

CHAPTER 4:

SOFTWARE BASICS: THE GHOST IN THE MACHINE

Multiple Choice:

1. A computer system only recognizes:

- A. 0s and 1s.
- B. modem and coaxial cable signals.
- C. ASCII code.
- D. EDCDIC code.

Answer: A **Reference:** Software Basics Introduction

Difficulty: Easy

2. A set of computer instructions designed to solve a specific problem is referred to as:

- A. hardware.
- B. a device.
- C. a program.
- D. a hardware concept.

Answer: C **Reference:** Software Basics Introduction

Difficulty: Easy

3. When in use, software is temporarily stored in:

- A. memory or RAM.
- B. ROM.
- C. the BIOS.
- D. the hard disk.

Answer: A **Reference:** Software Basics Introduction

Difficulty: Easy

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4. _____ is what allows a computer to function as a word processor, then a browser, then a calculator.
- A. Hardware
 - B. Firmware
 - C. Software
 - D. Drivers

Answer: C **Reference:** Software Basics Introduction

Difficulty: Easy

5. Compilers and translators are one form of:
- A. Software.
 - B. ROM.
 - C. RAM.
 - D. the hard disk.

Answer: A **Reference:** Software Basics Introduction

Difficulty: Easy

6. Errors in a software program are referred to as:
- A. software omissions.
 - B. bugs.
 - C. viruses.
 - D. computer faults.

Answer: B **Reference:** Food for Thought

Difficulty: Easy

7. A set of step-by-step procedures for accomplishing a task is known as a(n):
- A. hardware program.
 - B. algorithm.
 - C. software bug.
 - D. firmware program.

Answer: B **Reference:** A Fast, Stupid Machine

Difficulty: Moderate

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8. When a programmer checks to see if a program functions correctly and then corrects errors, it is known as:
- A. debugging.
 - B. de-erroring.
 - C. default error-checking.
 - D. error-proofing a program.

Answer: A **Reference:** A Fast, Stupid Machine

Difficulty: Easy

9. For a program to be read by the CPU, it must be loaded into:
- A. memory or Random Access Memory(RAM)
 - B. the hard disk.
 - C. the CD drive.
 - D. the BIOS.

Answer: A **Reference:** How It Works: Executing a Program

Difficulty: Moderate

10. When reading a program, the CPU _____ instructions from the program.
- A. runs and operates
 - B. opens and reads
 - C. fetches and executes
 - D. executes and stores

Answer: C **Reference:** How It Works: Executing a Program

Difficulty: Challenging

11. Machine language uses:
- A. numeric code.
 - B. English language code.
 - C. Java language.
 - D. CPU processing code.

Answer: A **Reference:** The Language of Computers

Difficulty: Challenging

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12. Typical computer programming languages used today include all of the following EXCEPT:

- A. Visual Basic.NET.
- B. C++.
- C. Java.
- D. machine language.

Answer: D **Reference:** The Language of Computers

Difficulty: Challenging

13. Java is referred to as a(n):

- A. high-level language.
- B. low-level language.
- C. programming mid-level language.
- D. hardware device driver.

Answer: A **Reference:** The Language of Computers

Difficulty: Moderate

14. A compiler is:

- A. the same thing as a device driver.
- B. physically located in the CPU.
- C. hardware.
- D. the most common type of translator program.

Answer: D **Reference:** The Language of Computers

Difficulty: Challenging

15. Programs now resemble _____ much more than in the past.

- A. natural language
- B. machine language
- C. low-level language
- D. compiler and translation software

Answer: A **Reference:** The Language of Computers

Difficulty: Moderate

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16. _____, common in today's software, supplement(s) the help files that are available at the user's request.
- A. Printed manuals
 - B. CDs
 - C. Help DVDs
 - D. Online help

Answer: D **Reference:** Documentation

Difficulty: Moderate

17. The process of eliminating problems and errors and improving the software is known as:
- A. software enhancement.
 - B. software advancement.
 - C. upgrading.
 - D. downgrading.

Answer: C **Reference:** Upgrading

Difficulty: Easy

18. Minor revisions in software are reflected in the use of:
- A. whole numbers.
 - B. decimal numbers.
 - C. version letters.
 - D. upgrade code letters.

Answer: B **Reference:** Upgrading

Difficulty: Moderate

19. A major upgrade or revision of software is reflected in the use of:
- A. whole numbers.
 - B. decimal numbers.
 - C. version letters.
 - D. upgrade code letters.

Answer: A **Reference:** Upgrading

Difficulty: Moderate

20. An EULA stands for:

- A. end-use license arrangement.
- B. environmental use licensing agreement.
- C. employee-use legal arrangement.
- D. end-user license agreement.

Answer: D **Reference:** Disclaimers

Difficulty: Moderate

21. When a user purchases software, _____ is actually purchased.

- A. a license to use the software
- B. a set-up of CDs, therefore, the software itself,
- C. a software permit
- D. an open agreement allowing the user to copy the software

Answer: A **Reference:** Licensing

Difficulty: Moderate

22. A campus or a mid-size company may purchase _____ so all users have legal access to the software.

- A. a standard software license
- B. just one license and copy it to all machines
- C. simultaneous-user licenses
- D. volume licenses

Answer: D **Reference:** Licensing

Difficulty: Moderate

23. Nearly all commercial software is:

- A. trademarked.
- B. copyrighted.
- C. free for copying.
- D. shareware.

Answer: B **Reference:** Licensing

Difficulty: Easy

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24. Software that is free to everyone is known as:

- A. freeware.
- B. public domain software.
- C. public-access software.
- D. shareware.

Answer: B **Reference:** Distribution

Difficulty: Moderate

25. Which software is free to use for a trial period, but requires some minimal payment after the trial period?

- A. Freeware.
- B. Database.
- C. Graphics program.
- D. Shareware.

Answer: D **Reference:** Distribution

Difficulty: Moderate

26. An applications designed for a particular business is called a:

- A. vertical-market application.
- B. compiler.
- C. programming languages.
- D. Microsoft Windows.

Answer: A **Reference:** Vertical-Market and Custom software

Difficulty: Easy

27. Operating systems and utility programs are in a class of software known as:

- A. application software.
- B. system software.
- C. software suites.
- D. BIOS software.

Answer: B **Reference:** System Software: The Hardware-Software Connection

Difficulty: Moderate

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28. Every general-purpose computer must have a(n):

- A. word processor program.
- B. software license agreement.
- C. software suite.
- D. operating system.

Answer: D **Reference:** What the Operating System Does **Difficulty:** Moderate

29. If the computer is on and the computer is running properly, the _____ must be active and running.

- A. BIOS instructions
- B. operating system
- C. large array of utility programs
- D. system software

Answer: B **Reference:** What the Operating System Does **Difficulty:** Easy

30. When the operating systems concurrently executes many programs, it is called:

- A. BIOS instructions.
- B. multitasking.
- C. multithreading.
- D. system software.

Answer: B **Reference:** What the Operating System Does **Difficulty:** Easy

31. _____ is having more memory addresses than are physically available.

- A. Applications software
- B. RAM
- C. Virtual Memory
- D. System software

Answer: C **Reference:** What the Operating System Does **Difficulty:** Moderate

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32. On multi-user systems the _____ is responsible for authentication.

- A. compiler
- B. operating system
- C. large array of utility programs
- D. ROM

Answer: B **Reference:** What the Operating System Does

Difficulty: Easy

33. When a computer is off, what is in RAM?

- A. The operating system
- B. The BIOS
- C. The software applications
- D. Nothing

Answer: D **Reference:** How It Works: The Operating System

Difficulty: Moderate

34. When a computer is turned on, where does it get the first instructions that it loads into RAM?

- A. From RAM
- B. From ROM
- C. From the hard disk
- D. From a CD

Answer: B **Reference:** How It Works: The Operating System

Difficulty: Challenging

35. What handles communication between the CPU and the disk drive(s)?

- A. RAM
- B. The CPU
- C. The operating system
- D. ROM

Answer: C **Reference:** How It Works: The Operating System

Difficulty: Challenging

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36. Utility programs make it easier to complete all of the following EXCEPT:

- A. writing a letter.
- B. copying files between storage devices.
- C. repairing a damaged disk.
- D. virus protection.

Answer: A **Reference:** Utility Programs and Device Drivers **Difficulty:** Easy

37. The program that allows I/O devices to communicate with the computer is known as a(n):

- A. device driver.
- B. utility program.
- C. operating device file.
- D. software device file.

Answer: A **Reference:** Utility Programs and Device Drivers **Difficulty:** Moderate

38. _____ is when the operating system is loaded into RAM.

- A. Copying
- B. Device driving
- C. Booting
- D. Multitasking

Answer: C **Reference:** Where the Operating System Lives **Difficulty:** Easy

39. The _____ is the front-end of a program and how a user works with the software.

- A. RAM resident portion
- B. device driver
- C. application
- D. user interface

Answer: D **Reference:** Where the Operating System Lives **Difficulty:** Easy

40. GUI refers to:

- A. graphical use interaction.
- B. guaranteed user interface.
- C. graphical user interface.
- D. graphics utilized internally.

Answer: C **Reference:** Desktop Operating Systems

Difficulty: Moderate

41. The _____ operating system has a character-based interface.

- A. Windows
- B. MS-DOS
- C. Mac OS
- D. ROM

Answer: B **Reference:** Desktop Operating Systems

Difficulty: Easy

42. Who owns the Windows operating system?

- A. Intel
- B. IBM
- C. Apple
- D. Microsoft

Answer: D **Reference:** Desktop Operating Systems

Difficulty: Easy

43. What is the name of the operating system that is rarely found on personal computers or laptop but is used in servers and high-end workstations?

- A. UNIX
- B. Windows
- C. MS-DOS
- D. Mac OS

Answer: A **Reference:** Multiple User Operating Systems: UNIX and Linux

Difficulty: Easy

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44. What is the most recent version of Windows?

- A. Windows NT
- B. Windows XP
- C. Windows 2000
- D. Windows 2004

Answer: B **Reference:** Hardware and Software Platforms

Difficulty: Easy

45. What will the next version of Windows be called?

- A. Windows NT
- B. Windows XP
- C. Windows Vista
- D. Windows 2004

Answer: C **Reference:** Hardware and Software Platforms

Difficulty: Easy

46. What is the platform-neutral programming language that can run on Windows, Macintosh, or UNIX?

- A. Machine language
- B. Java
- C. Microsoft Office language
- D. Software.NET

Answer: B **Reference:** Hardware and Software Platforms

Difficulty: Moderate

47. Electronic marks put on a disk as tracks and sectors are known as:

- A. clustering.
- B. defragmenting.
- C. copying.
- D. formatting.

Answer: D **Reference:** Defragmentation: The Cure for Fragmented Files

Difficulty: Easy

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48. A group of sectors is known as a:

- A. block.
- B. track.
- C. system space.
- D. hard disk space.

Answer: A **Reference:** Defragmentation: The Cure for Fragmented Files **Difficulty:** Challenging

49. What is the name of the music-sharing service that was shut down in 2001?

- A. Napster
- B. KaZaA
- C. Netscape
- D. Windows Media Player

Answer: A **Reference:** Intellectual Property and the Law **Difficulty:** Moderate

Fill in the Blank:

50. When you discover a problem or mistake within a software program, you have found a(n) _____.

Answer: bug **Reference:** Food for Thought **Difficulty:** Easy

51. The process of the CPU accessing an instruction of a program is known as _____.

Answer: fetch **Reference:** How It Works: Executing a Program **Difficulty:** Challenging

52. At the most basic level, a computer processes software instructions in a native _____ language.

Answer: machine **Reference:** The Language of Computers **Difficulty:** Challenging

53. Languages such as C# and C++ are known as _____.

Answer: high-level languages **Reference:** The Language of Computers **Difficulty:** Challenging

54. _____ refers to the usability of software based on the operating system and the computer resources.

Answer: Compatibility **Reference:** Compatibility **Difficulty:** Challenging

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55. _____ is software that is initially free with eventual payment of a fee at a later date if the user chooses to continue using the software.

Answer: Shareware **Reference:** Distribution **Difficulty:** Moderate

56. A program that lets a user copy, move, and rename files is called a(n) _____ utility.

Answer: file-management **Reference:** File-Management Utilities **Difficulty:** Easy

57. In order to save a previously saved file to a different location or with a different name, use the _____ menu option.

Answer: Save As **Reference:** Managing Files from Applications **Difficulty:** Easy

58. Specialized software such as medical billing, library cataloging, or auto parts purchasing are applications known as _____.

Answer: vertical-market or custom applications
Reference: Vertical-Market and Custom Software **Difficulty:** Moderate

59. System software is a type of software that includes the operating system and _____ programs.

Answer: utility **Reference:** System Software: the Hardware-Software Connection
Difficulty: Challenging

60. Interaction between the software and the hardware of a computer is handled by the _____.

Answer: operating system **Reference:** What the Operating System Does **Difficulty:** Challenging

61. _____ is the process of determining that users are who they say they are.

Answer: Authentication **Reference:** What the Operating System Does **Difficulty:** Challenging

62. The process of printing a term paper while entering data into a spreadsheet while downloading clipart from the Internet is known as _____.

Answer: multitasking **Reference:** What the Operating System Does **Difficulty:** Easy

63. Virtual memory is broken into same-sized blocks called _____.

Answer: pages **Reference:** What the Operating System Does **Difficulty:** Challenging

64. Ensuring that users have permission to perform particular actions is known as _____.

Answer: authorization **Reference:** What the Operating System Does **Difficulty:** Easy

65. When the operating system requests an application program to be executed, it is temporarily stored in _____.

Answer: RAM or memory **Reference:** How It Works: The Operating System **Difficulty:** Moderate

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66. Special-purpose computers, games, and handheld computers usually have the operating system stored in _____.

Answer: ROM **Reference:** Where the Operating System Lives **Difficulty:** Challenging

67. MS-DOS stands for _____.

Answer: Microsoft Disk Operating System **Reference:** Desktop Operating Systems **Difficulty:** Easy

68. The multiuser operating system historically used by academic and government institutions is _____.

Answer: UNIX **Reference:** Multiple User Operating Systems: UNIX and Linux
Difficulty: Moderate

69. Microsoft Office and Adobe Photoshop are examples of _____ software, which can be used on both Windows PCs and Macintoshes.

Answer: cross-platform **Reference:** Hardware and Software Platforms **Difficulty:** Moderate

70. The next Windows operating system is called _____.

Answer: Vista **Reference:** Hardware and Software Platforms **Difficulty:** Moderate

71. The operating system used by Palm devices is called _____.

Answer: Palm OS **Reference:** Hardware and Software Platforms **Difficulty:** Moderate

72. _____ law protects symbols, pictures and sounds.

Answer: Trademark **Reference:** Intellectual Property and the Law **Difficulty:** Moderate

Matching:

73. Match the following terms to their meanings:

- | | |
|-------------------------------|---|
| I. Windows task bar | A. organization into compact submenus |
| II. hierarchical menus | B. operating system by Apple Computers |
| III. document | C. provides one-click access to open applications |
| IV. Mac OS | D. virtual workspace on the monitor |
| V. window | E. file |
| VI. desktop | F. choices depend on the onscreen object currently selected |
| VII. directory | G. also referred to as a folder |
| VIII. context-sensitive menus | H. framed rectangle that can be opened, closed, or resized |
| IX. Windows Vista | I. innovative task-based user interface |

Answers: C, A, E, B, H, D, G, F, I,
Difficulty: Challenging

Reference: The User Interface: The Human-Machine Connection

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74. Match the following terms to their meanings:

- | | |
|-------------------------|--|
| I. Microsoft Windows XP | A. new Windows OS |
| II. Windows Server 2003 | B. runs only on a Mac |
| III. Windows Vista | C. server-based Windows version |
| IV. Windows CE | D. free operating system |
| V. BlackBerry OS | E. multiuser operating system popular in academic institutions |
| VI. Platform | F. the hardware and the operating system |
| VII. Palm OS | G. most recent version of Windows |
| VIII. UNIX | H. OS for special PDAs |
| IX. Mac OS X | I. used for handhelds |
| X. Linux | J. stripped-down Windows version |

Answers: G, C, A, J, H, F, I, E, B, D **Reference:** Hardware and Software Platforms **Difficulty:** Moderate