

Chapter 10: Networking and Troubleshooting

Q1. Which of the following is a network confined to a small geographical area like an office or building?

- A) Bluetooth is a short-range wireless technology, not the term for this network type
- B) Wi-Fi is a wireless technology, not necessarily a network size type
- C) WAN spans large geographical areas
- D) LAN (Local Area Network)

Answer: D) LAN (Local Area Network)

Q2. Which of the following is a network that spans a large geographical area, such as across countries?

- A) WAN (Wide Area Network)
- B) Bluetooth is a short-range wireless technology
- C) Wi-Fi is a wireless technology, not the term for this network size
- D) LAN is confined to a small area

Answer: A) WAN (Wide Area Network)

Q3. Which of the following is a wireless networking technology used to connect devices within a local area?

- A) WAN spans large geographical areas
- B) Wi-Fi
- C) Broadband refers to internet connection type, not the local wireless standard
- D) LAN is often wired but can include wireless (Wi-Fi is the wireless standard)

Answer: B) Wi-Fi

Q4. Which of the following provides high-speed internet access, often through cable or fiber optic lines?

- A) Bluetooth is a short-range device connection technology
- B) Broadband
- C) Dial-up is a much slower older technology

D) LAN is a local network type, not specifically an internet access method

Answer: B) Broadband

Q5. Which of the following is a short-range wireless technology for connecting devices like headphones and speakers?

- A) Bluetooth
- B) Wi-Fi typically has a longer range than Bluetooth
- C) Broadband refers to internet connection speed/type
- D) LAN refers to local networking generally

Answer: A) Bluetooth

Q6. Which of the following describes the 'Concept of Internet'?

- A) A global network connecting millions of computers/devices worldwide
- B) A single computer's local storage
- C) A type of software application only
- D) A type of printer

Answer: A) A global network connecting millions of computers/devices worldwide

Q7. Which of the following are 'Applications of Internet' mentioned in the syllabus?

- A) Only landline calls
- B) Only face-to-face meetings
- C) Only physical mail delivery
- D) E-mail, information gathering, retailing, and more

Answer: D) E-mail, information gathering, retailing, and more

Q8. Which of the following is the correct full form of WWW?

- A) Wide World Web
- B) World Web Wide
- C) Web World Wide

D) World Wide Web

Answer: D) World Wide Web

Q9. Which of the following is the correct full form of TCP/IP?

- A) Transfer Content Protocol/Internet Protocol
- B) Transmission Control Protocol/Internet Protocol
- C) Transmission Control Process/Internet Process
- D) Transfer Control Protocol/Internal Protocol

Answer: B) Transmission Control Protocol/Internet Protocol

Q10. Which of the following converts a website's domain name into its corresponding IP address?

- A) DNS (Domain Name System)
- B) ISP connectivity service
- C) URL shortening service
- D) Search Engine indexing service

Answer: A) DNS (Domain Name System)

Q11. Which of the following is a software application used to locate information on the internet using keywords?

- A) Web Browser is used to view websites
- B) ISP provides internet access
- C) URL is a website's address
- D) Search Engine

Answer: D) Search Engine

Q12. Which of the following are key features commonly found in a web browser?

- A) Only a print function
- B) Only a spell-check function
- C) Bookmarks, History, Tabs, and Address Bar
- D) Only a save function

Answer: C) Bookmarks, History, Tabs, and Address Bar

Q13. Which of the following network device connects and manages traffic within a single local network?

- A) Switch
- B) Gateway connects networks with different protocols
- C) Router primarily connects different networks together
- D) Modem converts digital to analog signals and vice versa

Answer: A) Switch

Q14. Which of the following network device forwards data packets between different networks?

- A) Switch primarily works within a single local network
- B) Router
- C) Modem converts digital to analog signals and vice versa
- D) Repeater boosts a signal, not primarily routes between networks

Answer: B) Router

Q15. Which of the following network device or system acts as an entry/exit point between two networks using different protocols?

- A) Hub simply broadcasts data to all connected devices
- B) Switch primarily works within a single network
- C) Gateway
- D) Router forwards data based on IP address between similar networks

Answer: C) Gateway

Q16. Which of the following method of connecting to the internet uses regular telephone lines with slower speed?

- A) Wi-Fi is a wireless local networking technology
- B) Broadband offers high-speed connectivity
- C) ISDN offers faster digital telephone line connectivity
- D) Dial-up

Answer: D) Dial-up

Q17. Which of the following is the correct full form of ISDN?

- A) Internet Service Data Network
- B) Internal System Digital Network
- C) Integrated System Data Network
- D) Integrated Services Digital Network

Answer: D) Integrated Services Digital Network

Q18. Which of the following describes an Internet Service Provider (ISP)?

- A) A company that provides internet access/connectivity to users
- B) A company that only provides antivirus solutions
- C) A company that manufactures computer hardware
- D) A company that only sells software licenses

Answer: A) A company that provides internet access/connectivity to users

Q19. Which of the following describes a URL (Uniform Resource Locator)?

- A) A type of computer virus
- B) A type of network cable
- C) The unique address used to locate a specific resource/webpage on the internet
- D) A type of antivirus software

Answer: C) The unique address used to locate a specific resource/webpage on the internet

Q20. Which of the following describes a Hyperlink?

- A) A type of antivirus feature
- B) A clickable link that navigates to another webpage or resource
- C) A type of computer virus
- D) A type of network hardware

Answer: B) A clickable link that navigates to another webpage or resource

Q21. Which of the following protocol is used for transferring files between computers over a network?

- A) FTP (File Transfer Protocol)
- B) HTTP is primarily used for web pages
- C) TCP/IP is the underlying suite of internet protocols
- D) DNS resolves domain names to IP addresses

Answer: A) FTP (File Transfer Protocol)

Q22. Which of the following protocol is used for accessing and displaying web pages?

- A) DNS resolves domain names to IP addresses
- B) FTP is used for file transfer
- C) HTTP/HTTPS
- D) SMTP is used for sending email

Answer: C) HTTP/HTTPS

Q23. Which of the following symbol/indicator in a browser typically shows a website uses a secure connection?

- A) A red warning triangle always
- B) A slow loading page always
- C) A pop-up advertisement
- D) A padlock icon along with 'https://'

Answer: D) A padlock icon along with 'https://'

Q24. Which of the following folder in a web browser allows saving frequently visited websites for quick access?

- A) Downloads stores downloaded files
- B) Extensions add extra browser functionality
- C) History stores past visited sites automatically
- D) Favorites/Bookmarks Folder

Answer: D) Favorites/Bookmarks Folder

Q25. Which of the following describes 'Downloading Web Pages'?

- A) Printing a webpage directly without saving
- B) Saving a copy of a webpage from the internet to the local computer
- C) Deleting a webpage from the internet
- D) Uploading a file to the internet

Answer: B) Saving a copy of a webpage from the internet to the local computer

Q26. Which of the following describes 'Publishing on the Web'?

- A) Only sending content via postal mail
- B) Making content available and accessible to internet users via a website
- C) Only printing content on paper
- D) Only saving content locally with no internet access

Answer: B) Making content available and accessible to internet users via a website

Q27. Which of the following are common elements used to complete a web-based form?

- A) Text boxes, drop-down menus, list boxes, check boxes, and radio buttons
- B) Only text boxes are used in web forms
- C) Only check boxes are used in web forms
- D) Only drop-down menus are used in web forms

Answer: A) Text boxes, drop-down menus, list boxes, check boxes, and radio buttons

Q28. Which of the following are examples of popular Search Engines mentioned in the syllabus?

- A) Only Adobe Reader is a search engine
- B) Only Microsoft Word is a search engine
- C) Google, Alta Vista, and Excite
- D) Only VLC Media Player is a search engine

Answer: C) Google, Alta Vista, and Excite

Q29. Which of the following describes 'Commerce on Internet' (e-Commerce)?

- A) Only postal mail-order shopping

- B) Only bartering goods without money
- C) Buying and selling goods/services electronically over the internet
- D) Only physical, in-store shopping

Answer: C) Buying and selling goods/services electronically over the internet

Q30. Which of the following describes the broader 'Impact of Internet on Society'?

- A) No impact on society whatsoever
- B) Only negative impacts with no benefits
- C) Changes in communication, commerce, education, and daily life brought about by internet access
- D) Only impacts limited to large corporations

Answer: C) Changes in communication, commerce, education, and daily life brought about by internet access

Q31. Which of the following describes 'Instant Messaging'?

- A) Real-time text-based communication between users over the internet
- B) Sending physical mail
- C) Making only traditional landline phone calls
- D) Printing documents

Answer: A) Real-time text-based communication between users over the internet

Q32. Which of the following are examples of Instant Messaging providers?

- A) MS Word is a word processor
- B) MS Excel is a spreadsheet tool
- C) WhatsApp/Telegram
- D) MS PowerPoint is a presentation tool

Answer: C) WhatsApp/Telegram

Q33. Which of the following describes 'Document Collaboration' in the context of internet applications?

- A) Printing a document for a single user only
- B) Multiple users working together on a shared document in real time over the internet
- C) Deleting a document permanently
- D) Working on a document entirely offline with no sharing

Answer: B) Multiple users working together on a shared document in real time over the internet

Q34. Which of the following are examples of Social Networking Sites mentioned in the syllabus?

- A) MS Word and MS Excel
- B) Windows and Linux
- C) Adobe Reader and Photoshop
- D) Facebook and Twitter

Answer: D) Facebook and Twitter

Q35. Which of the following is the current widely-used version of the Internet Protocol that uses a 32-bit address format?

- A) DNS is a naming system, not an IP version
- B) IPv4
- C) IPv6 uses a 128-bit address format
- D) TCP is a separate transport protocol

Answer: B) IPv4

Q36. Which of the following is the newer Internet Protocol version designed with a 128-bit address format to overcome address exhaustion?

- A) TCP is a separate transport protocol
- B) IPv4 uses a 32-bit address format
- C) IPv6
- D) HTTP is a web protocol, not an IP version

Answer: C) IPv6

Q37. Which of the following describes 'Network troubleshooting'?

- A) The process of diagnosing and resolving issues that affect network connectivity or performance
- B) Only installing new network hardware without diagnosis
- C) Only removing all network cables permanently
- D) Only disabling internet access permanently

Answer: A) The process of diagnosing and resolving issues that affect network connectivity or performance

Q38. Which of the following describes the objective of the Networking & Troubleshooting module as stated in the syllabus?

- A) To understand basic networking concepts, internet usage, and troubleshooting techniques
- B) To learn only word processing skills
- C) To learn only presentation design
- D) To learn only database queries

Answer: A) To understand basic networking concepts, internet usage, and troubleshooting techniques

Q39. Which of the following network device forwards data packets between different networks based on IP address?

- A) Hub broadcasts to all ports
- B) Modem converts signals
- C) Switch primarily works within a single network
- D) Router

Answer: D) Router

Q40. Which of the following device converts digital signals from a computer into analog signals for transmission over telephone lines and vice versa?

- A) Router
- B) Modem
- C) Switch
- D) Hub

Answer: B) Modem

Q41. Which of the following device simply broadcasts incoming data to all connected devices without filtering?

- A) Switch filters based on MAC address
- B) Hub
- C) Modem converts signals
- D) Router filters based on IP address

Answer: B) Hub

Q42. Which of the following best describes 'Bandwidth' in networking?

- A) The number of computers in a network
- B) The maximum rate of data transfer across a network connection
- C) The brand of the router
- D) The physical length of a network cable

Answer: B) The maximum rate of data transfer across a network connection

Q43. Which of the following describes 'Ping' in the context of networking?

- A) A type of browser
- B) A utility to test connectivity and measure response time between two devices
- C) A type of search engine
- D) A type of virus

Answer: B) A utility to test connectivity and measure response time between two devices

Q44. Which of the following is the correct term for the process of finding a website's IP address using its domain name?

- A) Bookmarking

- B) DNS Lookup/Resolution
- C) Caching
- D) URL Shortening

Answer: B) DNS Lookup/Resolution

Q45. Which of the following describes a Proxy Server?

- A) A type of web browser only
- B) An intermediary server that relays requests between a client and other servers
- C) A type of virus
- D) A type of monitor

Answer: B) An intermediary server that relays requests between a client and other servers

Q46. Which of the following is the standard port number typically used for HTTP traffic?

- A) Port 21 is for FTP
- B) Port 80
- C) Port 443 is for HTTPS
- D) Port 25 is for SMTP

Answer: B) Port 80

Q47. Which of the following is the standard port number typically used for HTTPS traffic?

- A) Port 80 is for HTTP
- B) Port 443
- C) Port 21 is for FTP
- D) Port 25 is for SMTP

Answer: B) Port 443

Q48. Which of the following best describes Bluetooth technology?

- A) A short-range wireless technology for connecting devices like headphones and speakers
- B) A type of search engine
- C) A type of web browser
- D) A type of wired LAN cable

Answer: A) A short-range wireless technology for connecting devices like headphones and speakers

Q49. Which of the following describes 'Hotspot' feature on a smartphone?

- A) A type of email client
- B) A type of web browser
- C) Sharing the phone's mobile data connection wirelessly with other devices
- D) A type of virus protection

Answer: C) Sharing the phone's mobile data connection wirelessly with other devices

Q50. Which of the following is the correct term for a network confined to a single building or campus, larger than LAN but smaller than WAN?

- A) LAN
- B) MAN (Metropolitan Area Network)
- C) WAN
- D) PAN

Answer: B) MAN (Metropolitan Area Network)

Q51. Which of the following network topology combines characteristics of two or more different topologies?

- A) Ring Topology
- B) Bus Topology
- C) Hybrid Topology
- D) Star Topology

Answer: C) Hybrid Topology

Q52. Which of the following network topology connects all devices to a single central cable?

- A) Ring Topology
- B) Mesh Topology
- C) Bus Topology
- D) Star Topology

Answer: C) Bus Topology

Q53. Which of the following network topology connects all devices to a central hub/switch?

- A) Star Topology
- B) Ring Topology
- C) Bus Topology
- D) Tree Topology

Answer: A) Star Topology

Q54. Which of the following best describes 'Latency' in a network connection?

- A) The delay/time taken for data to travel from source to destination
- B) The total data transferred
- C) The number of devices connected
- D) The cost of the internet plan

Answer: A) The delay/time taken for data to travel from source to destination

Q55. Which of the following best describes a 'Static IP Address'?

- A) An IP address that changes every time a device connects
- B) An address only used for websites

C) An IP address that remains fixed and does not change over time

D) An address used only for email

Answer: C) An IP address that remains fixed and does not change over time

Q56. Which of the following best describes a 'Dynamic IP Address'?

- A) An address only used for websites
- B) An IP address that never changes
- C) An address used only for printers
- D) An IP address assigned automatically by a DHCP server and can change over time

Answer: D) An IP address assigned automatically by a DHCP server and can change over time

Q57. Which of the following protocol/service automatically assigns IP addresses to devices on a network?

- A) HTTP transfers web pages
- B) FTP transfers files
- C) DNS resolves domain names
- D) DHCP (Dynamic Host Configuration Protocol)

Answer: D) DHCP (Dynamic Host Configuration Protocol)

Q58. Which of the following browser feature allows browsing without saving history, cookies, or form data?

- A) Downloads
- B) Bookmarks
- C) Incognito/Private Browsing Mode
- D) Extensions

Answer: C) Incognito/Private Browsing Mode

Q59. Which of the following describes a 'Browser Extension/Add-on'?

- A) A type of virus
- B) A small software module that adds specific features/functionality to a web browser
- C) A type of hardware
- D) A type of network cable

Answer: B) A small software module that adds specific features/functionality to a web browser

Q60. Which of the following is the correct term for the small program that renders and displays web pages within a browser?

- A) Modem
- B) Router

- C) Search Engine
- D) Rendering Engine

Answer: D) Rendering Engine

Q61. Which of the following best describes a 'Web Server'?

- A) A type of antivirus
- B) A type of web browser
- C) A type of search engine
- D) A computer/software that stores, processes and delivers web pages to clients over the internet

Answer: D) A computer/software that stores, processes and delivers web pages to clients over the internet

Q62. Which of the following is the correct term for a computer requesting resources/services from a server?

- A) Node generically refers to any device
- B) Client
- C) Router forwards traffic
- D) Host only refers to the server in some contexts

Answer: B) Client

Q63. Which of the following best describes 'Cloud Storage' accessed via the internet?

- A) Storing data only on a pen drive
- B) Storing data on remote servers accessible over the internet instead of locally
- C) Storing data only on a CD
- D) Storing data only on a local hard disk

Answer: B) Storing data on remote servers accessible over the internet instead of locally

Q64. Which of the following term describes an internet connection shared using satellite technology, useful in remote areas?

- A) Satellite Internet
- B) LAN Cable
- C) Fiber Broadband
- D) Bluetooth

Answer: A) Satellite Internet

Q65. Which of the following device is required at home to receive a Wi-Fi signal from an ISP's broadband connection?

- A) Switch only
- B) Hub only
- C) Only a modem is sometimes combined with router functions
- D) Wireless Router

Answer: D) Wireless Router

Q66. Which of the following describes a 'VPN (Virtual Private Network)'?

- A) A type of web browser
- B) A type of search engine
- C) A service that creates a secure, encrypted connection over a public network for privacy
- D) A type of virus

Answer: C) A service that creates a secure, encrypted connection over a public network for privacy

Q67. Which of the following is a common benefit of using a VPN?

- A) Slower internet speed always with no benefit
- B) Removing the need for an internet connection
- C) Enhanced privacy and security while browsing, especially on public networks
- D) Automatically infecting the device with malware

Answer: C) Enhanced privacy and security while browsing, especially on public networks

Q68. Which of the following describes the correct action to unsubscribe from unwanted promotional emails received via web-based communications?

- A) Replying angrily to the sender
- B) Deleting the email account entirely
- C) Clicking the 'Unsubscribe' link usually found at the bottom of the email
- D) Marking every email as spam without checking

Answer: C) Clicking the 'Unsubscribe' link usually found at the bottom of the email

Q69. Which of the following describes the correct term for the small program that displays and interacts with web content on your device?

- A) Web Browser
- B) ISP
- C) Search Engine query only
- D) Router

Answer: A) Web Browser

Q70. Which of the following describes a common benefit of using popular Search Engines as mentioned in the syllabus (Google, Alta Vista, Excite)?

- A) Quickly finding relevant information across the vast content available on the internet
- B) Only useful for printing documents

- C) Only useful for playing games
- D) Only useful for sending emails, not searching

Answer: A) Quickly finding relevant information across the vast content available on the internet

Q71. Which of the following best summarizes the overall objective of the Networking & Troubleshooting module?

- A) To understand basic networking concepts, internet usage, and troubleshooting techniques
- B) To teach only word processing skills
- C) To teach only database queries
- D) To teach only presentation design

Answer: A) To understand basic networking concepts, internet usage, and troubleshooting techniques

Q72. Which of the following describes the correct term for the small program that renders and displays web pages within a browser, as covered under Internet applications?

- A) Router forwards network traffic, it does not render pages
- B) Search Engine indexes content, it does not render pages
- C) Modem converts signals, it does not render pages
- D) Rendering Engine

Answer: D) Rendering Engine

Q73. Which of the following describes 'Complete a web-based form' more specifically, referencing common form elements covered in the syllabus?

- A) A task unrelated to internet applications
- B) Only applicable to offline paper forms, never web forms
- C) Only filling in a single text box with no other element types
- D) Filling in fields like text boxes, drop-down menus, list boxes, checkboxes, and radio buttons to submit information online

Answer: D) Filling in fields like text boxes, drop-down menus, list boxes, checkboxes, and radio buttons to submit information online

Q74. Which of the following describes 'Overview of use of search engines and e-mail messages' as a combined topic in this module?

- A) Only email is relevant; search engines are unrelated to this module

B) Only search engines are relevant; email is unrelated to this module

C) Understanding both how to find information online and how to communicate via email as core internet skills

D) Search engines and email are unrelated topics with no common thread

Answer: C) Understanding both how to find information online and how to communicate via email as core internet skills

Q75. Which of the following describes why 'Understanding benefits of Search Engines' is emphasized in this module?

A) Search engines cannot help locate any type of information

B) Search engines provide no real benefit to internet users

C) Recognizing how search engines help users efficiently locate relevant information among vast online content

D) Search engines are only useful for advanced programmers

Answer: C) Recognizing how search engines help users efficiently locate relevant information among vast online content

Q76. Which of the following describes a common practical troubleshooting step when a website fails to load in a browser?

A) Reformatting the computer's hard disk as the first troubleshooting step

B) Immediately assuming the entire internet infrastructure is broken

C) Checking the internet connection and trying to access the site in a different browser or clearing cache

D) Disconnecting all network hardware permanently with no further investigation

Answer: C) Checking the internet connection and trying to access the site in a different browser or clearing cache

Q77. Which of the following describes a general best practice for choosing a strong Wi-Fi network password to prevent unauthorized network access?

A) Using a long, complex passphrase rather than a simple, easily guessable word

B) Using the router's default password indefinitely without changing it

C) Leaving the Wi-Fi network completely open with no password protection

D) Sharing the Wi-Fi password publicly on social media for convenience

Answer: A) Using a long, complex passphrase rather than a simple, easily guessable word

Q78. Which of the following describes the general purpose of network cable testing tools in basic network troubleshooting?

- A) Cable testing tools have no practical role in network troubleshooting
- B) Physical cable issues are impossible in modern networking setups
- C) Only wireless connections can ever experience connectivity problems
- D) Verifying that physical Ethernet cables are properly wired and functioning before assuming a software-related issue

Answer: D) Verifying that physical Ethernet cables are properly wired and functioning before assuming a software-related issue

Q79. Which of the following describes a general best practice regarding public Wi-Fi networks and sensitive online activities like banking?

- A) Avoiding sensitive transactions on public Wi-Fi or using a VPN for added security
- B) Public Wi-Fi networks are always exactly as secure as private home networks
- C) Sensitive transactions are always completely safe regardless of network type
- D) VPN usage provides no additional security benefit on public networks

Answer: A) Avoiding sensitive transactions on public Wi-Fi or using a VPN for added security

Q80. Which of the following describes the general purpose of understanding basic internet addressing (like IP addresses and URLs) for everyday troubleshooting?

- A) Helping users understand and communicate network-related issues more effectively, such as when reporting connectivity problems
- B) Internet addressing knowledge is unrelated to any troubleshooting scenario
- C) This understanding has no practical value for everyday internet troubleshooting
- D) Only network administrators ever benefit from understanding basic addressing concepts

Answer: A) Helping users understand and communicate network-related issues more effectively, such as when reporting connectivity problems

Q81. Which of the following describes a general best practice regarding keeping router firmware updated as part of network maintenance?

- A) Router firmware never requires any updates once initially configured
- B) Applying firmware updates to fix security vulnerabilities and improve router performance/stability
- C) Firmware updates are only relevant to enterprise-grade networking equipment
- D) Firmware updates always make a router less secure and less stable

Answer: B) Applying firmware updates to fix security vulnerabilities and improve router performance/stability

Q82. Which of the following describes a general troubleshooting consideration when multiple devices experience simultaneous internet connectivity issues on the same network?

- A) Multiple simultaneous device issues have no useful diagnostic significance
- B) Simultaneous issues across multiple devices always indicate unrelated, individual device problems
- C) Only a single device should ever be checked, ignoring the broader network pattern
- D) The issue likely originates from the router/modem or ISP connection, rather than an individual device

Answer: D) The issue likely originates from the router/modem or ISP connection, rather than an individual device

Q83. Which of the following describes the general benefit of understanding common web browser troubleshooting steps like clearing cache and disabling extensions?

- A) Clearing cache and disabling extensions always causes additional browsing problems
- B) Cache and extension-related issues can never affect browser performance
- C) Resolving many common browsing issues, such as slow loading or display errors, without needing advanced technical support
- D) These troubleshooting steps are relevant only to network administrators, never general users

Answer: C) Resolving many common browsing issues, such as slow loading or display errors, without needing advanced technical support

Q84. Which of the following describes a general best practice when configuring a new home Wi-Fi network name (SSID)?

- A) Network naming has no privacy or security implications whatsoever
- B) Avoiding personally identifiable information in the network name for privacy/security reasons
- C) Using the manufacturer's default SSID indefinitely is always the most secure option
- D) Always including your full name and home address in the network name

Answer: B) Avoiding personally identifiable information in the network name for privacy/security reasons

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