TESDA COMPUTER SYSTEMS SERVICING (CSS) NC II PRACTICE EXAM (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

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How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

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Questions

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1. Which of the following is a feature of firmware?

A. It requires regular updating

B. It is volatile

C. It is stored in non-volatile memory

D. It is edited directly by users

2. Which of the following is an interface standard designed for high-speed serial bus communications?

A. USB

B. Ethernet

C. Firewire

D. Bluetooth

3. What is it called when two or more devices on a network have the same IP address?

A. IP Address conflict

B. Network collision

C. Data packet loss

D. Subnet error

4. What does the term "overclocking" refer to?

A. Using more RAM than supported

B. Running a component at a higher speed than specified

C. Installing additional cooling systems

D. Reducing the speed of a processor

5. What is system restore used for?

A. To upgrade hardware components

B. To revert system files to a previous state

C. To delete unnecessary files only

D. To increase the computer's storage capacity

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6. What does a port number identify in network communications?

A. A specific network device

B. A specific server location

C. A specific process for message forwarding

D. A specific network type

7. Forwarding is associated with which application of NAT?

A. Transmitting data

B. Redirecting communication requests

C. Providing a static IP

D. Making wireless connections

8. Which component is responsible for initial hardware checks during booting?

A. Power Supply Unit

B. Motherboard

C. BIOS

D. Operating System

9. What is the purpose of a Virtual LAN (VLAN) in networking?

A. A physical connection for devices on the network

B. A method for enhancing internet security

C. A logical subnetwork that groups a collection of devices from the same network switch

D. A protocol for data transmission

10. What does the hard drive (HDD) primarily function as in a computer?

A. Temporary storage for files in use

B. Long-term data storage

C. Device for managing network connections

D. Processor for complex computations

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Answers

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1. C
2. C
3. A
4. B
5. B
6. C
7. B
8. C
9. C
10. B

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Explanations

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1. Which of the following is a feature of firmware?

A. It requires regular updating

B. It is volatile

C. It is stored in non-volatile memory

D. It is edited directly by users

Firmware is a specific type of software that is closely tied to hardware and is typically stored in non-volatile memory. This characteristic is essential because non-volatile memory retains its content even when the power is turned off, which is fundamental for firmware to function properly. Firmware often provides the low-level control for a device's specific hardware, enabling it to operate with the necessary instructions even after restarting. In contrast, the other features described do not align with firmware. Regular updates relate more to software applications that require frequent changes for improvements, security patches, or new features, whereas firmware is generally more stable and may only require updates when significant changes are made to the hardware or its functionality. The volatility of firmware is not applicable as it is specifically designed to be non-volatile. Lastly, firmware is not typically edited directly by users; rather, it is usually provided by manufacturers and updated through specific tools or processes. Therefore, the focus on non-volatile memory is a critical defining feature of firmware.

2. Which of the following is an interface standard designed for high-speed serial bus communications?

A. USB

B. Ethernet

C. Firewire

D. Bluetooth

Firewire, also known as IEEE 1394, is an interface standard specifically designed for high-speed serial bus communications. It is particularly known for its ability to connect devices and transfer data at high speeds, such as for video and audio applications. Firewire supports data transfer rates that can reach up to 800 Mbps in its later iterations, making it suitable for situations where large amounts of data are transferred quickly, such as during video editing or streaming. The other options, while they serve various communication standards, do not specifically highlight high-speed serial communication in the same context. USB (Universal Serial Bus), for example, is versatile and widely used but generally focuses on connecting peripherals and has different versions with varying speeds. Ethernet, on the other hand, is primarily used for networking and is not classified as a serial bus standard. Bluetooth is a wireless technology used for short-range communication, which also does not directly fall under high-speed serial bus communication. Thus, Firewire stands out as the correct choice for this particular context.

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3. What is it called when two or more devices on a network have the same IP address?

A. IP Address conflict

B. Network collision

C. Data packet loss

D. Subnet error

When two or more devices on a network share the same IP address, it creates an IP address conflict. This situation arises because an IP address is meant to be unique within a network; each device must have its own unique address to properly communicate. When a conflict occurs, it can lead to connectivity issues, as the network becomes unable to determine which device should receive information intended for the shared IP address. In a properly functioning network, each device requests a unique IP address, usually from a DHCP server, to avoid such conflicts. Resolving an IP address conflict may involve reconfiguring the network settings of the devices involved or ensuring that the DHCP server correctly assigns unique addresses. The other options refer to different networking issues. Network collision relates to multiple devices attempting to send data over the same channel simultaneously, causing data loss or delay. Data packet loss occurs when packets of data traveling across the network fail to reach their destination due to various reasons, such as congestion or network failures. Subnet error involves issues related to the way networks are divided into subnets, often impacting routing and address management but not specifically concerning duplicated IP addresses.

4. What does the term "overclocking" refer to?

A. Using more RAM than supported

B. Running a component at a higher speed than specified

C. Installing additional cooling systems

D. Reducing the speed of a processor

The term "overclocking" refers to the practice of running a component, such as a CPU or GPU, at a speed higher than its factory-set specifications. This is done to enhance the performance of the hardware, allowing it to process tasks more quickly and efficiently. Enthusiasts often engage in overclocking to achieve better gaming performance, faster data processing, and improved system responsiveness. To successfully overclock a component, it is essential to have sufficient cooling solutions in place to manage the additional heat generated from increased speeds, which is why additional cooling systems may sometimes be discussed in this context. However, the core concept of overclocking deals specifically with the increased operational speed of the hardware itself, rather than the support systems used to maintain optimal temperatures. Other options involve concepts that do not align with the definition of overclocking. For example, using more RAM than supported relates to memory capacity issues, and reducing the speed of a processor directly contradicts the idea of overclocking, which is about increasing speed. Thus, the correct answer accurately captures the essence of what overclocking entails in computing hardware.

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5. What is system restore used for?

A. To upgrade hardware components

B. To revert system files to a previous state

C. To delete unnecessary files only

D. To increase the computer's storage capacity

System restore is primarily used to revert system files, programs, and settings to a previous state, effectively undoing any changes that may have caused issues or instability within the operating system. This functionality is particularly beneficial when software installations, updates, or system changes lead to problems like crashes or performance degradation. This process involves creating restore points at designated intervals or before significant changes, allowing users to roll back their systems to a specific configuration without affecting personal files such as documents or photos. Restore points serve as snapshots, ensuring that users have the option to return to a known good configuration, which can be invaluable for troubleshooting. In contrast, upgrading hardware components relates to physical changes in the machine, deleting unnecessary files addresses storage optimization, and increasing storage capacity deals with adding more disk space, none of which pertain to reverting system files or maintaining system stability.

6. What does a port number identify in network communications?

A. A specific network device

B. A specific server location

C. A specific process for message forwarding

D. A specific network type

In network communications, a port number serves to identify a specific process or service running on a device. Each port number corresponds to a distinct service or application, enabling the operating system to manage multiple network connections efficiently. For example, web traffic typically uses port 80 for HTTP or port 443 for HTTPS, while email traffic might use port 25 for SMTP. By specifying a port number, data packets can be directed to the proper application, ensuring that the right process receives the information. This understanding is crucial, particularly when troubleshooting network issues or configuring servers, as it provides insight into how information is routed and managed across various applications. By employing port numbers, the network is capable of handling numerous services simultaneously without conflict, streamlining communication across devices.

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7. Forwarding is associated with which application of NAT?

A. Transmitting data

B. Redirecting communication requests

C. Providing a static IP

D. Making wireless connections

Forwarding in the context of Network Address Translation (NAT) is primarily associated with the function of redirecting communication requests. When a device on a private network needs to communicate with the outside world, NAT translates the private IP addresses to a public IP address. This translation typically involves modifying the headers of packets as they pass through the router, allowing the router to forward incoming requests to the correct internal device based on predefined rules or mappings. In scenarios where communication requests are redirected, NAT plays a crucial role in managing how these requests are handled. For example, if a packet is sent to the public IP address, NAT determines which private IP address should receive that packet, effectively redirecting the request to the intended recipient within the private network. The other options refer to different functionalities that do not directly involve the concept of forwarding as it relates to NAT. For instance, transmitting data focuses more on the actual data transfer process rather than the management of request routes. Providing a static IP refers to fixed addressing and does not capture the dynamic nature of how NAT operates. Similarly, making wireless connections pertains to the connectivity aspect rather than the handling of data requests that NAT performs.

8. Which component is responsible for initial hardware checks during booting?

A. Power Supply Unit

B. Motherboard

C. BIOS

D. Operating System

The component responsible for initial hardware checks during booting is the BIOS (Basic Input/Output System). When the computer is powered on, the BIOS firmware is the first software that runs. Its primary function is to conduct a Power-On Self Test (POST), which checks the hardware components, such as the RAM, CPU, and storage devices, to ensure they are functioning properly before the operating system loads. The BIOS also initializes hardware interfaces, allowing the system to communicate with peripherals. If any hardware issue is detected during this process, the BIOS will signal an error, preventing the operating system from loading until the problem is resolved. This vital role makes the BIOS integral to the booting process of any computer system. Other components mentioned play different roles; for instance, the power supply unit provides electricity to the system, the motherboard serves as the main circuit board connecting all components, and the operating system is loaded after the BIOS has completed its checks.

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9. What is the purpose of a Virtual LAN (VLAN) in networking?

A. A physical connection for devices on the network

B. A method for enhancing internet security

C. A logical subnetwork that groups a collection of devices from the same network switch

D. A protocol for data transmission

A Virtual LAN (VLAN) serves the important role of creating a logical subnetwork that groups a collection of devices, regardless of their physical location, within the same network switch or multiple switches. This logical segmentation allows for improved management and organization of network resources, enhances performance by reducing broadcast traffic, and provides a way to isolate network segments for security purposes. For instance, organizations can separate groups based on department (like HR, Finance, IT) or function, ensuring that each group can manage its traffic independently while still being part of the same physical infrastructure. This segmentation enhances the overall efficiency of the network by allowing more control over the paths that data packets take and the network policies that are applied. Additionally, VLANs facilitate easier troubleshooting and maintenance by allowing network administrators to isolate issues to specific segments instead of sifting through the entire network. By grouping devices logically, rather than physically, VLANs can adjust dynamically as devices are added or removed without needing changes in the physical wiring.

10. What does the hard drive (HDD) primarily function as in a computer?

A. Temporary storage for files in use

B. Long-term data storage

C. Device for managing network connections

D. Processor for complex computations

The hard drive (HDD) primarily functions as long-term data storage in a computer system. This means it is designed to store data persistently, even when the computer is turned off. Unlike volatile memory, such as RAM, which loses its contents when power is lost and is used for temporary storage of files in use, the HDD retains information such as the operating system, applications, and user files over time. An HDD uses magnetic storage to write and read data, allowing it to hold a significant amount of information. This capability makes it essential for maintaining the overall performance and functionality of a computer, as it ensures that crucial files and programs are accessible whenever needed. In context, the other functions listed are designated to different components of a computer. Temporary storage is handled by RAM; network management is typically the responsibility of network cards or routers; and processing complex computations is performed by the CPU. Thus, the HDD's specific role as a long-term data repository distinguishes it from these other components.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

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We wish you the very best on your exam journey. You've got this!

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