

1. If a word is typed that is not in Word's dictionary, a \_\_\_\_\_ wavy underline appears below the word.

- (A) red
- (B) green
- (C) blue
- (D) black
- (E) None of these

Ans : (A)

2. The \_\_\_\_\_ button on the quick access Toolbar allows you to cancel your recent commands or actions.

- (A) Search
- (B) Cut
- (C) Document
- (D) Undo
- (E) None of these

Ans : (D)

3. In Excel, any set of characters containing a letter, hyphen, or space is considered—

- (A) a formula
- (B) text
- (C) a name
- (D) a title
- (E) None of these

Ans : (B)

4. \_\_\_\_\_ Software allows users to perform calculations on rows and columns of data.

- (A) Word processing
- (B) Presentation graphics
- (C) Database Management Systems
- (D) Electronic Spreadsheet

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- (E) None of these

Ans : (C)

5. A \_\_\_\_\_ represent approximately one billion memory locations.

- (A) kilobyte
- (B) megabyte
- (C) gigabyte
- (D) terabyte
- (E) None of these

Ans : (C)

6. \_\_\_\_\_ cells involves creating a single cell by combining two or more selected cells.

- (A) Formatting
- (B) Merging
- (C) Embedding
- (D) Splitting
- (E) None of these

Ans : (B)

7. The operating system is the most common type of \_\_\_\_\_ software.

- (A) communication
- (B) application
- (C) system
- (D) word-processing
- (E) None of these

Ans : (C)

8. When you quickly press and releases the left mouse button twice , you are—

- (A) Primary-clicking
- (B) pointing
- (C) Double-clicking
- (D) Secondary-clicking
- (E) None of these

Ans : (C)

9. The horizontal and vertical lines on a worksheet are called—

- (A) cells
- (B) sheets
- (C) block lines
- (D) gridlines
- (E) None of these

Ans : (D)

10. To delete an incorrect character in a document, \_\_\_\_\_ to erase to the right of the insertion point.

- (A) press the left mouse key
- (B) double-click the right mouse key
- (C) press the BACKSPACE key
- (D) press the delete key
- (E) None of these

Ans : (D)

11. The operating system does all of the following EXCEPT:

- (A) provide a way for the user to interact with the computer.
- (B) manage the central processing unit (CPU).
- (C) manage memory and storage.
- (D) enable users to perform a specific task such as document editing.

Ans : (D)

12. During the boot process, the \_\_\_\_\_ looks for the system files.

- (A) CD
- (B) BIOS
- (C) CPU
- (D) DVD

Ans : (B)

13. \_\_\_\_\_ are lists of commands that appear on the screen.

- (A) GUIs
- (B) Icons
- (C) Menus
- (D) Windows

Ans : (C)

14. \_\_\_\_\_ is the ability of an operating system to control the activities of multiple programs at the same time.

- (A) Multitasking
- (B) Streamlining
- (C) Multiuser
- (D) Simulcasting

Ans : (A)

15. The unique signal, generated by a device, that tells the operating system that it is in need of immediate attention is called an:

- (A) action.
- (B) event.
- (C) interrupt.

(D) activity.

Ans : (C)

16. The operating system controls access to the processor by assigning a(n) \_\_\_\_\_ to each task requiring the processor's attention.

- (A) CPU
- (B) slice of time
- (C) stack
- (D) event

Ans : (B)

17. The blocks of code, included in the operating system, that software applications interact with are known as:

- (A) application programming interfaces (APIs).
- (B) complimentary metal-oxide conductors (CMOS).
- (C) device drivers.
- (D) bootstrap loaders.

Ans : (A)

18. MS-DOS is a \_\_\_\_\_ operating system.

- (A) point-and-click
- (B) user-friendly
- (C) command-driven
- (D) Mac

Ans : (C)

19. An interrupt handler is a(n):

- (A) location in memory that keeps track of recently generated interrupts.
- (B) peripheral device.
- (C) utility program.
- (D) special numeric code that indicates the priority of a request.

Ans : (D)

20. A spooler is a(n):

(A) location in memory that maintains the contents of a document until it prints out.

- (B) print job.
- (C) program that coordinates the print jobs that are waiting to print.
- (D) message sent from the printer to the operating system when a print job is completed.

Ans : (C) 21. Virtual memory is typically located:

- (A) on a floppy disk.
- (B) in the CPU.
- (C) in a flash card.
- (D) on the hard drive.

Ans : (D)

22. The purpose of a swap (or page) file is to:

- (A) maintain pages of documents that are being spooled to the printer.
- (B) hold a program's data or instructions in virtual memory when it can't fit in RAM.
- (C) prevent thrashing in a multitasking environment.
- (D) allow multiple print jobs to print their pages out simultaneously.

Ans : (B)

23. The definition of thrashing is:

- (A) swapping data between virtual memory and RAM too frequently.
- (B) insufficient hard disk space.
- (C) too many processors being managed by the operating system.
- (D) inaccurate information stored in the registry.

Ans : (A)

24. All of the following are TRUE of Safe Mode EXCEPT:

- (A) Safe Mode is a special diagnostic mode.
- (B) Safe Mode loads all nonessential icons.
- (C) Safe Mode allows users to troubleshoot errors.
- (D) Safe Mode loads only the most essential devices.

Ans : (B)

25. Verification of a login name and password is known as:

- (A) configuration.
- (B) accessibility.
- (C) authentication.
- (D) logging in.

Ans : (C)

26. The combination of the operating system and the processor is referred to as the computer's:

- (A) CPU.
- (B) platform.
- (C) BIOS.
- (D) CMOS.

Ans : (B)

27. The following message generally means:

- (A) a nonsystem floppy has been left in the floppy disk drive.
- (B) the CD drive is not functioning.
- (C) the BIOS is corrupted.
- (D) there is a problem loading a device.

Ans : (A)

28. Which of the following is the correct sequence of actions that takes place during the boot-up process?

- (A) Load operating system ? Activate BIOS ? Perform POST ? Check configuration settings
- (B) Activate BIOS ? Perform POST ? Load operating system ? Check configuration settings
- (C) Perform POST ? Load operating system ? Activate BIOS ? Check configuration settings
- (D) Activate BIOS ? Check configuration settings ? Perform POST ? Load operating system

Ans : (B)

29. All of the following are steps involved in the boot process EXCEPT:

- (A) load the operating system into RAM.
- (B) the power-on self-test.
- (C) activate the basic input/output system (BIOS).
- (D) load application programs.

Ans : (D)

30. The \_\_\_\_\_, stored on a ROM chip, is responsible for loading the operating system from its permanent location on the hard drive into RAM.

- (A) BIOS
- (B) API
- (C) device driver
- (D) supervisor program

Ans : (A)

31. The basic input/output system (BIOS) is stored in:

- (A) RAM.
- (B) ROM.

- (C) the CPU.
- (D) the hard drive.

Ans : (B)

32. Ensuring that the essential peripheral devices are attached and operational is the \_\_\_\_\_ process.

- (A) configuration
- (B) CMOS
- (C) POST
- (D) ROM

Ans : (C)

33. The memory resident portion of the operating system is called the—

- (A) registry.
- (B) API.
- (C) CMOS.
- (D) kernel.

Ans : (D)

34. Which of the following does NOT occur during the power-on self-test (POST)?

- (A) The ScanDisk utility begins to run.
- (B) The video card and video memory are tested.
- (C) The BIOS identification process occurs.
- (D) Memory chips are checked to ensure they are working properly.

Ans : (A)

35. All of the following are TRUE regarding virtual memory EXCEPT—

- (A) any amount of RAM can be allocated to virtual memory.
- (B) the setting for the amount of hard drive space to allocate to virtual memory can be manually changed.
- (C) this temporary storage is called the swap file (or page file).
- (D) virtual memory is physical space on the hard drive.

Ans : (A)

36. The operating system allows users to organize the computer's contents in a hierarchical structure of directories that include all of the following EXCEPT:

- (A) files.
- (B) folders.
- (D) drives.
- (D) systems.

Ans : (D)

37. All of the following statements concerning windows are true EXCEPT—

- (A) windows are an example of a command-driven environment.
- (B) windows can be resized and repositioned on the desktop.
- (C) more than one window can be open at a time.
- (D) toolbars and scrollbars are features of windows.

Ans : (A)

38. All of the following statements concerning files are true EXCEPT—

- (A) A file is a collection of related pieces of information stored together for easy reference.
- (B) Files can be generated from an application.
- (C) Files are stored in RAM.
- (D) Files should be organized in folders.

Ans : (C)

39. Using Windows Explorer, a plus (+) sign in front of a folder indicates—

- (A) an open folder.

- (B) the folder contains subfolders.
- (C) a text file.
- (D) a graphics file.

Ans : (B)

40. In Windows XP, if you want to see the file size and modified dates of all files in a folder, the best viewing option is the \_\_\_\_\_ view.

- (A) List
- (B) Thumbnails
- (C) Details
- (D) Icon

Ans : (C)