Multi-State Advanced Manufacturing Consortium

US DOL SPONSORED TAACCCT GRANT: TC23767
PRIMARY DEVELOPER: Reggie Fluker – Henry Ford College

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Unit 6 Computer Maintenance and Security

UNIT EXAM

1. Which of the following is important to maintain your computer?

   a. Keeping it clean physically

   b. Protecting it from malware

   c. Backing up important files

   d. All of the above

2. Dust can cause computers and peripherals to malfunction. TRUE or FALSE?

   a. True

   b. False

3. What is the correct way to clean underneath keys on a keyboard?

   a. Disassemble the bottom-side of the keyboard

   b. Gently shake the keyboard upside-down, then spray compressed air

   c. Remove all keys then gently shake the keyboard upside-down

   d. All of the above

4. Which of the following is an appropriate method to clean a *stand-alone* keyboard?

   a. Use a can of compressed air

   b. Gently shake the keyboard, upside down

   c. Hold the keyboard under running water

   d. All of the above

5. If liquid is spilled on a *stand-alone* keyboard, you should immediately:

   a. Turn the keyboard upside down

   b. Shut down the computer

   c. Disconnect the keyboard

   d. All of the above

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6. After rinsing a keyboard in running water, you should:

   a. Use a hot blow dryer to quickly dry the inside of the keyboard

   b. Turn the keyboard upside down; let it drain and air-dry for several days

   c. Use a cotton-swab or cloth to remove excess moisture

   d. Throw it in the trash because it's ruined!

7. Optical mice:

   a. Require external cleaning only

   b. Require internal and external cleaning

   c. Do not require cleaning

   d. Are self-cleaning

8. Mechanical mice:

   a. Require external cleaning only

   b. Require internal and external cleaning

   c. Do not require cleaning

   d. Are self-cleaning

9. To quick-clean an optical or mechanical mouse:

   a. Dip it in water for 2 seconds

   b. Soak it in mouse cleaning-solution

   c. Move it back and forth on a clean sheet of paper

   d. Shake the mouse vigorously

10. The safest method to clean a monitor is to:

    a. Use glass cleaner on a paper towel

    b. Spray non-glass cleaner directly on the monitor

    c. Use a soft, clean cloth moistened with water

    d. Lightly scrub the monitor with sand paper

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11. What is the purpose of the Disk Cleanup utility?

    a. Free-up space on the hard-disk by deleting unnecessary files

    b. Clean-up magnetic dust particles inside the hard-disk case

    c. Remove viruses and spyware that infect the hard-disk platter

    d. All of the above

12. What is the purpose of Disk Defragmenter?

    a. Reassemble a shattered (fragmented) CD or DVD

    b. Re-group fragmented files on the HDD for faster read/write access

    c. Combine data fragments from multiple external drives

    d. All of the above

13. It not necessary to optimize a drive until it is at least _____ fragmented

    a. 1%

    b. 10%

    c. 50%

    d. 100%

14. TRUE or FALSE: You can continue to use your PC during drive optimization.

    a. True

    b. False

15. To keep a computer running smoothly, you should:

    a. Shut down the computer at least once per day

    b. Uninstall programs no longer used, and delete unnecessary files

    c. Regularly update the operating system and run virus scans

    d. All of the above

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16. Windows Update …

    a. **Keeps the Windows operating system up-to-date**

    b. Informs users about the latest, up-to-date news about Windows

    c. Is the date that the newest version of Windows will be up and running

    d. All of the above

17. Which account type gives a user control over their personal settings, but not settings that affect other users?

    a. **Standard account**

    b. Administrator account

    c. Guest account

    d. Personal account

18. Which account type can add or remove users and modify system settings?

    a. Standard account

    b. **Administrator account**

    c. Executive account

    d. Manager account

19. Which statement is true about Microsoft Accounts?

    a. Requires an internet connection to change or reset a password

    b. Syncs your personal settings onto any PC that you log into

    c. Is an e-mail address such as @hotmail.com, @outlook.com, and @live.com

    d. **All of the above**

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20. What is a disadvantage of using a Microsoft Account versus a local account?

    a. Requires and Internet connection to change your password

    b. Personal settings and data are stored in the Cloud

    c. Both (a) and (b) are disadvantages

    d. There is no disadvantage to using a Microsoft Account

21. What is the purpose of User Account Control (UAC)?

    a. Warn when a program attempts to change computer settings

    b. Prevent bank-account fraud and identity theft online

    c. Limit the number of user accounts on a single PC

    d. Give administrative privileges to unauthorized users

22. User Account Control helps protect against:

    a. Bank account fraud and identity theft online

    b. Family and friends asking to use your computer

    c. Malicious software and accidental changes

    d. All of the above

23. _____ prevents hackers from accessing your user account through an Internet connection

    a. Windows Firewall

    b. Windows Defender

    c. Windows SmartScreen

    d. Windows Hackback

24. Windows SmartScreen detects:

    a. Security threats from files or applications

    b. Intelligent computer users

    c. Taps, swipes, and other touchscreen gestures

    d. Adjusts to the monitor screen brightness

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25. Which of the following are best practices to create a strong password

    a. Use a mix of letters, numbers, and symbols

    b. Don't use personal information or common words

    c. Use at least 10-15 characters in the password

    d. All of the above

26. Which of the following are best practices to keep your password safe

    a. Use a unique password for each account

    b. Don't tell your password to anyone

    c. Don't leave notes; remember the password

    d. All of the above

27. _____ is an anti-virus software pre-packaged with Windows

    a. Windows Firewall

    b. Windows Defender

    c. Windows Security

    d. Windows Failsafe

28. Malware is:

    a. Software designed to damage your computer

    b. Software designed to gain access to your private information

    c. Software designed to cripple your computer's performance

    d. All of the above

29. Types of malware include:

    a. Virus and Spyware

    b. Trojan Horses and Worms

    c. Key Loggers

    d. All of the above

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30. To protect a computer from malware:

    a. Don't click suspicious or unfamiliar links, downloads, or ads on the Internet

    b. Keep anti-virus software and virus-definitions up-to-date

    c. Regularly check and install Windows updates

    d. All of the above

31. Most malware and virus infections come from:

    a. An unsanitary keyboard

    b. The Internet, Web, and e-mail

    c. Store-bought applications

    d. Makers of anti-virus software

32. Virus definitions are:

    a. Databases used to detect computer viruses

    b. Program code used to create viruses

    c. Names and descriptions of common viruses

    d. None of the above

33. Because new malware is being created all the time, anti-virus programs …

    a.   need regularly updated virus definitions

    b. automatically catch past and future viruses

    c. are essentially useless and ineffective

    d. should be uninstalled and re-installed regularly

34. Most often, a computer catches a virus because:

    a. computers don't take vitamins regularly

    b. user clicks something on the Web or in an e-mail

    c. hacker climbs over the Firewall

    d. software has a weak immune system

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35. Which of the following will absolutely remove any and every virus from your PC

    a. Erase the hard-drive and re-install windows

    b. Run the same anti-virus program multiple times

    c. Disconnect from the Internet and uninstall all software programs

    d. Scan the PC with multiple programs simultaneously

36. "Real-time" virus protection means the anti-virus program is:

    a. Constantly checking the computer for potentially harmful files or programs

    b. Detecting a real virus and ignoring a phony virus

    c. Waiting for the right time to really catch the virus in action

    d. Syncing with the time zone where the computer is located

37. Which of the follow are good courses of action if an anti-virus program is unable to remove a threat? (check all that apply)

    a. Investigate and search for a solution

    b. Run another anti-virus program

    c. Reset the PC and re-install Windows

    d. All of the above

38. As a security measure, a computer should have no administrator accounts (TRUE or FALSE)

    a. True

    b. False

39. Which user-account type is best to safeguard against malware?

    a. Standard account

    b. Administrator account

    c. Microsoft account

    d. Local account

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