Final Exam Review

1. This type of small integrated circuit is central for a desktop computer, performing the processing for the computer.
A. RAM
B. ROM BIOS
C. motherboard
D. microprocessor

2. This is the central circuit board of a computer.
A. memory
B. motherboard
C. ROM BIOS
D. video adapter

3. This integrated circuit chip contains the program code that informs the processor of the devices present and how to communicate with them.
A. ROM BIOS
B. RAM
C. video adapter
D. motherboard

4. To communicate from your desktop PC to a service on your network and access the features of that service requires special _____ software.
A. driver
B. ROM BIOS
C. operating system
D. client

5. The user communicates with the OS through this software layer.
A. jog management
B. user interface
C. device management
D. video adapter

6. What job function is not found in single tasking operating systems?
A. user interface
B. device management
C. memory management
D. task management

7. Without this feature of modern desktop OSs, you would not be able to open a new application after your operating system and currently opened applications and data filled the entire physical RAM.
A. RTOS
B. device management
C. GUI
D. virtual memory

8. What is the greatest amount of RAM usable by a 64-bit edition of Windows 7?
A. 4 GB
B. 128 GB
C. 192 GB
D. 16 GB

9. What term is used in a GUI to describe a specialized disk file that contains information about other files?
A. directory
B. folder
C. file allocation table
D. sector

10. This OS predates microcomputers, and today runs on a wide variety of platforms.
A. UNIX
B. Mac OS X
C. Windows
D. DOS

11. This was introduced in 2001 and was still the prevalent Windows version on desktops in 2009 when Microsoft discontinued sales.
A. Windows Vista
B. Windows XP
C. Windows NT
D. Windows Me

12. While this 2007 Windows release included many improvements over the previous version, it was not widely adopted due to problems with speed and high hardware requirements.
A. Windows Me
B. Windows 7
C. Windows Vista
D. Windows

13. What version of Windows shows promise of finally replacing Windows XP on corporate desktops?
A. Windows Me
B. Windows Vista
C. Windows Aero
D. Windows 7

14. Which file system is the most secure Windows file system?
A. FAT16
B. NTFS
C. FAT32
D. CDFS

15. What term is used for a bundling of the Linux kernel and software?
A. version
B. GNU
C. edition
D. distribution

16. Which OS has a global community in which the users and developers can contribute modifications and enhancements to the OS?
A. Windows
B. DOS
C. Mac OS X
D. Linux

17. The generic term for a mode of malware infection is
A. firewall
B. virus
C. DMZ
D. vector

18. This type of malware and mode of infection gets its name from one of Homer's tales of the ancient Greeks.
A. botnet
B. Trojan horse
C. backdoor
D. DMZ

19. This is the oldest mode of malware infection.
A. sneakernet
B. back door
C. war driving
D. bluesnarfing

20. A password cracker that tries a huge number of permutations of possible passwords is called a/an _____ password cracker.
A. keylogger
B. cracker
C. zombie
D. brute-force

21. This type of malware replicates itself on a computer or throughout a network.
A. Trojan horse
B. worm
C. botnet
D. zombie

22. This term describes a group of networked computers infected with programs that forward information to other computers.
A. Trojan horse
B. worm
C. botnet
D. zombie

23. A computer that belongs to a group of network computers, working mindlessly to serve whomever installed the program on the computers.
A. Trojan horse
B. worm
C. botnet
D. zombie

24. This form of malware is spyware that collects information about the user in order to display targeted advertisements to the user.
A. zombie
B. browser hijacking
C. adware
D. worm

25. Some unscrupulous people do this so that their Web site will register more visitors.
A. bluesnarfing
B. phishing
C. browser hijacking
D. key logging

26. This term describes unsolicited instant messages.
A. spam
B. browser hijacking
C. phishing
D. spim

27. This term describes a fraudulent method of obtaining personal financial information through Web page pop-us, e-mail, and letters mailed via the postal service.
A. phishing
B. browser hijacking
C. spim
D. bluesnarfing

28. You receive an e-mail message from a friend's e-mail address claiming that she is in another country, in trouble, and urgently needs money wired to her. You call the friend, and discover that she is safe at home and did not know about the message. This scenario is an example of a/an _____.
A. spam
B. browser hijacking
C. hoax
D. war driving

29. Once installed, this type of malware becomes a vector giving other malware administrative access to a computer.
A. rootkit
B. pop-up download
C. drive-by download
D. hoax

30. This software or hardware device examines network traffic, accepting or rejecting traffic based on predefined rules.
A. proxy service
B. DMZ
C. firewall
D. VPN

31. Combine this technology with a firewall for a very safe way to connect two private networks over the Internet.
A. proxy service
B. DMZ
C. firewall
D. VPN

32. Also called an application-layer gateway, this software will watch for application-specific traffic, acting as a stand-in for internal computers.
A. proxy service
B. DMZ
C. firewall
D. VPN

33. At home or in a small office, you probably connect to the Internet through one of these multi-function hardware devices.
A. keylogger
B. VPN
C. DMZ
D. broadband router, cable/DSL router

34. This type of software protects against unsolicited e-mail, filtering out those that have certain characteristics.
A. antivirus
B. anti-spam
C. firewall
D. proxy service

35. A set of these should exist in both document form and software form for any organization.
A. cookies
B. account lockout policy
C. anti-spyware
D. security policies

36. If your private network has both client computers needing Internet access and servers that must be available from the Internet, you should create this separate network for your servers that keeps Internet-initiated traffic from entering the network containing your client computers. What is the term for the network where the servers are located?
A. back door
B. DMZ
C. botnet
D. firewall

37. What type of security software can you use to both protect from malware infections and also to scan disk space and RAM looking for installed malware?
A. antivirus
B. anti-spam
C. firewall
D. proxy service

38. Which of the following is among the symptoms of a possible malware attack?
A. browser hijacking
B. unsolicited e-mail
C. sudden computer slowdown
D. an error when you enter your username and password

39. You attempt to install software in Windows; and although you are logged on with a computer administrator type of account, your screen turns grey and you receive a message asking if you want to allow the program to make changes to the computer. What Windows feature is at work here?
A. HTTPS
B. UAC
C. EFS
D. authentication

40. Your computer has been showing signs of a malware infection, and today it started up in Safe Mode. Because your computer is not a member of an Active Directory domain, what all-powerful account can you log on with?
A. Guest
B. standard user
C. root
D. Administrator

41. This is the result of software simulation of computer hardware.
A. virtual machine
B. dumb terminal
C. thin client
D. hypervisor

42. What software performs the simulation of hardware for server or desktop virtualization?
A. hypervisor
B. host key
C. guest OS
D. terminal services

43. This describes an environment into which you can install and run Windows 7 and compatible applications.
A. desktop virtualization
B. virtual world
C. server virtualization
D. storage virtualization

44. Which of the following is an Oracle virtualization product that works in several host OSs including Windows, Linux, and Mac OS X?
A. Windows Virtual PC
B. Windows XP Mode
C. MED-V
D. VirtualBox

45. The biggest issue preventing the running of Mac OS X in a virtual machine on a Windows computer is _____.
A. hardware support
B. interest
C. licensing
D. cost

46. You want to run Windows Vista as a guest OS on a Windows 7 host that lacks hardware virtualization. Which of the following hypervisors would you choose to use?
A. Windows Virtual PC
B. Microsoft Virtual PC 2007
C. Windows XP Mode
D. Boot Camp

47. What file extension is on the file containing the settings for a virtual machine in Virtual PC?
A. mpkg
B. vmc
C. vhd
D. dmg

48. Which of the following best describes DOS?
A. single-user/single-tasking
B. GUI-based user interface
C. protected mode OS
D. colorful

49. What is another term for the DOS CLI?
A. BASH prompt
B. $ prompt
C. DOS prompt
D. GUI prompt

50. Who created MS-DOS?
A. Linux Torvalds
B. IBM
C. Compaq
D. Microsoft

51. A program that performs handy tasks, such as computer management functions or diagnostics is often called a/an
_____.
A. application
B. utility
C. embedded system
D. TSR

52. Which of the following is a DOS partitioning program?
A. CHKDSK
B. FDISK
C. DISKPART
D. FORMAT

53. What type of DOS hard drive partition can contain only one logical drive?
A. extended
B. basic
C. primary
D. active

54. What type of DOS hard drive partition can contain one or more logical drives?
A. extended
B. primary
C. basic
D. active

55. What is the term used for the set of rules for correctly entering a specific command at the command line?
A. parsed
B. TSR
C. operator
D. syntax

56. A symbol you can enter at a command line to affect the behavior of a command is a/an _____.
A. operator
B. external
C. parsed
D. internal

57. What is the maximum number of "legal characters" for a DOS file name?
A. 11
B. 8
C. 128
D. 256

58. When typing a path at the DOS prompt, what symbol do you use to separate directory names from other directory names or file names?
A. /
B. \
C. ..
D. *

59. Which of the following commands will delete a directory and its contents?
A. DELTREE
B. RD
C. RMDIR
D. DEL

60. What is the top level directory on a drive—the only directory created by the FORMAT command?
A. DOS
B. admin
C. root
D. BAT

61. Which of the following commands would you use to copy files and directories from a hard drive to a floppy drive?
A. COPY
B. DISKCOPY
C. XCOPY
D. RD

62. What should you check for first when you see the message "Bad Command or File Name?"
A. A missing file on disk
B. A typo
C. Wrong DOS version
D. A corrupted file

63. Which edition of Windows XP is targeted at business and power users?
A. Media Center
B. Table PC
C. Embedded
D. Professional

64. This configuration of Windows XP is supported until April 2014.
A. Windows XP with Service Pack 1
B. Windows XP Media Edition
C. Windows XP with Service Pack 3
D. Windows XP with Service Pack 2

65. Which of the following is a GUI object that represents a link to one of many types of objects?
A. icon
B. shortcut
C. folder
D. Start Menu

66. Which of the following file systems is compatible with both Windows and Mac OS X?
A. FAT32
B. NTFS
C. FAT16
D. HFS+

67. If you do not allow Windows to activate at the time of installation, you will have _____ to activate it before the OS is disabled.
A. 24 hours
B. 30 days
C. 10 days
D. 1 year

68. Before installing Windows XP, be prepared to provide this unique 15-character name that identifies it on the network.
A. user name
B. IP address
C. network name
D. computer name

69. During Windows XP installation, you must give the name of a workgroup or a/an _____ to which your computer belongs.
A. network
B. server
C. domain
D. edition

70. Which of the following terms properly describes an exact copy of an entire hard drive contents, including the OS and all installed software that can be copied onto a hard drive?
A. ghost
B. upgrade
C. clean installation
D. image

71. Which of the choices below is the preferred file system you should select during Windows XP installation?
A. FAT32
B. NTFS
C. FAT16
D. HFS+

72. Which of the following is the Windows GUI tool for file management?
A. Disk Management
B. Computer Management
C. Windows Explorer
D. Device Manager

73. As a user, you should learn how to manage the files and folders under this default folder created by Windows XP.
A. Windows
B. My Network Places
C. Documents and Settings
D. My Documents

74. Open this folder when you want to view and select a server on your LAN.
A. Windows
B. My Network Places
C. Documents and Settings
D. My Documents

75. This folder contains the personal folders for all the local users on a Windows XP computer.
A. Windows
B. My Network Places
C. Documents and Settings
D. My Documents

76. Which of the following is a quick way to access the utility for managing the screen resolution?
A. Right-click on the desktop and select Properties
B. Right-click on My Computer and select Properties
C. Open Computer Management
D. Start | Control Panel | Display

77. Which of the following most accurately describes a logon to Windows XP?
A. biometric
B. mandatory
C. optional
D. automatic

78. Microsoft uses this to show that they have certified a driver for use in Windows.
A. driver signing
B. authentication
C. authorization
D. permissions

79. What tool would you choose to do simple user and group account management on a Windows XP computer?
A. User Preferences
B. Computer Management's Local Users and Groups
C. User Accounts Control Panel applet
D. User Properties

80. During the default installation of Windows XP, which account type does it create?
A. limited
B. administrator
C. standard
D. group

81. Permissions assigned at a higher level in a folder hierarchy pass down to the files and folders within that folder as this type of permission.
A. default
B. standard
C. special
D. inherited

82. What permission does the Everyone group have on a user's personal folders?
A. None
B. Read Only
C. Full Control
D. Read & Execute

83. How can you ensure that only someone logged on with your username and password can access files in a folder on your local NTFS partition, even when other users have full control permissions to that folder?
A. Create the files while logged on as an administrator.
B. Turn off automatic logon.
C. Compress the files you want to protect.
D. Encrypt the files you want to protect.

84. If your Windows XP computer experiences a Stop Error (the "Blue Screen of Death"), but restarted before you could read the message, how can you discover what message displayed on the screen.
A. Wait for it to happen again.
B. Look for the message in system log in Event Viewer.
C. Look for an error log in the Windows folder.
D. Restart the computer in Safe Mode.

85. Ever since you installed a new program two days ago your computer has been unstable. What feature of Windows XP may help you solve this problem?
A. Driver Rollback
B. Safe Mode
C. Automated System Recovery
D. System Restore

86. This feature is enhanced in Windows 7, replacing the Quick Launch toolbar in previous versions of Windows, and allowing you to place icons for applications and destinations on the taskbar and Start menu.
A. Jump lists
B. Pinning
C. Aero Shake
D. Action Center

87. When you right-click on a program on the Start menu or taskbar in Windows 7, you see this feature.
A. Jump lists
B. Pinning
C. Show Hidden Icons
D. Action Center

88. Take this action on an item in a program's jump list that you would like to keep in the list until you decide to remove it.
A. Double-click on it.
B. Right-click on it.
C. Drag it to the Start menu.
D. Pin it.

89. This new taskbar feature of Windows 7 briefly displays a message balloon where there is a problem, and then quietly sits with a small white *x* in a red circle until you resolve the problem.
A. Jump lists
B. Pinning
C. Show Hidden Icons
D. Action Center

90. This Windows 7 feature eliminates the problem of a crowded notification area.
A. Jump lists
B. Pinning
C. Show Hidden Icons button
D. Action Center

91. What edition of Windows 7 can you upgrade to from all the retail editions of Windows Vista, as well as from Windows Vista Enterprise and Windows Vista Home Basic?
A. Home Premium
B. Professional
C. Enterprise
D. Ultimate

92. What is the maximum RAM limit for 32-bit editions of Windows Vista and Windows 7?
A. 128 GB
B. 192 GB
C. 4 GB
D. 64 GB

93. What installation type will you select from the Windows 7 Setup program in order to install Windows 7 on a Windows Vista computer to preserve the existing OS and create a multi-boot installation between the two OSs?
A. Clean
B. Custom
C. Upgrade
D. In-place installation

94. What installation type will you select from the Windows 7 Setup program in order to do a clean installation of Windows 7?
A. Clean
B. Custom
C. Upgrade
D. In-place installation

95. This scaled-down Windows operating system runs when you start the Windows 7 Setup program.
A. Windows Easy Transfer (WET)
B. Windows Vista Upgrade Advisor
C. Windows 7 Upgrade Advisor
D. Windows PE

96. In what folder does 64-bit Windows 7 store 64-bit programs?
A. Windows
B. Users
C. Program Files
D. Program Files (x86)

97. In what folder does 32-bit Windows 7 store 32-bit programs?
A. Windows
B. Users
C. Program Files
D. Program Files (x86)

98. You are working on a project for which you have files in many locations—both on your desktop PC and on network servers. Which feature introduced in Windows 7 will best help you to organize these files?
A. Pinning
B. Libraries
C. Jump lists
D. Flip 3D

99. You are setting up a Windows 7 system with two displays so that you will have a larger work area. Which Multiple Display setting should you select?
A. Extend these displays
B. Duplicate these displays
C. Show desktop only on 1
D. Show desktop only on 2

100. Which of the following has an option to show you all the installed updates in Windows 7?
A. Control Panel | System and Security
B. Control Panel | Appearance and Personalization
C. Control Panel | Programs and Features
D. Start | Default Programs

101. When a user connects to a share over a network, which permissions are applied first?
A. Local security
B. Administrator
C. NTFS
D. Share

102. Each folder and file on an NTFS volume has an associated table of users and/or groups and their permissions. What is this table called?
A. Access Control List (ACL)
B. Access Control Entry (ACE)
C. permissions list
D. rights database

103. Full Control, Modify, Read and Execute, Read, and Write are the complete list of NTFS _____.
A. special file permissions
B. Standard folder permissions
C. Standard file permissions
D. special folder permissions

104. Windows creates this database of configuration settings during installation.
A. accounts database
B. registry
C. binary file
D. hive

105. What tool can you use to back up just a portion of the registry?
A. Windows Backup
B. System Restore
C. Device Stage
D. REGEDIT

106. What is the term for an individual setting within each registry key?
A. subkey
B. value entry
C. data type
D. active key

107. This file contains a complete hierarchy of registry keys and is also a part of the permanent registry.
A. accounts database
B. registry
C. binary file
D. hive

108. During these two phases of startup, the hardware "wakes up" and BIOS searches for an operating system.
A. Detect and configure hardware
B. kernel loading and boot loader
C. power-on self-test and initial startup
D. kernel loading and logon

109. Where does the BIOS startup program look for settings that tell it what devices can start an OS and the order in which the system will search these devices?
A. CMOS settings
B. registry
C. BCD file
D. master boot record (MBR)

110. Use this feature of Device Manager when an updated device driver causes problems.
A. Disable
B. Update Driver
C. Roll Back Driver
D. Uninstall

111. This term describes encrypted data placed in a file that can be verified later.
A. file signature verification
B. digital signature
C. driver signing
D. code signing

112. What will occur if you attempt to install a device driver in Windows XP when you are logged on as a standard user?
A. You will need to respond to a UAC Consent prompt.
B. You will need to respond to a UAC Credentials prompt.
C. You will have to log off and log on as an administrator.
D. It will quietly install.

113. When troubleshooting Windows startup problems use this utility to modify and test startup configuration settings.
A. System Configuration Utility
B. BCDEDIT
C. REDEGIT
D. BOOT.INI

114. What is the full name of the MSCONFIG utility?
A. Windows Memory Diagnostic
B. Safe Mode
C. Microsoft Console
D. System Configuration Utility

115. Which Advanced Boot Options menu choice will start Windows normally and select the settings that existed at the last successful user logon?
A. Safe Mode with Networking
B. Directory Services Restore Mode
C. Last Known Good Configuration
D. Safe Mode

116. This is a copy of the entire contents of an optical disc that you can easily transfer to a writable disc.
A. boot image
B. disk image
C. ISO image
D. distribution

117. This is the generic term for the user interface to an OS that accepts commands and displays error messages and other screen output.
A. CLI
B. shell
C. GNOME
D. X Windows System

118. Which of the following choices will give you a clean installation of Ubuntu Linux?
A. Upgrade
B. Specify partitions
C. Erase and use the entire disk
D. Dual-boot

119. What type of OS is Darwin, the core of Mac OS X?
A. Linux
B. Windows
C. UNIX
D. DOS

120. You can quickly launch programs that have an icon sitting on this GUI object on the Mac OS X desktop.
A. Apple menu
B. Dock
C. Exposé
D. Finder

121. What important Apple product (with a GUI) was introduced in 1984?
A. Apple I
B. Apple II
C. Lisa
D. Macintosh

122. Use this preference pane to configure automatic system backups for your iMac.
A. Command Prompt
B. Terminal
C. Backup
D. Time Machine

123. This type of Mac OS X user account can change all system preference settings and install software in the main application and library folders. It can also create, modify, and delete user accounts. What type of account is this?
A. administrator
B. standard
C. root
D. super user

124. Internet Protocol (IP) prepares data for sending over a network by breaking it up into small chunks called
_____.
A. routers
B. zones
C. packets
D. octets

125. IPv4 addresses are this size.
A. 32 bits
B. 128 bits
C. 255 bits
D. 512 bits

126. IPv6 addresses are this size.
A. 32 bits
B. 128 bits
C. 255 bits
D. 512 bits

127. This version of Internet Protocol (IP) was the prevailing version for three decades, but it is being phased out.
A. IPv2
B. Ipv3
C. Ipv4
D. IPv6

128. This organization oversees the registrars who administer domain names for the Internet.
A. IANA
B. ICANN
C. ISP
D. ADSL

129. Which of these choices is the correct command for viewing all your network connections and their configurations in a Windows command prompt?
A. ifconfig -a
B. ipconfig /all
C. ipconfig
D. ifconfig

130. A connection to the Internet is a/an _____ connection.
A. WAN
B. LAN
C. VLAN
D. DSL

131. Most methods for connecting a desktop computer to the Internet involve a cabled connection between the computer's _____ network adapter and a LAN.
A. Wi-Fi
B. dial-up
C. Ethernet
D. DSL

132. This term is used for communications services that can use multiple channels simultaneously.
A. LAN
B. baseband
C. broadband
D. TCP

133. This digital telephone service can simultaneously transmit voice and data over a single phone line with speeds up to 8.448 Mbps, uses advanced digital signal processing to compress signals, and requires component changes in the telephone network.
A. DSL
B. ISDN
C. dial-up
D. cable

134. Using this communications service, data and television signals are transmitted over different channels on the same media simultaneously.
A. DSL
B. ISDN
C. dial-up
D. cable

135. This service may be the most important service on the Internet because many people who have no other use for the Internet use it.
A. World Wide Web
B. e-mail
C. FTP
D. IMAP

136. This protocol will allow users to maintain messages stored on an e-mail server without removing them from the server.
A. World Wide Web
B. e-mail
C. FTP
D. IMAP

137. Internet Explorer and FireFox are examples of clients for this service.
A. World Wide Web
B. e-mail
C. FTP
D. IMAP

138. This Web browser, distributed by a popular search engine, is open source software with a distinctive look with file-folder-like tabs across the top and menus accessed from a wrench icon on the right of the folder.
A. Internet Explorer
B. FireFox
C. Safari
D. Chrome

139. For both Firefox and IE, you access most settings for security and privacy in this menu.
A. File
B. Edit
C. View
D. Tools

140. If you have a mix of Windows versions on a home or small business network, this may be your easiest option for sharing files from a Windows 7 computer to computers with other Windows versions.
A. HomeGroup
B. Public Folder
C. Libraries
D. Advanced Sharing

141. This method for sharing local folders allows you to turn on sharing for any folder or printer and assign custom permissions to users for each share.
A. Active Directory
B. workgroup
C. HomeGroup
D. Advanced Sharing

142. Test the ability to communicate with another host over a TCP/IP network with this simple utility that sends a small request to an IP address simply asking for a response.
A. PING
B. TRACERT
C. IPCONFIG
D. NSLOOKUP

143. Verify your computer's IP configuration with this utility.
A. PING
B. TRACERT
C. IPCONFIG
D. NSLOOKUP

144. When you view the network connection settings in Windows, Linux, and Mac OS X you will see settings for two versions of IP. What are these versions?

145. Why do desktop operating systems support two versions of IP?

Final Exam Review

1. *(p. 2)* This type of small integrated circuit is central for a desktop computer, performing the processing for the computer.
A. RAM
B. ROM BIOS
C. motherboard
D. microprocessor

Difficulty: Easy
Holcombe - Chapter 001 #1
Learning Outcome: 1.1 Describe the purpose and functions of operating systems

2. *(p. 3)* This is the central circuit board of a computer.
A. memory
B. motherboard
C. ROM BIOS
D. video adapter

Difficulty: Easy
Holcombe - Chapter 001 #2
Learning Outcome: 1.1 Describe the purpose and functions of operating systems

3. *(p. 3)* This integrated circuit chip contains the program code that informs the processor of the devices present and how to communicate with them.
A. ROM BIOS
B. RAM
C. video adapter
D. motherboard

In addition to the ROM BIOS installed on the motherboard, many components and peripherals have their own ROM BIOS.

Difficulty: Easy
Holcombe - Chapter 001 #3
Learning Outcome: 1.1 Describe the purpose and functions of operating systems

4. *(p. 4)* To communicate from your desktop PC to a service on your network and access the features of that service requires special _____ software.
A. driver
B. ROM BIOS
C. operating system
D. client

For every specialized network service there is a client.

Difficulty: Easy
Holcombe - Chapter 001 #4
Learning Outcome: 1.1 Describe the purpose and functions of operating systems

5. *(p. 6)* The user communicates with the OS through this software layer.
A. jog management
B. user interface
C. device management
D. video adapter

The user interface is one of the functions of an operating system.

Difficulty: Medium
Holcombe - Chapter 001 #5
Learning Outcome: 1.1 Describe the purpose and functions of operating systems

6. *(p. 7)* What job function is not found in single tasking operating systems?
A. user interface
B. device management
C. memory management
D. task management

A single-tasking operating system cannot have more than one task in memory, and therefore does not require task management.

Difficulty: Medium
Holcombe - Chapter 001 #6
Learning Outcome: 1.1 Describe the purpose and functions of operating systems

7. *(p. 7)* Without this feature of modern desktop OSs, you would not be able to open a new application after your operating system and currently opened applications and data filled the entire physical RAM.
A. RTOS
B. device management
C. GUI
D. virtual memory

Difficulty: Medium
Holcombe - Chapter 001 #7
Learning Outcome: 1.1 Describe the purpose and functions of operating systems

8. *(p. 12)* What is the greatest amount of RAM usable by a 64-bit edition of Windows 7?
A. 4 GB
B. 128 GB
C. 192 GB
D. 16 GB

The 64-bit Windows 7 Ultimate, Enterprise, and Professional editions have a 192 GB RAM limit. It is much less for the 64-bit Windows 7 Home Premium and Home Basic editions.

Difficulty: Hard
Holcombe - Chapter 001 #8
Learning Outcome: 1.1 Describe the purpose and functions of operating systems

9. *(p. 8)* What term is used in a GUI to describe a specialized disk file that contains information about other files?
A. directory
B. folder
C. file allocation table
D. sector

Difficulty: Easy
Holcombe - Chapter 001 #11
Learning Outcome: 1.1 Describe the purpose and functions of operating systems

10. *(p. 13)* This OS predates microcomputers, and today runs on a wide variety of platforms.
A. UNIX
B. Mac OS X
C. Windows
D. DOS

Bell Labs introduced UNIX version 6 in 1975, and UNIX is still alive today on high-end servers and other systems.

Difficulty: Easy
Holcombe - Chapter 001 #13
Learning Outcome: 1.2 Describe major events in the evolution of operating systems

11. *(p. 27)* This was introduced in 2001 and was still the prevalent Windows version on desktops in 2009 when Microsoft discontinued sales.
A. Windows Vista
B. Windows XP
C. Windows NT
D. Windows Me

Windows XP, introduced in 2001, still held a large market share on desktop PCs after the introduction of Windows Vista in 2007 and only began to slip after the introduction of Windows 7 in 2009.

Difficulty: Easy
Holcombe - Chapter 001 #21
Learning Outcome: 1.2 Describe major events in the evolution of operating systems

12. *(p. 28)* While this 2007 Windows release included many improvements over the previous version, it was not widely adopted due to problems with speed and high hardware requirements.
A. Windows Me
B. Windows 7
C. Windows Vista
D. Windows

Difficulty: Medium
Holcombe - Chapter 001 #23
Learning Outcome: 1.3 List and compare the common operating systems in use today

13. *(p. 29)* What version of Windows shows promise of finally replacing Windows XP on corporate desktops?
A. Windows Me
B. Windows Vista
C. Windows Aero
D. Windows 7

Difficulty: Medium
Holcombe - Chapter 001 #24
Learning Outcome: 1.3 List and compare the common operating systems in use today

14. *(p. 31)* Which file system is the most secure Windows file system?
A. FAT16
B. NTFS
C. FAT32
D. CDFS

NTFS is the only Windows supported file system with file level security.

Difficulty: Easy
Holcombe - Chapter 001 #25
Learning Outcome: 1.3 List and compare the common operating systems in use today

15. *(p. 32)* What term is used for a bundling of the Linux kernel and software?
A. version
B. GNU
C. edition
D. distribution

Difficulty: Medium
Holcombe - Chapter 001 #27
Learning Outcome: 1.3 List and compare the common operating systems in use today

16. *(p. 33)* Which OS has a global community in which the users and developers can contribute modifications and enhancements to the OS?
A. Windows
B. DOS
C. Mac OS X
D. Linux

Difficulty: Medium
Holcombe - Chapter 001 #29
Learning Outcome: 1.3 List and compare the common operating systems in use today

17. *(p. 40)* The generic term for a mode of malware infection is
A. firewall
B. virus
C. DMZ
D. vector

Just as with viruses that infect humans, malware finds many modes for infecting computers.

Difficulty: Easy
Holcombe - Chapter 002 #1
Learning Outcome: 2.1 Describe security threats and vulnerabilities to desktop PCs and users

18. *(p. 40)* This type of malware and mode of infection gets its name from one of Homer's tales of the ancient Greeks.
A. botnet
B. Trojan horse
C. backdoor
D. DMZ

Difficulty: Easy
Holcombe - Chapter 002 #2
Learning Outcome: 2.1 Describe security threats and vulnerabilities to desktop PCs and users

19. *(p. 40, 41)* This is the oldest mode of malware infection.
A. sneakernet
B. back door
C. war driving
D. bluesnarfing

Today, most computers connect to the Internet, providing a path for a variety of malware to attack; but in the 1980s that was not true, and viruses were hand carried from computer-to-computer on infected floppy disks.

Difficulty: Easy
Holcombe - Chapter 002 #3
Learning Outcome: 2.1 Describe security threats and vulnerabilities to desktop PCs and users

20. *(p. 43)* A password cracker that tries a huge number of permutations of possible passwords is called a/an _____ password cracker.
A. keylogger
B. cracker
C. zombie
D. brute-force

Difficulty: Medium
Holcombe - Chapter 002 #4
Learning Outcome: 2.1 Describe security threats and vulnerabilities to desktop PCs and users

21. *(p. 44)* This type of malware replicates itself on a computer or throughout a network.
A. Trojan horse
B. worm
C. botnet
D. zombie

22. *(p. 44)* This term describes a group of networked computers infected with programs that forward information to other computers.
A. Trojan horse
B. worm
C. botnet
D. zombie

Botnets can be created for either good or evil.

23. *(p. 44)* A computer that belongs to a group of network computers, working mindlessly to serve whomever installed the program on the computers.
A. Trojan horse
B. worm
C. botnet
D. zombie

24. *(p. 44)* This form of malware is spyware that collects information about the user in order to display targeted advertisements to the user.
A. zombie
B. browser hijacking
C. adware
D. worm

25. *(p. 44 45)* Some unscrupulous people do this so that their Web site will register more visitors.
A. bluesnarfing
B. phishing
C. browser hijacking
D. key logging

Difficulty: Medium
Holcombe - Chapter 002 #9
Learning Outcome: 2.1 Describe security threats and vulnerabilities to desktop PCs and users

26. *(p. 45)* This term describes unsolicited instant messages.
A. spam
B. browser hijacking
C. phishing
D. spim

Difficulty: Medium
Holcombe - Chapter 002 #10
Learning Outcome: 2.1 Describe security threats and vulnerabilities to desktop PCs and users

27. *(p. 45)* This term describes a fraudulent method of obtaining personal financial information through Web page pop-us, e-mail, and letters mailed via the postal service.
A. phishing
B. browser hijacking
C. spim
D. bluesnarfing

Difficulty: Medium
Holcombe - Chapter 002 #11
Learning Outcome: 2.1 Describe security threats and vulnerabilities to desktop PCs and users

28. *(p. 46)* You receive an e-mail message from a friend's e-mail address claiming that she is in another country, in trouble, and urgently needs money wired to her. You call the friend, and discover that she is safe at home and did not know about the message. This scenario is an example of a/an _____.
A. spam
B. browser hijacking
C. hoax
D. war driving

Difficulty: Easy
Holcombe - Chapter 002 #12
Learning Outcome: 2.1 Describe security threats and vulnerabilities to desktop PCs and users

29. *(p. 41)* Once installed, this type of malware becomes a vector giving other malware administrative access to a computer.
A. rootkit
B. pop-up download
C. drive-by download
D. hoax

Difficulty: Medium
Holcombe - Chapter 002 #14
Learning Outcome: 2.1 Describe security threats and vulnerabilities to desktop PCs and users

30. *(p. 54)* This software or hardware device examines network traffic, accepting or rejecting traffic based on predefined rules.
A. proxy service
B. DMZ
C. firewall
D. VPN

Difficulty: Medium
Holcombe - Chapter 002 #16
Learning Outcome: 2.2 Identify methods for protecting against security threats

31. *(p. 55)* Combine this technology with a firewall for a very safe way to connect two private networks over the Internet.
A. proxy service
B. DMZ
C. firewall
D. VPN

Difficulty: Medium
Holcombe - Chapter 002 #17
Learning Outcome: 2.2 Identify methods for protecting against security threats

32. *(p. 55)* Also called an application-layer gateway, this software will watch for application-specific traffic, acting as a stand-in for internal computers.
A. proxy service
B. DMZ
C. firewall
D. VPN

Difficulty: Medium
Holcombe - Chapter 002 #18
Learning Outcome: 2.2 Identify methods for protecting against security threats

33. *(p. 54, 55)* At home or in a small office, you probably connect to the Internet through one of these multi-function hardware devices.
A. keylogger
B. VPN
C. DMZ
D. broadband router, cable/DSL router

Difficulty: Medium
Holcombe - Chapter 002 #19
Learning Outcome: 2.2 Identify methods for protecting against security threats

34. *(p. 57)* This type of software protects against unsolicited e-mail, filtering out those that have certain characteristics.
A. antivirus
B. anti-spam
C. firewall
D. proxy service

Difficulty: Medium
Holcombe - Chapter 002 #20
Learning Outcome: 2.2 Identify methods for protecting against security threats

35. *(p. 53)* A set of these should exist in both document form and software form for any organization.
A. cookies
B. account lockout policy
C. anti-spyware
D. security policies

Difficulty: Medium
Holcombe - Chapter 002 #21
Learning Outcome: 2.2 Identify methods for protecting against security threats

36. *(p. 56)* If your private network has both client computers needing Internet access and servers that must be available from the Internet, you should create this separate network for your servers that keeps Internet-initiated traffic from entering the network containing your client computers. What is the term for the network where the servers are located?
A. back door
B. DMZ
C. botnet
D. firewall

Difficulty: Medium
Holcombe - Chapter 002 #22
Learning Outcome: 2.2 Identify methods for protecting against security threats

37. *(p. 58)* What type of security software can you use to both protect from malware infections and also to scan disk space and RAM looking for installed malware?
A. antivirus
B. anti-spam
C. firewall
D. proxy service

Difficulty: Medium
Holcombe - Chapter 002 #23
Learning Outcome: 2.2 Identify methods for protecting against security threats

38. *(p. 53)* Which of the following is among the symptoms of a possible malware attack?
A. browser hijacking
B. unsolicited e-mail
C. sudden computer slowdown
D. an error when you enter your username and password

Difficulty: Medium
Holcombe - Chapter 002 #28
Learning Outcome: 2.2 Identify methods for protecting against security threats

39. *(p. 67)* You attempt to install software in Windows; and although you are logged on with a computer administrator type of account, your screen turns grey and you receive a message asking if you want to allow the program to make changes to the computer. What Windows feature is at work here?
A. HTTPS
B. UAC
C. EFS
D. authentication

Difficulty: Medium
Holcombe - Chapter 002 #29
Learning Outcome: 2.3 Troubleshoot common security problems

40. *(p. 74)* Your computer has been showing signs of a malware infection, and today it started up in Safe Mode. Because your computer is not a member of an Active Directory domain, what all-powerful account can you log on with?
A. Guest
B. standard user
C. root
D. Administrator

Difficulty: Medium
Holcombe - Chapter 002 #30
Learning Outcome: 2.3 Troubleshoot common security problems

41. *(p. 81)* This is the result of software simulation of computer hardware.
A. virtual machine
B. dumb terminal
C. thin client
D. hypervisor

Difficulty: Medium
Holcombe - Chapter 003 #1
Learning Outcome: 3.1 Explain the evolution of desktop virtualization and list the common features of todays desktop virtualization products

42. *(p. 82)* What software performs the simulation of hardware for server or desktop virtualization?
A. hypervisor
B. host key
C. guest OS
D. terminal services

Another term for this software is virtual machine monitor (VMM).

Difficulty: Easy
Holcombe - Chapter 003 #4
Learning Outcome: 3.1 Explain the evolution of desktop virtualization and list the common features of todays desktop virtualization products

43. *(p. 80)* This describes an environment into which you can install and run Windows 7 and compatible applications.
A. desktop virtualization
B. virtual world
C. server virtualization
D. storage virtualization

Difficulty: Medium
Holcombe - Chapter 003 #11
Learning Outcome: 3.1 Explain the evolution of desktop virtualization and list the common features of todays desktop virtualization products

44. *(p. 92, 95)* Which of the following is an Oracle virtualization product that works in several host OSs including Windows, Linux, and Mac OS X?
A. Windows Virtual PC
B. Windows XP Mode
C. MED-V
D. VirtualBox

Difficulty: Medium
Holcombe - Chapter 003 #13
Learning Outcome: 3.2 Select and implement a desktop virtualization option on a Windows Vista or Windows 7 desktop

45. *(p. 84)* The biggest issue preventing the running of Mac OS X in a virtual machine on a Windows computer is
_____.
A. hardware support
B. interest
C. licensing
D. cost

Difficulty: Medium
Holcombe - Chapter 003 #15
Learning Outcome: 3.2 Select and implement a desktop virtualization option on a Windows Vista or Windows 7 desktop

46. *(p. 85-90)* You want to run Windows Vista as a guest OS on a Windows 7 host that lacks hardware virtualization. Which of the following hypervisors would you choose to use?
A. Windows Virtual PC
B. Microsoft Virtual PC 2007
C. Windows XP Mode
D. Boot Camp

Difficulty: Medium
Holcombe - Chapter 003 #18
Learning Outcome: 3.2 Select and implement a desktop virtualization option on a Windows Vista or Windows 7 desktop

47. *(p. 88)* What file extension is on the file containing the settings for a virtual machine in Virtual PC?
A. mpkg
B. vmc
C. vhd
D. dmg

Difficulty: Medium
Holcombe - Chapter 003 #19
Learning Outcome: 3.2 Select and implement a desktop virtualization option on a Windows Vista or Windows 7 desktop

48. *(p. 106)* Which of the following best describes DOS?
A. single-user/single-tasking
B. GUI-based user interface
C. protected mode OS
D. colorful

DOS is a single-user/single-tasking OS with only a command-line interface (CLI). It supported real mode and is not known for being colorful.

Difficulty: Medium
Holcombe - Chapter 004 #1
Learning Outcome: 4.1 Identify the versions of DOS, its strengths, weaknesses, and why it is still in use

49. *(p. 107)* What is another term for the DOS CLI?
A. BASH prompt
B. $ prompt
C. DOS prompt
D. GUI prompt

Difficulty: Easy
Holcombe - Chapter 004 #2
Learning Outcome: 4.1 Identify the versions of DOS, its strengths, weaknesses, and why it is still in use

50. *(p. 106)* Who created MS-DOS?
A. Linux Torvalds
B. IBM
C. Compaq
D. Microsoft

Difficulty: Easy
Holcombe - Chapter 004 #3
Learning Outcome: 4.1 Identify the versions of DOS, its strengths, weaknesses, and why it is still in use

51. *(p. 109)* A program that performs handy tasks, such as computer management functions or diagnostics is often called a/an _____.
A. application
B. utility
C. embedded system
D. TSR

Difficulty: Easy
Holcombe - Chapter 004 #5
Learning Outcome: 4.1 Identify the versions of DOS, its strengths, weaknesses, and why it is still in use

52. *(p. 112)* Which of the following is a DOS partitioning program?
A. CHKDSK
B. FDISK
C. DISKPART
D. FORMAT

Difficulty: Easy
Holcombe - Chapter 004 #7
Learning Outcome: 4.2 Install DOS on a physical or virtual machine, and create a live CD

53. *(p. 112)* What type of DOS hard drive partition can contain only one logical drive?
A. extended
B. basic
C. primary
D. active

Difficulty: Easy
Holcombe - Chapter 004 #8
Learning Outcome: 4.2 Install DOS on a physical or virtual machine, and create a live CD

54. *(p. 112)* What type of DOS hard drive partition can contain one or more logical drives?
A. extended
B. primary
C. basic
D. active

Difficulty: Hard
Holcombe - Chapter 004 #10
Learning Outcome: 4.2 Install DOS on a physical or virtual machine, and create a live CD

55. *(p. 121-122)* What is the term used for the set of rules for correctly entering a specific command at the command line?
A. parsed
B. TSR
C. operator
D. syntax

Difficulty: Easy
Holcombe - Chapter 004 #13
Learning Outcome: 4.3 Work with the DOS command prompt for file management and other tasks

56. *(p. 125)* A symbol you can enter at a command line to affect the behavior of a command is a/an _____.
A. operator
B. external
C. parsed
D. internal

Difficulty: Medium
Holcombe - Chapter 004 #16
Learning Outcome: 4.3 Work with the DOS command prompt for file management and other tasks

57. *(p. 126-127)* What is the maximum number of "legal characters" for a DOS file name?
A. 11
B. 8
C. 128
D. 256

Difficulty: Medium
Holcombe - Chapter 004 #17
Learning Outcome: 4.3 Work with the DOS command prompt for file management and other tasks

58. *(p. 127)* When typing a path at the DOS prompt, what symbol do you use to separate directory names from other directory names or file names?
A. /
B. \
C. ..
D. *

Difficulty: Easy
Holcombe - Chapter 004 #19
Learning Outcome: 4.3 Work with the DOS command prompt for file management and other tasks

59. *(p. 131)* Which of the following commands will delete a directory and its contents?
A. DELTREE
B. RD
C. RMDIR
D. DEL

Difficulty: Medium
Holcombe - Chapter 004 #20
Learning Outcome: 4.3 Work with the DOS command prompt for file management and other tasks

60. *(p. 127)* What is the top level directory on a drive—the only directory created by the FORMAT command?
A. DOS
B. admin
C. root
D. BAT

Difficulty: Medium
Holcombe - Chapter 004 #23
Learning Outcome: 4.3 Work with the DOS command prompt for file management and other tasks

61. *(p. 131)* Which of the following commands would you use to copy files and directories from a hard drive to a floppy drive?
A. COPY
B. DISKCOPY
C. XCOPY
D. RD

Difficulty: Medium
Holcombe - Chapter 004 #24
Learning Outcome: 4.3 Work with the DOS command prompt for file management and other tasks

62. *(p. 139, 140)* What should you check for first when you see the message "Bad Command or File Name?"
A. A missing file on disk
B. A typo
C. Wrong DOS version
D. A corrupted file

Difficulty: Medium
Holcombe - Chapter 004 #29
Learning Outcome: 4.5 Troubleshoot common DOS problems

63. *(p. 146)* Which edition of Windows XP is targeted at business and power users?
A. Media Center
B. Table PC
C. Embedded
D. Professional

Difficulty: Easy
Holcombe - Chapter 005 #1
Learning Outcome: 5.1 Describe Windows XP Professional benefits and features

64. *(p. 146)* This configuration of Windows XP is supported until April 2014.
A. Windows XP with Service Pack 1
B. Windows XP Media Edition
C. Windows XP with Service Pack 3
D. Windows XP with Service Pack 2

Difficulty: Easy
Holcombe - Chapter 005 #2
Learning Outcome: 5.1 Describe Windows XP Professional benefits and features

65. *(p. 147)* Which of the following is a GUI object that represents a link to one of many types of objects?
A. icon
B. shortcut
C. folder
D. Start Menu

Difficulty: Easy
Holcombe - Chapter 005 #3
Learning Outcome: 5.1 Describe Windows XP Professional benefits and features

66. *(p. 149)* Which of the following file systems is compatible with both Windows and Mac OS X?
A. FAT32
B. NTFS
C. FAT16
D. HFS+

Difficulty: Easy
Holcombe - Chapter 005 #4
Learning Outcome: 5.1 Describe Windows XP Professional benefits and features

67. *(p. 152)* If you do not allow Windows to activate at the time of installation, you will have _____ to activate it before the OS is disabled.
A. 24 hours
B. 30 days
C. 10 days
D. 1 year

Difficulty: Easy
Holcombe - Chapter 005 #5
Learning Outcome: 5.2 Install and configure Windows XP Professional

68. *(p. 154)* Before installing Windows XP, be prepared to provide this unique 15-character name that identifies it on the network.
A. user name
B. IP address
C. network name
D. computer name

Difficulty: Medium
Holcombe - Chapter 005 #6
Learning Outcome: 5.2 Install and configure Windows XP Professional

69. *(p. 156)* During Windows XP installation, you must give the name of a workgroup or a/an _____ to which your computer belongs.
A. network
B. server
C. domain
D. edition

Difficulty: Medium
Holcombe - Chapter 005 #8
Learning Outcome: 5.2 Install and configure Windows XP Professional

70. *(p. 151)* Which of the following terms properly describes an exact copy of an entire hard drive contents, including the OS and all installed software that can be copied onto a hard drive?
A. ghost
B. upgrade
C. clean installation
D. image

Difficulty: Easy
Holcombe - Chapter 005 #9
Learning Outcome: 5.2 Install and configure Windows XP Professional

71. *(p. 148, 155)* Which of the choices below is the preferred file system you should select during Windows XP installation?
A. FAT32
B. NTFS
C. FAT16
D. HFS+

Difficulty: Hard
Holcombe - Chapter 005 #10
Learning Outcome: 5.2 Install and configure Windows XP Professional

72. *(p. 166)* Which of the following is the Windows GUI tool for file management?
A. Disk Management
B. Computer Management
C. Windows Explorer
D. Device Manager

Difficulty: Easy
Holcombe - Chapter 005 #12
Learning Outcome: 5.3 Manage Windows XP Professional

73. *(p. 166)* As a user, you should learn how to manage the files and folders under this default folder created by Windows XP.
A. Windows
B. My Network Places
C. Documents and Settings
D. My Documents

Difficulty: Medium
Holcombe - Chapter 005 #13
Learning Outcome: 5.3 Manage Windows XP Professional

74. *(p. 157)* Open this folder when you want to view and select a server on your LAN.
A. Windows
B. My Network Places
C. Documents and Settings
D. My Documents

Difficulty: Easy
Holcombe - Chapter 005 #14
Learning Outcome: 5.3 Manage Windows XP Professional

75. *(p. 167)* This folder contains the personal folders for all the local users on a Windows XP computer.
A. Windows
B. My Network Places
C. Documents and Settings
D. My Documents

Difficulty: Easy
Holcombe - Chapter 005 #15
Learning Outcome: 5.3 Manage Windows XP Professional

76. *(p. 164)* Which of the following is a quick way to access the utility for managing the screen resolution?
A. Right-click on the desktop and select Properties
B. Right-click on My Computer and select Properties
C. Open Computer Management
D. Start | Control Panel | Display

Difficulty: Medium
Holcombe - Chapter 005 #17
Learning Outcome: 5.3 Manage Windows XP Professional

77. *(p. 169)* Which of the following most accurately describes a logon to Windows XP?
A. biometric
B. mandatory
C. optional
D. automatic

A logon on to Windows XP Professional is mandatory, even though it is possible to set up an automatic logon.

Difficulty: Medium
Holcombe - Chapter 005 #19
Learning Outcome: 5.4 Secure Windows XP Professional

78. *(p. 169)* Microsoft uses this to show that they have certified a driver for use in Windows.
A. driver signing
B. authentication
C. authorization
D. permissions

Difficulty: Medium
Holcombe - Chapter 005 #20
Learning Outcome: 5.4 Secure Windows XP Professional

79. *(p. 170)* What tool would you choose to do simple user and group account management on a Windows XP computer?
A. User Preferences
B. Computer Management's Local Users and Groups
C. User Accounts Control Panel applet
D. User Properties

Difficulty: Medium
Holcombe - Chapter 005 #21
Learning Outcome: 5.4 Secure Windows XP Professional

80. *(p. 171)* During the default installation of Windows XP, which account type does it create?
A. limited
B. administrator
C. standard
D. group

There must be one account of the administrator type for management of the computer, including installing programs and devices.

Difficulty: Medium
Holcombe - Chapter 005 #23
Learning Outcome: 5.4 Secure Windows XP Professional

81. *(p. 176)* Permissions assigned at a higher level in a folder hierarchy pass down to the files and folders within that folder as this type of permission.
A. default
B. standard
C. special
D. inherited

Difficulty: Medium
Holcombe - Chapter 005 #25
Learning Outcome: 5.4 Secure Windows XP Professional

82. *(p. 178)* What permission does the Everyone group have on a user's personal folders?
A. None
B. Read Only
C. Full Control
D. Read & Execute

By default the Everyone group is not given any permissions on a user's personal folders.

Difficulty: Hard
Holcombe - Chapter 005 #26
Learning Outcome: 5.4 Secure Windows XP Professional

83. *(p. 179)* How can you ensure that only someone logged on with your username and password can access files in a folder on your local NTFS partition, even when other users have full control permissions to that folder?
A. Create the files while logged on as an administrator.
B. Turn off automatic logon.
C. Compress the files you want to protect.
D. Encrypt the files you want to protect.

When a file is encrypted on an NTFS volume, only someone logged on with the account that encrypted the files can access them.

Difficulty: Hard
Holcombe - Chapter 005 #27
Learning Outcome: 5.4 Secure Windows XP Professional

84. *(p. 187)* If your Windows XP computer experiences a Stop Error (the "Blue Screen of Death"), but restarted before you could read the message, how can you discover what message displayed on the screen.
A. Wait for it to happen again.
B. Look for the message in system log in Event Viewer.
C. Look for an error log in the Windows folder.
D. Restart the computer in Safe Mode.

Difficulty: Medium
Holcombe - Chapter 005 #29
Learning Outcome: 5.5 Troubleshoot common Windows XP Professional problems

85. *(p. 184-185)* Ever since you installed a new program two days ago your computer has been unstable. What feature of Windows XP may help you solve this problem?
A. Driver Rollback
B. Safe Mode
C. Automated System Recovery
D. System Restore

Difficulty: Medium
Holcombe - Chapter 005 #30
Learning Outcome: 5.5 Troubleshoot common Windows XP Professional problems

86. *(p. 198)* This feature is enhanced in Windows 7, replacing the Quick Launch toolbar in previous versions of Windows, and allowing you to place icons for applications and destinations on the taskbar and Start menu.
A. Jump lists
B. Pinning
C. Aero Shake
D. Action Center

Difficulty: Easy
Holcombe - Chapter 006 #2
Learning Outcome: 6.1 Compare Windows 7 and Windows Vista

87. *(p. 198)* When you right-click on a program on the Start menu or taskbar in Windows 7, you see this feature.
A. Jump lists
B. Pinning
C. Show Hidden Icons
D. Action Center

Difficulty: Easy
Holcombe - Chapter 006 #3
Learning Outcome: 6.1 Compare Windows 7 and Windows Vista

88. *(p. 198-200)* Take this action on an item in a program's jump list that you would like to keep in the list until you decide to remove it.
A. Double-click on it.
B. Right-click on it.
C. Drag it to the Start menu.
D. Pin it.

Difficulty: Medium
Holcombe - Chapter 006 #4
Learning Outcome: 6.1 Compare Windows 7 and Windows Vista

89. *(p. 201)* This new taskbar feature of Windows 7 briefly displays a message balloon where there is a problem, and then quietly sits with a small white *x* in a red circle until you resolve the problem.
A. Jump lists
B. Pinning
C. Show Hidden Icons
D. Action Center

Difficulty: Easy
Holcombe - Chapter 006 #5
Learning Outcome: 6.1 Compare Windows 7 and Windows Vista

90. *(p. 200)* This Windows 7 feature eliminates the problem of a crowded notification area.
A. Jump lists
B. Pinning
C. Show Hidden Icons button
D. Action Center

Difficulty: Easy
Holcombe - Chapter 006 #6
Learning Outcome: 6.1 Compare Windows 7 and Windows Vista

91. *(p. 204)* What edition of Windows 7 can you upgrade to from all the retail editions of Windows Vista, as well as from Windows Vista Enterprise and Windows Vista Home Basic?
A. Home Premium
B. Professional
C. Enterprise
D. Ultimate

Difficulty: Medium
Holcombe - Chapter 006 #7
Learning Outcome: 6.2 Install and configure Windows 7 and Windows Vista

92. *(p. 205)* What is the maximum RAM limit for 32-bit editions of Windows Vista and Windows 7?
A. 128 GB
B. 192 GB
C. 4 GB
D. 64 GB

Difficulty: Medium
Holcombe - Chapter 006 #8
Learning Outcome: 6.2 Install and configure Windows 7 and Windows Vista

93. *(p. 206)* What installation type will you select from the Windows 7 Setup program in order to install Windows 7 on a Windows Vista computer to preserve the existing OS and create a multi-boot installation between the two OSs?
A. Clean
B. Custom
C. Upgrade
D. In-place installation

Difficulty: Medium
Holcombe - Chapter 006 #10
Learning Outcome: 6.2 Install and configure Windows 7 and Windows Vista

94. *(p. 206)* What installation type will you select from the Windows 7 Setup program in order to do a clean installation of Windows 7?
A. Clean
B. Custom
C. Upgrade
D. In-place installation

Difficulty: Medium
Holcombe - Chapter 006 #11
Learning Outcome: 6.2 Install and configure Windows 7 and Windows Vista

95. *(p. 208)* This scaled-down Windows operating system runs when you start the Windows 7 Setup program.
A. Windows Easy Transfer (WET)
B. Windows Vista Upgrade Advisor
C. Windows 7 Upgrade Advisor
D. Windows PE

Difficulty: Medium
Holcombe - Chapter 006 #14
Learning Outcome: 6.2 Install and configure Windows 7 and Windows Vista

96. *(p. 222)* In what folder does 64-bit Windows 7 store 64-bit programs?
A. Windows
B. Users
C. Program Files
D. Program Files (x86)

Difficulty: Medium
Holcombe - Chapter 006 #15
Learning Outcome: 6.3 Manage Windows 7 and Windows Vista

97. *(p. 222)* In what folder does 32-bit Windows 7 store 32-bit programs?
A. Windows
B. Users
C. Program Files
D. Program Files (x86)

Difficulty: Medium
Holcombe - Chapter 006 #16
Learning Outcome: 6.3 Manage Windows 7 and Windows Vista

98. *(p. 225)* You are working on a project for which you have files in many locations—both on your desktop PC and on network servers. Which feature introduced in Windows 7 will best help you to organize these files?
A. Pinning
B. Libraries
C. Jump lists
D. Flip 3D

Difficulty: Medium
Holcombe - Chapter 006 #19
Learning Outcome: 6.3 Manage Windows 7 and Windows Vista

99. *(p. 218)* You are setting up a Windows 7 system with two displays so that you will have a larger work area. Which Multiple Display setting should you select?
A. Extend these displays
B. Duplicate these displays
C. Show desktop only on 1
D. Show desktop only on 2

Difficulty: Medium
Holcombe - Chapter 006 #21
Learning Outcome: 6.3 Manage Windows 7 and Windows Vista

100. *(p. 221)* Which of the following has an option to show you all the installed updates in Windows 7?
A. Control Panel | System and Security
B. Control Panel | Appearance and Personalization
C. Control Panel | Programs and Features
D. Start | Default Programs

Difficulty: Medium
Holcombe - Chapter 006 #22
Learning Outcome: 6.3 Manage Windows 7 and Windows Vista

101. *(p. 232)* When a user connects to a share over a network, which permissions are applied first?
A. Local security
B. Administrator
C. NTFS
D. Share

Difficulty: Medium
Holcombe - Chapter 006 #27
Learning Outcome: 6.4 Manage local security in Windows 7 and Windows Vista

102. *(p. 232)* Each folder and file on an NTFS volume has an associated table of users and/or groups and their permissions. What is this table called?
A. Access Control List (ACL)
B. Access Control Entry (ACE)
C. permissions list
D. rights database

Difficulty: Medium
Holcombe - Chapter 006 #28
Learning Outcome: 6.4 Manage local security in Windows 7 and Windows Vista

103. *(p. 233)* Full Control, Modify, Read and Execute, Read, and Write are the complete list of NTFS _____.
A. special file permissions
B. Standard folder permissions
C. Standard file permissions
D. special folder permissions

Difficulty: Medium
Holcombe - Chapter 006 #30
Learning Outcome: 6.4 Manage local security in Windows 7 and Windows Vista

104. *(p. 242)* Windows creates this database of configuration settings during installation.
A. accounts database
B. registry
C. binary file
D. hive

Difficulty: Easy
Holcombe - Chapter 007 #1
Learning Outcome: 7.1 Define the role of the registry in Windows and backup up and modify the registry when needed

105. *(p. 249)* What tool can you use to back up just a portion of the registry?
A. Windows Backup
B. System Restore
C. Device Stage
D. REGEDIT

Difficulty: Easy
Holcombe - Chapter 007 #4
Learning Outcome: 7.1 Define the role of the registry in Windows and backup up and modify the registry when needed

106. *(p. 246)* What is the term for an individual setting within each registry key?
A. subkey
B. value entry
C. data type
D. active key

Difficulty: Medium
Holcombe - Chapter 007 #5
Learning Outcome: 7.1 Define the role of the registry in Windows and backup up and modify the registry when needed

107. *(p. 242)* This file contains a complete hierarchy of registry keys and is also a part of the permanent registry.
A. accounts database
B. registry
C. binary file
D. hive

Difficulty: Easy
Holcombe - Chapter 007 #8
Learning Outcome: 7.1 Define the role of the registry in Windows and backup up and modify the registry when needed

108. *(p. 250)* During these two phases of startup, the hardware "wakes up" and BIOS searches for an operating system.
A. Detect and configure hardware
B. kernel loading and boot loader
C. power-on self-test and initial startup
D. kernel loading and logon

These startup phases are common to all PCs, occurring regardless of the installed OS.

Difficulty: Medium
Holcombe - Chapter 007 #9
Learning Outcome: 7.2 Describe the Windows startup process

109. *(p. 251)* Where does the BIOS startup program look for settings that tell it what devices can start an OS and the order in which the system will search these devices?
A. CMOS settings
B. registry
C. BCD file
D. master boot record (MBR)

Difficulty: Medium
Holcombe - Chapter 007 #10
Learning Outcome: 7.2 Describe the Windows startup process

110. *(p. 261, 262)* Use this feature of Device Manager when an updated device driver causes problems.
A. Disable
B. Update Driver
C. Roll Back Driver
D. Uninstall

Difficulty: Medium
Holcombe - Chapter 007 #17
Learning Outcome: 7.3 Install and manage device drivers

111. *(p. 259)* This term describes encrypted data placed in a file that can be verified later.
A. file signature verification
B. digital signature
C. driver signing
D. code signing

Difficulty: Medium
Holcombe - Chapter 007 #18
Learning Outcome: 7.3 Install and manage device drivers

112. *(p. 258)* What will occur if you attempt to install a device driver in Windows XP when you are logged on as a standard user?
A. You will need to respond to a UAC Consent prompt.
B. You will need to respond to a UAC Credentials prompt.
C. You will have to log off and log on as an administrator.
D. It will quietly install.

Because Windows XP does not have a feature like User Account Control, you will have to log off and log on as an administrator.

Difficulty: Medium
Holcombe - Chapter 007 #23
Learning Outcome: 7.3 Install and manage device drivers

113. *(p. 269)* When troubleshooting Windows startup problems use this utility to modify and test startup configuration settings.
A. System Configuration Utility
B. BCDEDIT
C. REDEGIT
D. BOOT.INI

MSCONFIG, the System Configuration Utility, gives you one place where you can temporarily or permanently modify a huge number of startup settings.

Difficulty: Medium
Holcombe - Chapter 007 #25
Learning Outcome: 7.4 Troubleshoot common Windows problems

114. *(p. 269)* What is the full name of the MSCONFIG utility?
A. Windows Memory Diagnostic
B. Safe Mode
C. Microsoft Console
D. System Configuration Utility

Difficulty: Medium
Holcombe - Chapter 007 #27
Learning Outcome: 7.4 Troubleshoot common Windows problems

115. *(p. 266)* Which Advanced Boot Options menu choice will start Windows normally and select the settings that existed at the last successful user logon?
A. Safe Mode with Networking
B. Directory Services Restore Mode
C. Last Known Good Configuration
D. Safe Mode

Difficulty: Medium
Holcombe - Chapter 007 #29
Learning Outcome: 7.4 Troubleshoot common Windows problems

116. *(p. 277)* This is a copy of the entire contents of an optical disc that you can easily transfer to a writable disc.
A. boot image
B. disk image
C. ISO image
D. distribution

Linux distributions are often made available as ISO images.

Difficulty: Easy
Holcombe - Chapter 008 #3
Learning Outcome: 8.1 Describe Linux

117. *(p. 278)* This is the generic term for the user interface to an OS that accepts commands and displays error messages and other screen output.
A. CLI
B. shell
C. GNOME
D. X Windows System

Difficulty: Easy
Holcombe - Chapter 008 #4
Learning Outcome: 8.1 Describe Linux

118. *(p. 285)* Which of the following choices will give you a clean installation of Ubuntu Linux?
A. Upgrade
B. Specify partitions
C. Erase and use the entire disk
D. Dual-boot

If you erase the entire disk, it is certainly a clean installation of any operating system.

Difficulty: Easy
Holcombe - Chapter 008 #9
Learning Outcome: 8.2 Install Linux

119. *(p. 320)* What type of OS is Darwin, the core of Mac OS X?
A. Linux
B. Windows
C. UNIX
D. DOS

Mac OS X is based on Darwin, a UNIX system.

Difficulty: Medium
Holcombe - Chapter 009 #1
Learning Outcome: 9.1 Describe Mac OS X features

120. *(p. 324)* You can quickly launch programs that have an icon sitting on this GUI object on the Mac OS X desktop.
A. Apple menu
B. Dock
C. Exposé
D. Finder

Difficulty: Easy
Holcombe - Chapter 009 #2
Learning Outcome: 9.1 Describe Mac OS X features

121. *(p. 320)* What important Apple product (with a GUI) was introduced in 1984?
A. Apple I
B. Apple II
C. Lisa
D. Macintosh

Difficulty: Easy
Holcombe - Chapter 009 #5
Learning Outcome: 9.1 Describe Mac OS X features

122. *(p. 340)* Use this preference pane to configure automatic system backups for your iMac.
A. Command Prompt
B. Terminal
C. Backup
D. Time Machine

Difficulty: Medium
Holcombe - Chapter 009 #16
Learning Outcome: 9.3 Manage Mac OS X on the desktop

123. *(p. 350-351)* This type of Mac OS X user account can change all system preference settings and install software in the main application and library folders. It can also create, modify, and delete user accounts. What type of account is this?
A. administrator
B. standard
C. root
D. super user

Difficulty: Medium
Holcombe - Chapter 009 #27
Learning Outcome: 9.4 Manage local security in Mac OS X

124. *(p. 362)* Internet Protocol (IP) prepares data for sending over a network by breaking it up into small chunks called
_____.
A. routers
B. zones
C. packets
D. octets

Difficulty: Easy
Holcombe - Chapter 010 #1
Learning Outcome: 10.1 Configure a client for a TCP/IP network

125. *(p. 363)* IPv4 addresses are this size.
A. 32 bits
B. 128 bits
C. 255 bits
D. 512 bits

Difficulty: Easy
Holcombe - Chapter 010 #3
Learning Outcome: 10.1 Configure a client for a TCP/IP network

126. *(p. 365)* IPv6 addresses are this size.
A. 32 bits
B. 128 bits
C. 255 bits
D. 512 bits

Difficulty: Easy
Holcombe - Chapter 010 #2
Learning Outcome: 10.1 Configure a client for a TCP/IP network

127. *(p. 363, 365)* This version of Internet Protocol (IP) was the prevailing version for three decades, but it is being phased out.
A. IPv2
B. Ipv3
C. Ipv4
D. IPv6

Difficulty: Easy
Holcombe - Chapter 010 #4
Learning Outcome: 10.1 Configure a client for a TCP/IP network

128. *(p. 369)* This organization oversees the registrars who administer domain names for the Internet.
A. IANA
B. ICANN
C. ISP
D. ADSL

Difficulty: Medium
Holcombe - Chapter 010 #6
Learning Outcome: 10.1 Configure a client for a TCP/IP network

129. *(p. 371)* Which of these choices is the correct command for viewing all your network connections and their configurations in a Windows command prompt?
A. ifconfig -a
B. ipconfig /all
C. ipconfig
D. ifconfig

Difficulty: Medium
Holcombe - Chapter 010 #7
Learning Outcome: 10.1 Configure a client for a TCP/IP network

130. *(p. 371)* A connection to the Internet is a/an _____ connection.
A. WAN
B. LAN
C. VLAN
D. DSL

Connections to the Internet are wide area network (WAN) connections. They may be either wired or wireless.

Difficulty: Medium
Holcombe - Chapter 010 #9
Learning Outcome: 10.2 Connect to the Internet

131. *(p. 373)* Most methods for connecting a desktop computer to the Internet involve a cabled connection between the computer's _____ network adapter and a LAN.
A. Wi-Fi
B. dial-up
C. Ethernet
D. DSL

Difficulty: Medium
Holcombe - Chapter 010 #10
Learning Outcome: 10.2 Connect to the Internet

132. *(p. 378)* This term is used for communications services that can use multiple channels simultaneously.
A. LAN
B. baseband
C. broadband
D. TCP

Difficulty: Easy
Holcombe - Chapter 010 #12
Learning Outcome: 10.2 Connect to the Internet

133. *(p. 378)* This digital telephone service can simultaneously transmit voice and data over a single phone line with speeds up to 8.448 Mbps, uses advanced digital signal processing to compress signals, and requires component changes in the telephone network.
A. DSL
B. ISDN
C. dial-up
D. cable

Difficulty: Medium
Holcombe - Chapter 010 #15
Learning Outcome: 10.2 Connect to the Internet

134. *(p. 379)* Using this communications service, data and television signals are transmitted over different channels on the same media simultaneously.
A. DSL
B. ISDN
C. dial-up
D. cable

Difficulty: Medium
Holcombe - Chapter 010 #16
Learning Outcome: 10.2 Connect to the Internet

135. *(p. 383)* This service may be the most important service on the Internet because many people who have no other use for the Internet use it.
A. World Wide Web
B. e-mail
C. FTP
D. IMAP

Difficulty: Medium
Holcombe - Chapter 010 #18
Learning Outcome: 10.3 Work with basic Internet clients

136. *(p. 391)* This protocol will allow users to maintain messages stored on an e-mail server without removing them from the server.
A. World Wide Web
B. e-mail
C. FTP
D. IMAP

Difficulty: Medium
Holcombe - Chapter 010 #19
Learning Outcome: 10.3 Work with basic Internet clients

137. *(p. 383)* Internet Explorer and FireFox are examples of clients for this service.
A. World Wide Web
B. e-mail
C. FTP
D. IMAP

Difficulty: Medium
Holcombe - Chapter 010 #20
Learning Outcome: 10.3 Work with basic Internet clients

138. *(p. 384)* This Web browser, distributed by a popular search engine, is open source software with a distinctive look with file-folder-like tabs across the top and menus accessed from a wrench icon on the right of the folder.
A. Internet Explorer
B. FireFox
C. Safari
D. Chrome

Difficulty: Medium
Holcombe - Chapter 010 #21
Learning Outcome: 10.3 Work with basic Internet clients

139. *(p. 386)* For both Firefox and IE, you access most settings for security and privacy in this menu.
A. File
B. Edit
C. View
D. Tools

Difficulty: Hard
Holcombe - Chapter 010 #23
Learning Outcome: 10.3 Work with basic Internet clients

140. *(p. 398)* If you have a mix of Windows versions on a home or small business network, this may be your easiest option for sharing files from a Windows 7 computer to computers with other Windows versions.
A. HomeGroup
B. Public Folder
C. Libraries
D. Advanced Sharing

Difficulty: Easy
Holcombe - Chapter 010 #24
Learning Outcome: 10.4 Configure File and Print clients

141. *(p. 398-399)* This method for sharing local folders allows you to turn on sharing for any folder or printer and assign custom permissions to users for each share.
A. Active Directory
B. workgroup
C. HomeGroup
D. Advanced Sharing

Difficulty: Medium
Holcombe - Chapter 010 #26
Learning Outcome: 10.4 Configure File and Print clients

142. *(p. 401-402)* Test the ability to communicate with another host over a TCP/IP network with this simple utility that sends a small request to an IP address simply asking for a response.
A. PING
B. TRACERT
C. IPCONFIG
D. NSLOOKUP

Difficulty: Medium
Holcombe - Chapter 010 #28
Learning Outcome: 10.5 Troubleshoot common network client problems

143. *(p. 401)* Verify your computer's IP configuration with this utility.
A. PING
B. TRACERT
C. IPCONFIG
D. NSLOOKUP

Difficulty: Medium
Holcombe - Chapter 010 #29
Learning Outcome: 10.5 Troubleshoot common network client problems

144. *(p. 363-365)* When you view the network connection settings in Windows, Linux, and Mac OS X you will see settings for two versions of IP. What are these versions?

The two versions are IPv4 and IPv6.

Difficulty: Easy
Holcombe - Chapter 010 #41
Learning Outcome: 10.1 Configure a client for a TCP/IP network

145. *(p. 363-365)* Why do desktop operating systems support two versions of IP?

Desktop OSs support two versions of IP because the Internet is transitioning from IPv4 to IPv6. Until this transition is complete, desktop OSs and all other systems connecting to the Internet will need to support two versions of IP.

Difficulty: Medium
Holcombe - Chapter 010 #42
Learning Outcome: 10.1 Configure a client for a TCP/IP network

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