1. Which statement is FALSE?
   A. A whole-house surge protector protects all electrical devices in the house.
   B. Printers do not require power surge protection.
   C. A power surge could ruin your computer.
   D. Surge protectors wear out over time.

2. All of the following approaches can be taken to protect your notebook computer from theft EXCEPT:
   A. installing a removable internal hard drive.
   B. locking your notebook to a work surface.
   C. attaching a motion alarm.
   D. installing devices that alert you when the notebook has been stolen.

3. ___________ software features data and password protection. After a certain number of failed password attempts, it will erase all data on the device.

4. Which of the following is a portable privacy device?
   A. Good Mobile Defense
   B. Mozilla
   C. StealthSurfer III
   D. ComputraceComplete

5. Which of the following is NOT personal firewall software?
   A. BlackICE PC Protection
   B. ZoneAlarm Pro
   C. Norton Internet Security
   D. Good Mobile Defense

6. Which of these statements about physically protecting your computer is FALSE?
   A. Data line surges can be blocked by using a computer surround.
   B. Place your computer so the fan’s input vents are unblocked.
   C. It is best to unplug computers during an electrical storm.
   D. Old surge protectors can deliver power to your computer without protecting it.

7. The Firefox browser can remember your passwords because of a feature called:
   A. Password Administrator.
   B. Password Manager.
   C. Password Key.
   D. Password Dictionary.

8. In order to connect a PC to a network, the PC must have a(n):
   A. modem.
   B. network interface card.
   C. wireless mouse.
   D. ISP.

9. What are keystroke loggers?
   A. Programs that disrupt the flow of information from the keyboard to the PC.
   B. Programs that delay information traveling from the keyboard to the PC.
   C. Programs that record everything that is typed on a computer and store it in a file to be retrieved later.
   D. A log of all activity related to the keystrokes that are pressed.

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10. What is a remote access trojan?
   A. A program that allows a hacker to remotely control your PC as if they were sitting in front of it.
   B. A “Trojan horse” program that disguises itself until it is triggered to cause damage to your computer system.
   C. Remote access of your computer through hidden channels that you cannot trace.
   D. The insertion of unwanted trojan information onto your computer while you are online.

11. What is a denial-of-service attack agent?
   A. A program that allows hackers to launch attacks against other large computer installations using your computer.
   B. A systematic attack of a large computer system that is continuously sent requests for service.
   C. Remote access of your computer causing it to deny all requests for service.
   D. An indirect attack of your ISP service from an unknown agent.

12. A hardware firewall is often built into a:
   A. router.
   B. modem.
   C. network interface card.
   D. CPU.

13. Which is something a firewall will NOT do for you?
   A. block intruders that are trying to access your PC
   B. let you know what programs are requesting Internet access and giving you the choice to either allow or disallow it
   C. block spam
   D. help block viruses and worms from reaching your computer

14. The first step when running AdAware is to:
   A. check for your type of computer.
   B. look for updates.
   C. scan for malicious threats.
   D. determine what operating system work with the software.

15. If you are using Windows Vista:
   A. it is impossible for outside intruders to access your system.
   B. a firewall is preinstalled.
   C. you must change your settings under the Security tab to allow virus protection.
   D. it is necessary to download a service pack from Microsoft.

16. The Norton Internet Security Log Viewer shows:
   A. all access to a computer.
   B. all threats to a computer.
   C. the local IP address.
   D. all connection requests.

17. Before allowing a program to access the Internet, you should:
   A. determine why the program needs Internet access.
   B. close all other programs that are running.
   C. open Internet Explorer.
   D. never allow a program to access the Internet.

18. If you have high-speed Internet access, which of the following is NOT true?
   A. You should install a firewall.
   B. You are more vulnerable to hackers.
   C. Your e-mail could contain a virus.
   D. You automatically have a firewall.

19. Some typical characteristics of a day in the life of a technician include:
A. a short, concise lists of tasks.
B. people interaction.
C. independent users.
D. a stress-free environment.

20. Computer help desks often prioritize problems based on:
   A. the order in which they are received
   B. how many users are affected.
   C. the length of time required to correct the problem
   D. how long the problem has existed

21. The first thing a technician checks as part of a daily routine is:
   A. the helpdesk problem database.
   B. technical publications such as PC World.
   C. the server room.
   D. cable connections for all installed PCs.

22. A quick way to deploy software to a large number of computers is to:
   A. buy them with preinstalled software.
   B. use several copies of the software installation CD on multiple computers.
   C. use the original installation CD to install the software.
   D. use “ghosting” software to copy the image of one computer to another.

23. Some typical problems a network technician might need to solve include all of the following EXCEPT:
   A. printers that are no longer printing.
   B. e-mail servers that stop working.
   C. replacing bad network cards.
   D. writing computer manuals.

24. It can be difficult to fix a wireless connectivity problem because:
   A. wireless connections all operate the same.
   B. it is difficult to duplicate the problem.
   C. users expect too much from a wireless connection.
   D. you need wires to fix the problem.

25. A technician should view manufacturer Web sites for:
   A. updated versions.
   B. instructions on using applications.
   C. patches for software.
   D. source language to upload a program.

26. What is done if a computer technician cannot solve a problem?
   A. The problem is moved to the end of the priority list and the technician moves on to the next problem on the priority list.
   B. The problem is shelved for the technician to look at the next day.
   C. The problem is referred to another technician to try to resolve.
   D. The technician will work on the problem until it is resolved, regardless of the time required.

27. What is true about modern-day server rooms?
   A. They must constantly be kept cool.
   B. They are much larger than they used to be.
   C. Network technicians are not usually allowed in.
   D. They must be kept completely dirt- and dust-free.

28. What was the recommendation in the Sound Byte for replacing network cards in a computer?
   A. Test the hardware before allowing technicians access to it.
B. Purchase all new hardware replacement parts.
C. Take along several spares.
D. Require all replacement parts be taken from a working system.

29. When data is sent over a network by two computers at the same time, a _________ can occur.

30. Which network topology is considered a passive topology because its nodes do nothing to help the data move through the network?
   A. Star
   B. Mesh
   C. Ring
   D. Bus

31. Because it uses a token for data transmission, the ring topology is considered to be a(n) _________ topology.

32. Which topology is the most commonly used client/server network topology?
   A. Star
   B. Mesh
   C. Ring
   D. Bus

33. The star topology uses a _________ to connect all of the nodes.

34. A _________ is used to control the flow of data from each of the nodes on a network using the star topology.

35. In a network that uses the star topology, the signal that is sent to indicate a signal collision is called a _________ signal.

36. Which is NOT an advantage of using a network with the star topology?
   A. If one computer stops working, the others on the network are not affected.
   B. Troubleshooting is easier because of the use of a switch that centralizes the network.
   C. A large number of users does not affect the performance of the network.
   D. There is a minimal amount of cabling required.

37. A _________ topology is created when more than one network topology is used.

38. Which of the following is something you would NOT consider when choosing a cable type?
   A. Bandwidth
   B. Cable cost
   C. Cable radius
   D. Bend radius

39. The traditional home telephone cable uses which type of wired transmission cable?
   A. Coaxial
   B. Fiber-optic
   C. Twisted pair
   D. Wireless

40. _________, a type of twisted-pair cable, is capable of a bandwidth of 1 GB per second.

41. Which of the following is NOT one of the four main components of coaxial cable?
   A. There is a layer of braided metal.
   B. The core is usually copper.
   C. A nonconductive layer surrounds the core.
   D. The outer layer is made of a cloth-like material.

42. Which type of coaxial cable is distinguishable by a yellow jacket?
   A. ThinNet
43. Which cable type has the highest maximum run length?
   A. Fiber optic
   B. Twisted pair
   C. ThinNet coaxial
   D. ThickNet coaxial

44. Which is NOT a networking protocol?
   A. Apple File Protocol (AFP)
   B. NetBIOS Extended User Interface (NetBEUI)
   C. Internetwork Packet Exchange (IPX)
   D. Internet File Protocol (IFP)

45. Which layer of the OSI model sets up a virtual connection between the communications devices on a network?
   A. Session
   B. Transport
   C. Physical
   D. Application

46. Which layer of the OSI model makes sure the data gets transmitted to its destination?
   A. Session
   B. Transport
   C. Physical
   D. Application

47. Which is something a network adapter does NOT do?
   A. Uses high-powered signals so data can move, easily, over network transmission media
   B. Allows or denies access to the computer in which it is installed
   C. Verifies that all information leaving the computer is accurate
   D. Breaks down data and puts it into packets

48. What is another name for the physical address assigned to each network adapter?
   A. NAC: network access control
   B. PAC: physical address control
   C. NPA: network physical address
   D. MAC: media access control

49. Which type of RFID tag contains its own power source?
   A. Passive
   B. Active
   C. Inactive
   D. Aggressive

50. What do you call data packets that are in a group and sent together?
   A. Frame
   B. Plot
   C. Grouping
   D. Packet

51. What device amplifies and retransmits a signal so the signal remains readable for a longer distance?
   A. Hub
   B. Retransmitter
   C. Repeater
   D. Router
52. What device receives a signal and then transports a signal to all other nodes connected to it?
   A. Hub
   B. Repeater
   C. Core
   D. Centralizer

53. Which of the following is a “smart” hub?
   A. Bridge
   B. Repeater
   C. S-hub
   D. Switch

54. A ________ sends data from one collision domain to another.

55. Which of the following is used to send data between two networks?
   A. Repeaters
   B. Switches
   C. Hubs
   D. Routers

56. Which is NOT a category of security threats?
   A. Malicious human activity
   B. Human errors and mistakes
   C. Software errors
   D. Natural events and disasters

57. Packet ________ is a form of protection for your computer that looks at each packet that comes into your computer network.

58. A ________ is a good example of a packet screener.

59. A ________ server acts as a liaison between an intranet and the Internet.

60. _________ networks may experience significant slowdowns if more than ten (10) users are on the network.

61. A ________ allows multiple users to connect to the Internet through one connection.

62. ________ networks do not require a server.

63. Peer-to-peer networks are independent of other computers on the network; in other words, they are:
   A. centralized.
   B. loners.
   C. co-existing.
   D. decentralized.

64. One use of intranets is ________, where all users on the network can share documents.

65. If a network requires a cable to connect two devices farther apart than the normal maximum run length of the media, the way to prevent signal degradation is to install a(n):
   A. adapter.
   B. bridge.
   C. repeater.
   D. switch.

66. A ________ server (for example, a print server or communications server) has one main function.

67. When a U.S. business hires a third party within the United States to provide services that they offer to their customers, it is called:
   A. offshoring.
68. When a U.S. company hires an external company, outside of the United States, they are using a technique called:
   A. offshoring.
   B. outrigging.
   C. outlanding.
   D. outsourcing.

69. Computer scientists can expect to fall in which pay range?
   A. $25,000 to $32,000
   B. $32,000 to $40,000
   C. $40,000 to $50,000
   D. over $50,000

70. Telecommuting means that you will be working:
   A. in an office that is not within the home.
   B. from home.
   C. at corporate headquarters.
   D. via telegraph.

71. A(n) __________ works with others in the Web development area to make sure a site is easy to navigate