer, a Pentium 166MHz. You know that you have the right version of the operating system, the right version of FDISK, and you know that LBA mode is turned on. Still, no success. How do you fix the problem?

   a. Replace the hard drive; it's defective
   b. Use the EZ-Drive or MaxBlast software that came with the drive to solve the problem
   c. The BIOS is old and the LBA mode version is incompatible; perform a flash upgrade of the ROM BIOS
   d. Use FDISK to blank the drive, reboot, redetect the drive, reboot, then run FDISK and FORMAT

   ____ ANSWER 12
13. Microsoft Office 97 is giving you fits on the computer you are now using. However, you just installed it onto this PC, so it can't be corrupted software. The same disk was used to install on another brand of PC earlier in the day, and it worked OK. You try uninstalling and reinstalling Office 97, with no success. What do you do now?

a. Contact Microsoft's TechNet service for information about this problem  
b. Try installing Service Packs 1 and 2 for Microsoft Office to fix the problem  
c. Use another installation CD ... this one may be damaged  
d. Try installing Microsoft Office 2000 instead  

_____ ANSWER 13

14. The customer wants Windows 2000 installed on his PC in addition to Windows 98. Windows 98 is now installed on the PC and seems to work OK. How would you do this so that you have a dual-boot system?

a. Run the Windows 2000 installation from the CD, and select the option to “Keep the current operating system”  
b. Create an NTFS partition on the hard disk, copy the cabinet files to the hard disk, then run SETUP.EXE  
c. You can't run 2000 and Windows 98 on the same PC  
d. Wipe the hard drive, install 2000 from the bootable CD, then reinstall Windows98  

_____ ANSWER 14

15. There is a specific kind of information file that Windows95/98/ME and Windows NT/2000/XP uses to identify and install drivers for devices on your PC. There is even a special hidden directory for these files in the \WINDOWS subdirectory (or \WINNT directory). These files are called ...

a. .DLL files  
b. .VXD files  
c. .INF files  
d. .PNP files  

_____ ANSWER 15

16. When Windows95/98 loads a driver for a device, it uses a dynamic driver rather than a static driver that is always loaded. Using dynamic drivers allow for better resource management and utilization in Windows95/98. These driver files are located in the \WINDOWS\SYSTEM directory, and are called ...

a. .DOC files  
b. .VXD files  
c. .PDF files  
d. .MP3 files  

_____ ANSWER 16
17. A user reports having problems with spyware infection on their Windows XP-based system. They have been using Norton Personal Firewall, all to no avail. The kids just keep going to their music sites on the Internet, and they keep clobbering the system. What would you do to try and correct the problem?

   a. Install Windows XP’s Service Pack 2, which has an effective firewall and improved security features
   b. Use Ad-Aware or a similar anti-spyware product to keep correcting the problem on a regular basis
   c. Use blocking software to keep the kids from accessing these bogus music sites
   d. Set the kids’ login username to be a User account, rather than an Administrator account

_______ ANSWER 17

18. Windows 98 keeps giving you the "blue screen of death" with a "fatal 0D exception" error message. What kind of problem is this, and how do you fix the problem?

   a. It's a hard disk problem; reformat the hard drive and reinstall Windows98
   b. It's a memory problem; replace your RAM with new tested memory units or get additional memory
   c. It's a video card problem or video driver problem; replace either the video card and/or the video driver
   d. It's a virus problem; use a virus detection product to find and get rid of the virus

_______ ANSWER 18

19. Windows 98 keeps giving you the "blue screen of death" with a "fatal 0E exception" error message. It happens only when you load a game called "Deadly Tide". What kind of problem is this, and how do you fix the problem?

   a. It's a hard disk problem; reformat the hard drive and reinstall Windows 98
   b. It's a memory conflict problem; the game program is conflicting with the operating system
   c. It's a video card problem or video driver problem; replace either the card or the video driver
   d. It's a virus problem; use a virus detection product to find and get rid of the virus

_______ ANSWER 19

20. A customer contacts you and says their DSL connection to their ISP is not working. Things had been working OK, until their son came back from college for a break. He hasn’t even touched the PC, nor the DSL modem or wireless router. He doesn’t even have a laptop or desktop PC at all .. he uses his girlfriend’s PC over at her house. He did connect his cordless phone to the wall jack in his bedroom when he came home. What would you do to help this customer fix the problem (SELECT TWO ANSWERS)?

   a. Run IPCONFIG from the DOS prompt and release the user’s IP address
   b. Have the person install a DSL line filter on the son’s cordless phone; unfiltered phones crash DSL services
   c. Have the person contact their ISP for help; you pay for customer service in the price of your plan
   d. Have the person turn off the DSL modem, and then back on again, effectively rebooting the DSL modem
   e. Have the person reinstall the DSL software from the ISP

_________ ANSWER 20 - LIST TWO ANSWERS HERE
21. You are trying to install Linux onto an 80GB hard drive, and dual-boot Linux with Windows 98. You CAN put Linux onto a hard disk formatted to FAT32 (this really is true). However, the Linux installer says there is no room on the drive to create the Linux boot volume. The drive was FDISK'ed and formatted as a FAT32 disk for the entire 80GB drive. Nothing else is on the drive; it only has Windows 98 on it. What do you need to do to correct the problem?

a. Wipe Windows 98 off the system and start from scratch
b. Contact Red Hat for technical support at http://www.redhat.com
c. Use the disk partitioning utility in Linux to create a separate space on the disk for that operating system
d. Try another version of Linux other than Red Hat, like Mandrake or SuSE

_____ ANSWER 21

22. A user put a password into the CMOS Setup program, and then forgot it. Bad idea. The password is locking you out of both the Setup program and also the operating system. There is no CMOS reset jumper on the motherboard, but there is a user-installable battery on the system board. How would you fix the problem?

a. Pull the ROM BIOS chip out from the motherboard, reinstalling it after 1 minute
b. Use the a password erasing program from a boot floppy to reset the password to blank
c. Short pins 1 and 16 on the CMOS chip to wipe the chip, as mentioned in the BIOS Companion
d. Pull the battery, leave the PC sit battery-less overnight, then reinstall the battery and reset the CMOS

_____ ANSWER 22

23. The customer replaced his 2 128MB DIMMs with 2 512MB DIMMs on his typical Pentium motherboard. He got the right stuff: SDRAM, 10ns speed, non-parity, and both sticks are from the same manufacturer. The vendor even tested the RAM, and it checks out OK. But now, the system doesn’t recognize the whole amount of memory, and it keeps locking up and giving fatal 0E exception errors. What should you do to fix the problem?

a. Flash the BIOS with the updated version from the manufacturer, so the memory will be recognized properly
b. Adjust the RAM timing in the Advanced Chipset Features part of the CMOS Setup program
c. Reload the BIOS default settings in the CMOS Setup program, and reboot & test
d. Try memory sticks from another manufacturer ... these ones may just be incompatible.

_____ ANSWER 23

24. The screen on the PC in front of you is just going haywire. The picture spins, flips, and is generally unreadable. You know the monitor works ... it's the testing monitor you use on your workbench, and it was working on the last computer you fixed 10 minutes ago. How do you deal with this problem?

a. Reboot the PC to Safe Mode, then reset the video to 640x480 video, 256 colors, and a 60Hz refresh rate
b. The video card is defective, so replace it
c. Reinstall the video drivers from the manufacturer's install CD
d. The monitor may really have blown between 10 minutes ago and now, so replace the monitor

_____ ANSWER 24
25. The computer you are working on is having serious difficulty working with USB devices of any kind. The external DVD-ROM drive plays DVD disks very erratically, USB flash drives aren’t being recognized, and the scanner works poorly. The computer is a name-brand Pentium 3 system, but it has Windows 98 installed on it. What would you do to try and correct this problem?

a. Contact the hardware manufacturer for assistance in this matter
b. Install Windows 2000, or better yet Windows XP, which supports USB devices much better
c. Locate updated driver software on the Internet for the affected devices; see if that helps
d. Reload the operating system from scratch; something must be seriously corrupted

_____ ANSWER 25

BONUS QUESTION, WORTH 4 POINTS: Seriously, when you are stuck with a seemingly insolvable problem, what do you do?

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Comments / Questions:

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