Lesson 5: Managing Devices

**Multiple Choice**

1. Which of the following statements are true of input devices? (Choose all that apply.)

a) They include items such as keyboards, mice, trackballs, touchpads, digital pens, and joysticks (for gaming).

b) On desktop computers, input devices are almost always external devices that plug into different ports on the computer.

c) The main input device in a computer is a sound card.

d) Like a video card or adapter, an input device is either in the form of a circuit board that’s inserted into a motherboard slot or hard-wired into the motherboard.

Answer: a, b

Difficulty: Medium

Section Reference: Understanding System Devices and Device Drivers

Explanation: Answers A and B are true. A sound card is the main audio device in a computer.   
A circuit board that’s inserted into a motherboard slot or hard-wired into the motherboard is an example of a video adapter or card, not an input device.

2. Which of the following is best for determining whether a device had a bad device driver?

a) Disk Manager

b) Driver Manager

c) Device Manager

d) Control Panel

Answer: c

Difficulty: Medium

Section Reference: Using Device Manager

Explanation: Open the Properties dialog box for the device and check the Device Status box on the General tab. If the device is malfunctioning, this tab informs you of its status and enables you to launch a troubleshooter.

3. When there is an issue with a device, which of the following is noted by a blue question mark inside white circle?

a) The device is installed in the computer and is consuming resources, the protected mode driver is not loaded, or the device was installed improperly.

b) The driver is installed, but may not provide full functionality.

c) The device is in a problem state; the device might be functioning.

d) The device was disabled by an administrator or user.

Answer: b

Difficulty: Hard

Section Reference: Troubleshooting Problem Devices

Explanation: A blue question mark inside white circle indicates the driver is installed, but may not provide full functionality.

4. You are installing a new printer and want to use the manufacturer’s management program for the device. Which of the following is the best method for installing the printer’s driver and software to ensure you get the latest files?

a) Download the latest software and driver from the manufacturer’s Web site; install it as you would any other program.

b) Let Windows Update install the appropriate software and driver.

c) Install from the CD or DVD that came with the printer.

d) Update the printer driver using Device Manager.

Answer: a

Difficulty: Hard

Section Reference: Using Device Manager

Explanation: Because you want the latest versions of both the printer driver and the manufacturer’s management software, download the software and driver from the manufacturer’s website and install them. The manufacturer’s installation program most often installs both at the same time.

5. Which of the following is *not* true of plug-and-play (PnP) devices?

a) Windows 10 automatically detects connected PnP devices as long as they’re powered on (if necessary)

b) A bubble message appears on the status bar the first time you connect a PnP device stating that the device driver software is being installed.

c) Once PnP device software is installed, the device appears in Device Manager.

d) When you unplug a PnP device and plug it in again, the device driver software installs again.

Answer: d

Difficulty: Medium

Section Reference: Understanding System Devices and Device Drivers

Explanation: Nearly all modern devices that you attach to a computer port are automatically detected by the operating system. This is part of PnP technology. As long as a PnP device is plugged into your computer and powered on (if the device requires power, like a printer), Windows detects the device and automatically installs the drivers. The first time you connect a device, you should see a bubble message on the status bar that states Installing device driver software. When it installs the device driver successfully, you’ll see Your device is ready to use. The device has now been added to Device Manager. You can unplug the device and plug it in again, but the device driver installs only one time.

6. Which of the following is an executable file that manages the printing process, which includes retrieving the location of the correct print driver, loading the driver, creating the individual print jobs, and scheduling the print jobs for printing?

a) print queue

b) print spooler

c) print job

d) network printer

Answer: b

Difficulty: Medium

Section Reference: Understanding Disk and Drive Types

Explanation: A print spooler is an executable file that manages the printing process, which includes retrieving the location of the correct print driver, loading the driver, creating the individual print jobs, and scheduling the print jobs for printing.

7. In which of the following locations can you pause printing, cancel all documents, and resume or restart a document?

a) Print queue window

b) Printer device Properties dialog box

c) Device Manager

d) Computer Management

Answer: a

Difficulty: Easy

Section Reference: Understanding Print Queues

Explanation: The print queue window enables you to pause printing, cancel all documents in the print queue, and restart a document.

8. You can use Device Manager to complete the following tasks *except*:

a) Update a driver’s software

b) Disable a driver

c) Uninstall a driver

d) Change a device’s hardware ID

e) Scan for hardware changes

Answer: d

Difficulty: Medium

Section Reference: Using Device Manager

Explanation: The Details tab in a device’s Properties dialog box enables you to view information about the device, including the device’s hardware ID. You cannot use Device Manager to change any of the values displayed on the Details tab.

9. Which of the following is a file hosting service that allows you to store and create files and folders and share them with other users and groups?

a) OneDrive

b) Network Services

c) Fetching

d) SharePoint

Answer: a

Difficulty: Medium

Section Reference: Using OneDrive to Manage Files and Folders

Explanation: OneDrive is a file hosting service that allows you to store and create files and folders and share them with other users and groups.

**Fill in the Blank**

1. A ***\_\_\_\_\_*** is connected directly to your computer via a cable, using a serial, parallel, USB, infrared, or other port type.

Answer: local printer

Difficulty: Medium

Section Reference: Understanding Local Printers

Explanation: A local printer is connected directly to your computer via a cable, using a serial, parallel, USB, infrared, or other port type.

2. A ***\_\_\_\_\_*** is a small program that enables hardware to interact with the operating system.

Answer: driver

Difficulty: Medium

Section Reference: Understanding Local Printers

Explanation: A driver is a small program that enables hardware to interact with the operating system.

**Short Answer**

1. Which Windows utility or feature can be used to determine the version of files that a device driver installs and their complete paths?

Answer: Device Manager

Difficulty: Easy

Section Reference: Using Device Manager

Explanation: Device Manager enables you to view the version of files that a device driver installs and their complete paths.