Chapter 02

The Internet and the World Wide Web: Exploring Cyberspace

Multiple Choice Questions

1. The basis for the Internet began in 1969 because of work by the _____.

   A. U.S. Department of Education

   B. U.N. Educational, Scientific, and Cultural Organization

   C. U.S. Department of Defense

   D. Federal Communications Commission

2. Which of these do you NOT need to connect to the Internet?

   A. access device

   B. secondary storage

   C. means of connection

   D. Internet service provider

3. An expression for how much data can be sent through a communications channel in a given amount of time is referred to as _____.

   A. connectivity

   B. dial-up

   C. bandwidth

   D. download

4. Generally, a very high-speed Internet connection is referred to as _____.

    A. broadband
    B. dial-up
    C. bandwidth
    D. upload

5. The wired or wireless means of connecting a computer to the Internet is called a _____.

    A. broadband
    B. physical connection
    C. dial-up
    D. bandwidth

6. Bps stands for _____.

    A. bytes per second
    B. bits per second
    C. bandwidth per second
    D. broadband per second

7. Megabits per second are _____.

    A. 1 million bits per second
    B. 10,000 bits per second
    C. 1,000 bits per second
    D. 100 bits per second

8. Gigabits per second are _____.

    A. 1 hundred bits per second

    B. 1 thousand bits per second

    C. 1 million bits per second

    D. 1 billion bits per second

9. The transmission of data from a remote computer to a local computer is referred to as _____.

    A. uploading

    B. downloading

    C. broadband

    D. bandwidth

10. Which of the following is NOT an example of a download?

    A. Putting pictures from the Internet on your hard drive

    B. Storing a map for your vacation from the Internet on your smartphone

    C. Saving a paper you just wrote to a CD

    D. Saving a program from an Internet site to your hard drive

11. Which of the following is NOT an example of an upload?

    A. Putting your new video on YouTube

    B. Saving your favorite music videos from a music website to your hard drive

    C. Posting photos on your smartphone to a photo-sharing website

    D. Submitting a term paper to an instructor online

12. The device that sends and receives computer data over regular phone lines is (a) _____.

    A. T1 line

    B. modem

    C. POTS

    D. communications satellite

13. Which of the following is NOT an advantage of DSL?

    A. fast download

    B. connection always on

    C. consistent transmission rate

    D. universal availability

14. Which traditional trunk line carries 24 normal telephone circuits and has a transmission rate of 1.5-6 Mbps?

    A. T1 line

    B. cable modem

    C. DSL line

    D. communications satellite

15. What connects a personal computer to a cable-TV system that offers an Internet connection?

    A. T1 line

    B. cable modem

    C. DSL line

    D. communications satellite

16. The method of going online that requires the user to be no more than about 4.5 miles from a phone company central switching office is _____.

    A. dial-up modem
    B. DSL
    C. T1 line
    D. satellite

17. The line most commonly used by corporate, government, and academic sites is _____.

    A. DSL
    B. T1 line
    C. satellite
    D. ISDN

18. Which of the following is NOT an advantage of a T1 line?

    A. affordability
    B. high-speed transmission
    C. 24 separate circuits
    D. supports many users

19. A space station that transmits radio waves called microwaves from earth-based stations is called a _____.

    A. T1 line
    B. cable modem
    C. DSL line
    D. communications satellite

20. ISP stands for _____.

    A. Internet select provider

    B. Internet service provider

    C. Internet serial provider

    D. Internet service platform

21. A point of public access to a Wi-Fi network is called a _____.

    A. cable connection

    B. Internet Exchange Point

    C. hotspot

    D. POP

22. In a client-server network, a(n) _____ is a central computer that supplies data or services requested of it.

    A. ISP

    B. server

    C. browser

    D. website

23. A _____ is a collection of modems and other equipment in a local area that acts as an ISP's gateway to the Internet.

    A. web page

    B. website

    C. IXP

    D. point of presence

24. When you connect to your ISP's POP, the ISP and the equipment at the POP go through a process called _____, establishing the speed of the Internet connection, and then proceed to _____.

    A. authentication; handshaking
    B. authentication; transmission
    C. handshaking; authentication
    D. handshaking; transmission

25. When you are connecting to the Internet, during the process of authentication you must provide a(n) _____ and a password.

    A. username
    B. POP
    C. ISP
    D. protocol

26. The set of communications rules for exchanging information electronically on the Internet is called the _____.

    A. web browser
    B. HTML
    C. URL
    D. protocol

27. A(n) _____ uniquely identifies each computer and device connected to the Internet.

    A. web page
    B. IP address
    C. POP
    D. URL

28. Software that enables users to find and access the various parts of the web is called a _____.

    A. home page

    B. website

    C. browser

    D. web page

29. A specific web address for specific information is called a(n) _____.

    A. home page

    B. web page

    C. URL (Uniform Resource Locater)

    D. hyperlink

30. A computer with a domain name is called a _____.

    A. web page

    B. website

    C. URL

    D. web portal

31. The .gov, .com, .net, and .edu extensions are examples of _____.

    A. protocols

    B. directory names

    C. domains

    D. URLs

32. The set of special instructions used to specify document structure, formatting, and links to other multimedia documents is called _____.

    A. HTML
    B. hypertext
    C. multimedia
    D. HTTP

33. HTML connections to other documents or web pages that contain related information are called _____ links.

    A. HTTP
    B. multimedia
    C. URL
    D. hypertext

34. The first page seen at a website is called the _____.

    A. URL
    B. home page
    C. browser
    D. protocol

35. Little circles located in front of various website screen options, which can be selected with the mouse, are called _____.

    A. hyperlinks
    B. radio buttons
    C. text boxes
    D. web portals

36. An independently controllable section of a web page is called a _____.

    A. hyperlink
    B. radio button
    C. frame
    D. window

37. Websites that group together in one convenient location popular features such as online shopping malls, email support, community forums, and current news and weather are called _____.

    A. home pages
    B. browsers
    C. search engines
    D. web portals

38. The subject word (or words) of the topic you wish to find while using a search engine is called the _____.

    A. directory
    B. URL
    C. keyword
    D. web portal

39. Which of these can be used to locate information on the web by asking questions or using keywords?

    A. search engines
    B. home pages
    C. hyperlinks
    D. URLs

40. Which of these provides lists of several websites classified by topic?

    A. web portal

    B. subject directory

    C. metasearch engine

    D. browser

41. A search engine that allows you to search several search engines simultaneously is called a
_____.

    A. megasearch engine

    B. hypersearch engine

    C. metasearch engine

    D. subject directory

42. In the email address Joe_Black@earthlink.net.us, "earthlink" is the _____.

    A. URL

    B. domain name

    C. domain type

    D. username

43. If you were emailing a term paper and wanted to maintain its formatting, you would send it as a(n)
_____.

    A. URL

    B. instant message

    C. protocol

    D. attachment

44. Any user on a given email system can send a message via (a) _____ and have it pop up right away on the screen of anyone else logged onto that system.

    A. attachments
    B. instant messaging
    C. FTP
    D. mailing list

45. Which of the following is NOT an example of good netiquette?

    A. Consult the frequently asked questions (FAQs).
    B. Don't SHOUT.
    C. Don't send large file attachments, unless requested.
    D. When replying, send the entire original message for reference.

46. A method whereby one can connect to a remote computer with a different operating system and transfer large files to his or her own microcomputer's hard disk over the Internet is called _____.

    A. URL
    B. FTP
    C. POP
    D. HTML

47. Which of the following is an FTP client program?

    A. Cute
    B. Put
    C. Grab
    D. FTP net

48. To access a newsgroup, a(n) _____ program is needed.

    A. browser

    B. applet

    C. newsreader

    D. chat

49. A collection of messages on a particular topic on a message board is called a(n) _____.

    A. thread

    B. hyperlink

    C. mailing list

    D. newsgroup

50. A program that adds a specific feature to a browser, allowing it to play or view certain files, is a _____.

    A. script

    B. plug-in

    C. tag

    D. cookie

51. Small Java programs that can be quickly downloaded and run by most browsers are called _____.

    A. cookies

    B. applets

    C. plug-ins

    D. hypertext

52. The rapid sequencing of still images to create the appearance of motion is called a(n) _____.

    A. animation

    B. stream

    C. script

    D. applet

53. The technology (software) that automatically downloads website information to your computer is called _____.

    A. pull technology

    B. download

    C. push technology

    D. upload

54. The technology in which customized text, audio, and video are sent automatically to the user on a regular basis is called _____.

    A. webcasting

    B. broadcasting

    C. pulling

    D. attaching

55. Web logs made by various users that are accessible to others are called _____.

    A. real-time chat

    B. blogs

    C. telnet

    D. applets

56. RSS newsreaders are also known as _____.

    A. attachments

    B. aggregators

    C. podcasters

    D. webcasts

57. _____ is the electronic sale or exchange of goods and services directly between companies, cutting out traditional intermediaries.

    A. B2C

    B. C2C

    C. B2B

    D. Online finance

58. The move toward a more social, collaborative, interactive, and responsive web is called _____.

    A. Web 3.0

    B. aggregating

    C. Web 2.0

    D. webcasting

59. In terms of privacy, email is like _____.

    A. a sealed letter

    B. an insured package

    C. a postcard

    D. a notarized document

60. An uninvited email solicitation to buy something is an example of _____.

    A. flaming

    B. spam

    C. pharming

    D. instant messaging

61. Forging of an email sender name so that the message appears to have originated from someone or somewhere other than the actual source is called _____.

    A. spoofing

    B. phishing

    C. pharming

    D. spyware

62. Adware is also called _____.

    A. cookies

    B. spam

    C. pop-up generator

    D. aggregator

63. One type of spyware is _____.

    A. browser hijackers

    B. search hijackers

    C. key loggers

    D. All of these

True / False Questions

64. Bandwidth is an expression of how much data can be sent through a communications channel in a given amount of time.

    True   False

65. The wired or wireless means of connecting to the Internet is called a physical connection.

    True   False

66. Bps stands for bandwidth per second.

    True   False

67. One kilobit per second is the same as 1 million bits per second.

    True   False

68. Kilobits per second are faster than megabits per second.

    True   False

69. Mps stands for megabits per second.

    True   False

70. The term "gigabit" refers to 1 billion bits per second.

    True   False

71. "Uploading" refers to the transmission of data from a remote computer to a local computer.

    True   False

72. The transmission of the latest pinball game off a subscriber network to a home computer is an example of an upload.

    True   False

73. The transmission of credit information to order something online is an example of an upload.

    True   False

74. Digital subscriber line (DSL) uses satellite technology to transmit data in megabits per second.

    True   False

75. The primary advantages of DSL are that it is always on and its transmission rate is consistent.

    True   False

76. DSL data transmission is faster than a T1 line.

    True   False

77. A T1 line is essentially a traditional trunk line that carries 24 normal telephone circuits and has a transmission rate of 1.5-6 Mbps.

    True   False

78. The primary advantage of a T1 line is its affordability.

    True   False

79. A cable modem connects a personal computer to a DSL line.

    True   False

80. A cable modem is an example of a physical connection to the Internet.

    True   False

81. Cable modem lines are shared with other cable users in a particular area and can be slower during peak use periods.

    True   False

82. You can have a cable modem Internet connection even if there is no cable television available in your area.

    True   False

83. A DSL line can be installed anywhere as long as the user has a telephone line.

    True   False

84. A communications satellite, a space station that transmits radio waves called microwaves from earth-based stations, can be used to retrieve information from the Internet.

    True   False

85. ISP stands for Internet solution provider.

    True   False

86. Wi-Fi refers to a group of 802.11 standards established by the IEEE (Institute of Electrical and Electronic Engineers).

    True   False

87. An Internet service provider (ISP) provides users with access to the Internet.

    True   False

88. 4G wireless is wireless transmission built specifically for Internet traffic.

    True   False

89. ISPs provide each user with a point of presence as a local access point to the Internet.

    True   False

90. Internet Exchange Points connect an ISP with the Internet backbone.

    True   False

91. The protocol that enables all computers to use data transmitted on the Internet is called Hypertext Transfer Protocol.

    True   False

92. Every computer connected to the Internet has the same IP address.

    True   False

93. Static IP addresses are used for most websites.

    True   False

94. ICANN runs the Internet.

    True   False

95. A browser is a document on the World Wide Web that can include text, pictures, sound, and video.

    True   False

96. The URL is the website's unique address.

    True   False

97. A website is the location of a web domain name in a computer (server) somewhere on the Internet.

    True   False

98. A URL is a string of characters that points to a specific piece of information on the web.

   True   False

99. HyperText Transfer Protocol, or HTTP, refers to the communications rules that allow browsers to connect with web servers.

   True   False

100. A domain is simply a location on the Internet.

   True   False

101. HTML is the set of special instructions that are used to specify document structure, formatting, and links to other documents.

   True   False

102. The first page seen at a website is called the Start page.

   True   False

103. Radio buttons are little circles located in front of various options on a web page; selecting an option with the mouse places a dot in the corresponding circle and allows the user to interact with the web page.

   True   False

104. Scroll arrows, small up/down and left/right arrows, can be used to move the screen to see the rest of the web page.

   True   False

105. A frame is a type of gateway website that functions as an "anchor" site, a major starting point for users to connect to the web.

    True   False

106. A portal is software that enables users to view web pages and to jump from one page to another.

    True   False

107. Search engines are websites that group together in one convenient location popular features such as search tools, email, electronic commerce, and discussion groups.

    True   False

108. A subject directory allows you to search for information by selecting lists of categories or topics.

    True   False

109. Email can be sent via a particular email program, such as Microsoft Outlook, or via a browser and a website, such as through Hotmail and Gmail.

    True   False

110. Some commonly used top-level domains are .net, .com, .gov, and .edu.

    True   False

111. Sending yourself an email with a file attached is an easy way to back up that file.

    True   False

112. Instant messaging can be used to post advertisements on websites.

    True   False

113. Guides to appropriate online behavior are called net rules.

    True   False

114. Use of all-capital letters on the Internet is considered appropriate online behavior.

    True   False

115. "Flaming" refers to unsolicited email in the form of advertising or chain letters.

    True   False

116. A newsgroup is an email discussion group on a special-interest topic in which all subscribers receive emails messages sent to the group's email address.

    True   False

117. FTP is used to transmit only small files.

    True   False

118. Internet telephony is the method of using the Internet to make a phone call, either one-to-one or for audio conferencing.

    True   False

119. Skype is a VoIP service.

    True   False

120. Applets are small programs that can be quickly downloaded and run by most browsers to support multimedia.

    True   False

121.Applets are written in Java, a programming language that enables programmers to create animated and interactive web pages.

True   False

122.Streaming video is the rapid sequencing of still images to create the appearance of motion, such as in a cartoon.

True   False

123.Pull technology automatically downloads information to your computer.

True   False

124.Webcasting sends customized text, video, and audio to your computer automatically on a regular basis or live on demand.

True   False

125.RSS newsreaders and RSS aggregators are the same thing.

True   False

126.Streaming audio allows you to listen to a file while the data is still being downloaded to your computer.

True   False

127.Podcasting uses streaming to deliver Internet media to a computer or a device.

True   False

128.Social-networking sites are a part of Web 2.0

True   False

129."Web 2.0" refers to a more social, collaborative, interactive, and responsive web.

True   False

130.Flickr and YouTube are social-networking websites.

True   False

131.Emails and texts are generally private and safe from snooping.

True   False

132.Spam consists of little text files left on your hard disk by some websites you visit.

True   False

133.Spamming is writing an online message that uses derogatory, obscene, or inappropriate language.

True   False

134.In pharming, thieves implant malicious software on a victim's computer that redirects the user to an impostor web page even when the individual types the correct address into his or her browser.

True   False

135.Cookies are viruses transmitted by email.

True   False

136.Browser hijackers can record each character you type and transmit that information to someone else on the Internet, making it possible for strangers to learn your passwords and other information.

True   False

Fill in the Blank Questions

137. The type of data transmission that allows only one signal at a time is called _____ transmission.

_____

138. When several signals can be transmitted at once, it is called _____ transmission.

_____

139. The wired or wireless means of connecting to the Internet is called a(n) _____ connection.

_____

140. Data is transmitted in characters or collections of _____.

_____

141. The speed of a modem that is 56,000 bps can be expressed as _____ Kbps.

_____

142. One Gbps is approximately 1 _____ bits per second.

_____

143. Downloading is the transmission of data from a(n) _____ computer to one's own computer.

_____

144. A device that sends and receives data over telephone lines to and from computers is called a(n) _____.

_____

145. POTS stands for _____.

_____

146. Transmitting data from a local PC to a website being constructed by a user can be called a(n) _____.

_____

147. A modem that uses telephone lines to transmit data at 56 Kbps is a(n) _____ connection.

_____

148. The device that connects a personal computer to a cable-TV system that offers an Internet connection is called a(n) _____.

_____

149. A space station that transmits radio waves from earth-based stations is called a _____.

_____

150. The radio waves transmitted from a communications satellite are called _____.

_____

151. Communications satellites transmit data to you at a rate of 1-5 _____.

_____

152. 3G and 4G wireless technology does not need Wi-Fi access points because it uses the existing _____ system.

_____

153. A WISP is a(n) _____.

_____

154. The Internet service provider's (ISP's) local access point for users in a particular area is its

_____.

_____

155. ISPs that don't run their own backbones connect to an Internet backbone through a(n) _____.

_____

156. The Internet's high-speed, high-capacity communication lines are its _____.

_____

157. When two modems connect to each other at a single ISP location, the process is called

_____.

_____

158. A set of rules that computers must follow to transmit data electronically is called a(n) _____.

_____

159. The protocol that enables all computers to use data transmitted on the Internet is called

_____.

_____

160. To send data over the Internet, TCP/IP breaks data into smaller blocks called _____.

_____

161. Every computer on the Internet has a(n) _____ address.

_____

162. An IP address consists of four sets of numbers between _____ and _____ separated by decimals.

_____

163. Each time a general web user connects to an ISP, the ISP assigns the computer a new IP address for that session; the new address is called a(n) _____ address.

_____

164. The group established to regulate Internet domain names is _____.

_____

165. The _____ is the organizational home for groups responsible for Internet infrastructure standards.

_____

166. Various parts of the web can be accessed using software called a(n) _____.

_____

167. A location on a particular computer on the web that has a unique address is a _____.

_____

168. A website's unique address is a(n) _____.

_____

169. A string of characters that points to a specific piece of information anywhere on the web is called a(n) _____.

_____

170. A server location on the Internet is called a _____.

_____

171. The domain abbreviation for a military organization website is _____.

_____

172. The domain abbreviation for an educational or research institution website is _____.

_____

173. A network website would typically have the _____ domain abbreviation.

_____

174. A .gov domain abbreviation indicates that the website is a _____ site.

_____

175. A .com domain abbreviation indicates that the website is a _____ site.

_____

176. Documents scattered across many Internet sites are directly linked with _____.

_____

177. Sets of instructions that are used in HTML to specify document structure and formatting are called _____.

_____

178. The welcome page that identifies the website and contains links to other pages at the site is called a _____.

_____

179. A browser's _____ keeps track of the locations of the web pages you have visited and allows you to quickly return to them.

_____

180. On a web page, little circles located in front of various options are called _____; options can be selected with mouse clicks.

_____

181. An independently controllable section of a web page is called a _____.

_____

182. A(n) _____ is a "gateway" website—a major starting point—for users when they connect to the web.

_____

183. The subject word of the topic one wishes to search for on the web is called a _____.

_____

184. _____ are programs that enable you to ask questions or use keywords to help locate information on the web.

_____

185. The program used to search for a web topic with the help of a keyword provided by the user is called a _____.

_____

186. A _____ search engine such as Yippy! allows you to search several search engines simultaneously.

_____

187. A _____ is a program that can be downloaded for free and used to make a website that can be corrected or added to by anyone.

_____

188. Incoming mail is usually stored on an ISP's server, called a _____.

_____

189. Outgoing mail is sent to a _____ server.

_____

190. In an email address, the first section, called the _____, identifies who is at the address.

_____

191. The user name and the domain name in an email address are linked by the _____ character.

_____

192. On a display screen, a rectangular area containing a document or an activity is called a _____.

_____

193. You can _____ files (documents, photos, etc.) that aren't very large to emails and send them to friends.

    _____

194. A _____ is a web-based discussion group that does not require a newsreader; it can be accessed via a browser.

    _____

195. A program included with most browsers that allows access to newsgroups is called a _____.

    _____

196. FTP files can be downloaded using either a web browser or a special _____ client program such as Fetch.

    _____

197. Using the net to make phone calls, either one to one or for audio conferencing (such as via Skype), is called _____.

    _____

198. A _____ is a program that adds a specific feature or function to a browser, allowing it to play or view certain files.

    _____

199. Small Java programs that can be quickly downloaded and run by most browsers to enhance the interactivity of web pages are called _____.

    _____

200. Applets are written in a programming language called _____.

_____

201. The rapid sequencing of still images to create the appearance of motion is called _____.

_____

202. The process of transferring data in a continuous flow such that the file can be viewed before the end of the file is sent is called _____.

_____

203. The technology that causes software to automatically download information to a computer is called _____ technology.

_____

204. "Blog" is short for _____.

_____

205. Delivering music, radio, or video from the Internet to a computer or other device is called _____.

_____

206. Conducting business activities online is called _____.

_____

207. The electronic sales or exchange of goods and services directly between companies, cutting out intermediaries, is called _____ commerce.

_____

208. When shoppers browse for products in stores only to buy them from an online rival, this is called
_____.

_____

209. Facebook and MySpace are _____ websites.

_____

210. Youtube and Flickr are _____ websites.

_____

211. "Semantic markup" and "personal browser" are terms that apply to the concept of Web
_____.

_____

212. _____ is the forgery of an email name so that the message appears to have originated from someone or somewhere other than the legitimate source.

_____

213. The sending of bogus text messages in order to obtain someone's personal information (ID theft) is called _____.

_____

214. In _____, web visitors are redirected by malicious software to imposter web pages.

_____

215. Little text files left on the hard disk by some websites visited by the user are called _____; these small files help companies keep track of users' data.

_____

216._____ is a kind of spyware that tracks web surfing and online buying so that marketers can send users targeted and solicited pop-up and other ads.

_____

217.Search _____ intercept your legitimate search requests made to real search engines and return results from phony search services designed to send you to sites they run.

_____

218._____ can record each character you type and transmit the information to someone else on the Internet, making it possible for strangers to learn your passwords and other information.

_____

219.Computer viruses are a form of _____.

_____

Essay Questions

220.What are the three things needed to gain access to the Internet?

221.What is the difference between baseband transmission and broadband transmission?

222.What is the difference between download and upload?

223.State the advantages and disadvantages of using a digital subscriber line (DSL) service.

224. What is a T1 line?

225. List four means of Internet connection.

226. What is an Internet service provider (ISP)?

227.What is Transmission Control Protocol/Internet Protocol (TCP/IP)?

228.What is an IP (Internet Protocol) address?

229.What is the Internet Corporation for Assigned Names and Numbers (ICANN)?

230. List and explain the parts of a URL.

231. Web pages are created with hypertext markup language (HTML). Explain what HTML is and how it relates to TCP/IP.

232. What's the difference between a keyword index type of search engine and a subject directory type of search engine?

233. Explain some ways to evaluate and source information found on the web.

234. Explain what webmail is; what are two advantages and two disadvantages of webmail? Name the four major webmail services.

235. List some rules of email netiquette.

236.Explain what a thread is and where it is used.

237.Define "Web 2.0."

238.What are some negative aspects of social networking?

239. Distinguish spoofing, phishing, and pharming.

240. Explain three types of spyware.

241. List five ways to avoid/fight viruses.

Chapter 02 The Internet and the World Wide Web: Exploring Cyberspace Answer Key

Multiple Choice Questions

1. The basis for the Internet began in 1969 because of work by the _____.
(p. 50)

    A. U.S. Department of Education

    B. U.N. Educational, Scientific, and Cultural Organization

    <u>C.</u> U.S. Department of Defense

    D. Federal Communications Commission

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 3 Hard
Learning Outcome: Unit 2A
Topic: The Internet and the Web

2. Which of these do you NOT need to connect to the Internet?
(p. 52)

    A. access device

    <u>B.</u> secondary storage

    C. means of connection

    D. Internet service provider

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: 2 Medium
Learning Outcome: Unit 2A
Topic: The Internet and the Web

3. An expression for how much data can be sent through a communications channel in a given
(p. 52) amount of time is referred to as _____.

    A. connectivity

    B. dial-up

    C. bandwidth

    D. download

4. Generally, a very high-speed Internet connection is referred to as _____.
(p. 52)

    A. broadband

    B. dial-up

    C. bandwidth

    D. upload

5. The wired or wireless means of connecting a computer to the Internet is called a _____.
(p. 52)

    A. broadband

    B. physical connection

    C. dial-up

    D. bandwidth

6. Bps stands for _____.
(p. 52)

    A. bytes per second

    B. bits per second

    C. bandwidth per second

    D. broadband per second

7. Megabits per second are _____.
(p. 53)

    A. 1 million bits per second

    B. 10,000 bits per second

    C. 1,000 bits per second

    D. 100 bits per second

8. Gigabits per second are _____.
(p. 53)

    A. 1 hundred bits per second

    B. 1 thousand bits per second

    C. 1 million bits per second

    D. 1 billion bits per second

9. The transmission of data from a remote computer to a local computer is referred to as
(p. 53) _____.

    A. uploading

    B. downloading

    C. broadband

    D. bandwidth

Uploading is the reverse.

10. Which of the following is NOT an example of a download?
(p. 53)

    A. Putting pictures from the Internet on your hard drive

    B. Storing a map for your vacation from the Internet on your smartphone

    C. Saving a paper you just wrote to a CD

    D. Saving a program from an Internet site to your hard drive

Saving = storing.

11.   Which of the following is NOT an example of an upload?
(p. 53)

       A. Putting your new video on YouTube

       B. Saving your favorite music videos from a music website to your hard drive

       C. Posting photos on your smartphone to a photo-sharing website

       D. Submitting a term paper to an instructor online

Saving music videos from a website is downloading, not uploading.

12.   The device that sends and receives computer data over regular phone lines is (a) _____.
(p. 53)

       A. T1 line

       B. modem

       C. POTS

       D. communications satellite

13. Which of the following is NOT an advantage of DSL?
(p. 54)

    A. fast download

    B. connection always on

    C. consistent transmission rate

    <u>D.</u> universal availability

DSL is not universally available.

14. Which traditional trunk line carries 24 normal telephone circuits and has a transmission rate of
(p. 54) 1.5-6 Mbps?

    <u>A.</u> T1 line

    B. cable modem

    C. DSL line

    D. communications satellite

Generally, T1 lines are leased by corporate, government, and academic sites.

15. What connects a personal computer to a cable-TV system that offers an Internet connection?
(p. 54)

    A. T1 line

    B. cable modem

    C. DSL line

    D. communications satellite

16. The method of going online that requires the user to be no more than about 4.5 miles from a
(p. 54) phone company central switching office is _____.

    A. dial-up modem

    B. DSL

    C. T1 line

    D. satellite

17. The line most commonly used by corporate, government, and academic sites is _____.
(p. 54-55)

    A. DSL

    B. T1 line

    C. satellite

    D. ISDN

18. Which of the following is NOT an advantage of a T1 line?
(p. 54-55)

    <u>A.</u> affordability

    B. high-speed transmission

    C. 24 separate circuits

    D. supports many users

T1 lines have very expensive installation and monthly costs.

19. A space station that transmits radio waves called microwaves from earth-based stations is
(p. 57) called a _____.

    A. T1 line

    B. cable modem

    C. DSL line

    <u>D.</u> communications satellite

20.   ISP stands for _____.

(p. 58)

      A. Internet select provider

      B. Internet service provider

      C. Internet serial provider

      D. Internet service platform

21.   A point of public access to a Wi-Fi network is called a _____.

(p. 58)

      A. cable connection

      B. Internet Exchange Point

      C. hotspot

      D. POP

22.   In a client-server network, a(n) _____ is a central computer that supplies data or services

(p. 59) requested of it.

      A. ISP

      B. server

      C. browser

      D. website

23. A _____ is a collection of modems and other equipment in a local area that acts as an
(p. 60) ISP's gateway to the Internet.

    A. web page

    B. website

    C. IXP

    <u>D.</u> point of presence

24. When you connect to your ISP's POP, the ISP and the equipment at the POP go through a
(p. 60) process called _____, establishing the speed of the Internet connection, and then proceed
to _____.

    A. authentication; handshaking

    B. authentication; transmission

    <u>C.</u> handshaking; authentication

    D. handshaking; transmission

25. When you are connecting to the Internet, during the process of authentication you must
(p. 60) provide a(n) _____ and a password.

    A. username
    B. POP
    C. ISP
    D. protocol

26. The set of communications rules for exchanging information electronically on the Internet is
(p. 60) called the _____.

    A. web browser
    B. HTML
    C. URL
    D. protocol

27. A(n) _____ uniquely identifies each computer and device connected to the Internet.
(p. 61)

    A. web page
    B. IP address
    C. POP
    D. URL

28. Software that enables users to find and access the various parts of the web is called a
(p. 63) _____.

    A. home page

    B. website

    C. browser

    D. web page

29. A specific web address for specific information is called a(n) _____.
(p. 64)

    A. home page

    B. web page

    C. URL (Uniform Resource Locater)

    D. hyperlink

A URL consists of (1) the web *protocol*, (2) the *domain name* or web server name, (3) the *directory* (or folder) on that server, and (4) the *file* within that directory (perhaps with an extension such as *html* or *htm*).

30. A computer with a domain name is called a _____.

    A. web page

    B. website

    C. URL

    D. web portal

The website is the location of a web domain name of a computer (server) somewhere on the Internet.

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: 3 Hard
Learning Outcome: 02-03 The World Wide Web
Topic: The World Wide Web

31. The .gov, .com, .net, and .edu extensions are examples of _____.

    A. protocols

    B. directory names

    C. domains

    D. URLs

The top-level domain is a three-letter extension that describes the domain type.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 2 Medium
Learning Outcome: 02-03 The World Wide Web
Topic: The World Wide Web

32. The set of special instructions used to specify document structure, formatting, and links to
(p. 66) other multimedia documents is called _____.

    <u>A.</u> HTML
    B. hypertext
    C. multimedia
    D. HTTP

HTML stands for HyperText Markup Language.

33. HTML connections to other documents or web pages that contain related information are
(p. 66) called _____ links.

    A. HTTP
    B. multimedia
    C. URL
    <u>D.</u> hypertext

Hypertext links are connections to other documents or web pages that contain related
information; a word or phrase in one document becomes a connection to a document in a
different place.

34.   The first page seen at a website is called the _____.
(p. 67)

    A. URL

    B. home page

    C. browser

    D. protocol

The home page acts as the welcome page of the website; it identifies the website and contains links to other pages at the site.

35.   Little circles located in front of various website screen options, which can be selected with the
(p. 69)   mouse, are called _____.

    A. hyperlinks

    B. radio buttons

    C. text boxes

    D. web portals

Selecting an option with the mouse places a dot in the corresponding circle (radio button).

36.   An independently controllable section of a web page is called a _____.

(p. 69)

  A. hyperlink
  B. radio button
  C. frame
  D. window

A web page designer can divide a page into separate frames, each with different features and options.

37.   Websites that group together in one convenient location popular features such as online

(p. 70) shopping malls, email support, community forums, and current news and weather are called

       _____.

  A. home pages
  B. browsers
  C. search engines
  D. web portals

Portals can be customized or personalized to fit your interests.

38. The subject word (or words) of the topic you wish to find while using a search engine is called
(p. 71) the _____.

    A. directory
    B. URL
    <u>C.</u> keyword
    D. web portal

The results of your keyword search will be displayed in a summary of documents containing the keyword(s) you typed.

39. Which of these can be used to locate information on the web by asking questions or using
(p. 71) keywords?

    <u>A.</u> search engines
    B. home pages
    C. hyperlinks
    D. URLs

When you use a keyword to search for a topic, you are using a piece of software known as a search engine.

40. Which of these provides lists of several websites classified by topic?
(p. 72)

     A. web portal

     B. subject directory

     C. metasearch engine

     D. browser

A subject directory is maintained by human editors, not electronic "spiders."

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 2 Medium
Learning Outcome: 02-03 The World Wide Web
Topic: The World Wide Web

41. A search engine that allows you to search several search engines simultaneously is called a
(p. 72) _____.

     A. megasearch engine

     B. hypersearch engine

     C. metasearch engine

     D. subject directory

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 2 Medium
Learning Outcome: 02-03 The World Wide Web
Topic: The World Wide Web

42. In the email address Joe_Black@earthlink.net.us, "earthlink" is the _____.
(p. 78)

    A. URL

    B. domain name

    C. domain type

    D. username

43. If you were emailing a term paper and wanted to maintain its formatting, you would send it as
(p. 81) a(n) _____.

    A. URL

    B. instant message

    C. protocol

    D. attachment

44. Any user on a given email system can send a message via (a) _____ and have it pop up
(p. 81) right away on the screen of anyone else logged onto that system.

    A. attachments

    B. instant messaging

    C. FTP

    D. mailing list

Difficulty: 1 Easy
Learning Outcome: 02-04 Email, Instant Messaging, and Other Ways of Communicating Over the Net
Topic: Email, Instant Messaging, and Other Ways of Communicating Over the Net

45. Which of the following is NOT an example of good netiquette?
(p. 81)

    A. Consult the frequently asked questions (FAQs).

    B. Don't SHOUT.

    C. Don't send large file attachments, unless requested.

    D. When replying, send the entire original message for reference.

When replying, quote only the relevant section to save the recipient the effort of wading through lots of text to find the reference.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 2 Medium
Learning Outcome: 02-04 Email, Instant Messaging, and Other Ways of Communicating Over the Net
Topic: Email, Instant Messaging, and Other Ways of Communicating Over the Net

46. A method whereby one can connect to a remote computer with a different operating system
(p. 83) and transfer large files to his or her own microcomputer's hard disk over the Internet is called
_____.

    A. URL

    B. FTP

    C. POP

    D. HTML

FTP = file transfer protocol

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 2 Medium
Learning Outcome: 02-04 Email, Instant Messaging, and Other Ways of Communicating Over the Net
Topic: Email, Instant Messaging, and Other Ways of Communicating Over the Net

47. Which of the following is an FTP client program?

A. Cute

B. Put

C. Grab

D. FTP net

FTP client programs are special software that enables the download and upload of FTP files.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 2 Medium
Learning Outcome: 02-04 Email, Instant Messaging, and Other Ways of Communicating Over the Net
Topic: Email, Instant Messaging, and Other Ways of Communicating Over the Net

48. To access a newsgroup, a(n) _____ program is needed.

A. browser

B. applet

C. newsreader

D. chat

A newsgroup is like a giant electronic bulletin board.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-04 Email, Instant Messaging, and Other Ways of Communicating Over the Net
Topic: Email, Instant Messaging, and Other Ways of Communicating Over the Net

49. A collection of messages on a particular topic on a message board is called a(n) _____.
(p. 83)

    A. thread

    B. hyperlink

    C. mailing list

    D. newsgroup

50. A program that adds a specific feature to a browser, allowing it to play or view certain files, is a
(p. 86)   _____.

    A. script

    B. plug-in

    C. tag

    D. cookie

Plug-ins support online multimedia.

51. Small Java programs that can be quickly downloaded and run by most browsers are called
(p. 86) _____.

    A. cookies

    B. applets

    C. plug-ins

    D. hypertext

Java applets enhance web pages by, for example, playing music, displaying graphics and animation, and providing interactive games.

52. The rapid sequencing of still images to create the appearance of motion is called a(n)
(p. 87) _____.

    A. animation

    B. stream

    C. script

    D. applet

53. The technology (software) that automatically downloads website information to your computer
(p. 88) is called _____.

    A. pull technology
    B. download
    C. push technology
    D. upload

One can choose the categories or the channels of websites that will automatically send you updated information.

54. The technology in which customized text, audio, and video are sent automatically to the user
(p. 88) on a regular basis is called _____.

    A. webcasting
    B. broadcasting
    C. pulling
    D. attaching

Webcasting is an example of push technology.

55. Web logs made by various users that are accessible to others are called _____.
(p. 88)

    A. real-time chat

    B. blogs

    C. telnet

    D. applets

56. RSS newsreaders are also known as _____.
(p. 88)

    A. attachments

    B. aggregators

    C. podcasters

    D. webcasts

RSS newsreaders, or RSS aggregators, are programs that scour the web, sometimes hourly or more frequently, and pull together in one place web "feeds" from several websites.

57.   _____ is the electronic sale or exchange of goods and services directly between
(p. 91)   companies, cutting out traditional intermediaries.

    A. B2C
    B. C2C
    C. B2B
    D. Online finance

58.   The move toward a more social, collaborative, interactive, and responsive web is called
(p. 92)   _____.

    A. Web 3.0
    B. aggregating
    C. Web 2.0
    D. webcasting

59. In terms of privacy, email is like _____.
(p. 96)

    A. a sealed letter

    B. an insured package

    C. a postcard

    D. a notarized document

Anyone can pick up and read a postcard, and chances are any number of people can read an email.

60. An uninvited email solicitation to buy something is an example of _____.
(p. 97)

    A. flaming

    B. spam

    C. pharming

    D. instant messaging

Spam is unsolicited junk email.

61. Forging of an email sender name so that the message appears to have originated from
(p. 97) someone or somewhere other than the actual source is called _____.

   A. spoofing
   B. phishing
   C. pharming
   D. spyware

   Spoofing is one of the main tactics used by spammers (and virus writers) to induce or trick
   recipients into opening and perhaps responding to their solicitations.

62. Adware is also called _____.
(p. 99)

   A. cookies
   B. spam
   C. pop-up generator
   D. aggregator

   Adware, or pop-up generators, is a kind of spyware that tracks web searching or online buying
   so that marketers can send you targeted and unsolicited pop-up and other ads.

63.   One type of spyware is _____.
(p. 99)

    A. browser hijackers

    B. search hijackers

    C. key loggers

    D. All of these

True / False Questions

64.   Bandwidth is an expression of how much data can be sent through a communications channel
(p. 52) in a given amount of time.

    <u>TRUE</u>

65.   The wired or wireless means of connecting to the Internet is called a physical connection.
(p. 52)

    <u>TRUE</u>

66. Bps stands for bandwidth per second.
(p. 52)

    <u>FALSE</u>

    bits per second

67. One kilobit per second is the same as 1 million bits per second.
(p. 52)

    <u>FALSE</u>

    1 thousand bits per second

68. Kilobits per second are faster than megabits per second.
(p. 52-
53)

    <u>FALSE</u>

    megabits are faster

69.   Mps stands for megabits per second.
(p. 53)

       <u>FALSE</u>

       Mbps

70.   The term "gigabit" refers to 1 billion bits per second.
(p. 53)

       <u>TRUE</u>

71.   "Uploading" refers to the transmission of data from a remote computer to a local computer.
(p. 53)

       <u>FALSE</u>

       upload = from the local computer to a remote computer

72. The transmission of the latest pinball game off a subscriber network to a home computer is an
(p. 53) example of an upload.

FALSE

download

73. The transmission of credit information to order something online is an example of an upload.
(p. 53)

TRUE

74. Digital subscriber line (DSL) uses satellite technology to transmit data in megabits per
(p. 54) second.

FALSE

DSL uses phone lines

75. The primary advantages of DSL are that it is always on and its transmission rate is consistent.
(p. 54)

TRUE

76. DSL data transmission is faster than a T1 line.
(p. 54)

FALSE

77. A T1 line is essentially a traditional trunk line that carries 24 normal telephone circuits and has
(p. 54-55) a transmission rate of 1.5-6 Mbps.

TRUE

78. The primary advantage of a T1 line is its affordability.
(p. 54-55)

FALSE

Speed is the primary advantage.

79. A cable modem connects a personal computer to a DSL line.
(p. 56)

FALSE

It connects the computers to a cable TV system that provides an Internet connection.

80. A cable modem is an example of a physical connection to the Internet.
(p. 56)

TRUE

81. Cable modem lines are shared with other cable users in a particular area and can be slower
(p. 57) during peak use periods.

TRUE

82. You can have a cable modem Internet connection even if there is no cable television available
(p. 57) in your area.

   FALSE

   The hardware [cable modem] is useless without the cable service.

83. A DSL line can be installed anywhere as long as the user has a telephone line.
(p. 58)
   FALSE

   The user must be no more than about 3 miles from a phone company central switching office.

84. A communications satellite, a space station that transmits radio waves called microwaves from
(p. 57) earth-based stations, can be used to retrieve information from the Internet.

   TRUE

85. ISP stands for Internet solution provider.
(p. 58)

   FALSE

   Internet service provider

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-01 Connecting to the Internet: Narrowband, Broadband, and Access Providers
Topic: Connecting to the Internet: Narrowband, Broadband, and Access Providers

86. Wi-Fi refers to a group of 802.11 standards established by the IEEE (Institute of Electrical and
(p. 58) Electronic Engineers).

   TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 2 Medium
Learning Outcome: 02-01 Connecting to the Internet: Narrowband, Broadband, and Access Providers
Topic: Connecting to the Internet: Narrowband, Broadband, and Access Providers

87. An Internet service provider (ISP) provides users with access to the Internet.
(p. 58)

   TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-01 Connecting to the Internet: Narrowband, Broadband, and Access Providers
Topic: Connecting to the Internet: Narrowband, Broadband, and Access Providers

88. 4G wireless is wireless transmission built specifically for Internet traffic.
(p. 58)

   TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 2 Medium
Learning Outcome: 02-01 Connecting to the Internet: Narrowband, Broadband, and Access Providers

89. ISPs provide each user with a point of presence as a local access point to the Internet.
(p. 60)

    <u>**TRUE**</u>

90. Internet Exchange Points connect an ISP with the Internet backbone.
(p. 60)

    <u>**TRUE**</u>

91. The protocol that enables all computers to use data transmitted on the Internet is called
(p. 60) Hypertext Transfer Protocol.

    <u>**FALSE**</u>

Transmission Control Protocol/Internet Protocol (TCP/IP)

92. Every computer connected to the Internet has the same IP address.
(p. 61)

>   ## FALSE

>   IP addresses uniquely identify each computer on the Internet.

93. Static IP addresses are used for most websites.
(p. 61)

>   ## FALSE

>   dynamic IP addresses

94. ICANN runs the Internet.
(p. 62)

>   ## FALSE

>   No one runs the Internet. ICANN regulates domain names in Internet addresses (URLs).

95. A browser is a document on the World Wide Web that can include text, pictures, sound, and
(p. 63) video.

FALSE

A browser is software that enables you to find and access the various parts of the web.

96. The URL is the website's unique address.
(p. 64)

TRUE

97. A website is the location of a web domain name in a computer (server) somewhere on the
(p. 64) Internet.

TRUE

98. A URL is a string of characters that points to a specific piece of information on the web.
(p. 64)

TRUE

99.   HyperText Transfer Protocol, or HTTP, refers to the communications rules that allow browsers
(p. 64) to connect with web servers.

TRUE

100.   A domain is simply a location on the Internet.
(p. 66)

TRUE

101.   HTML is the set of special instructions that are used to specify document structure, formatting,
(p. 65) and links to other documents.

TRUE

Hypertext markup language

102. The first page seen at a website is called the Start page.
(p. 67)

FALSE

Home page

103. Radio buttons are little circles located in front of various options on a web page; selecting an
(p. 69) option with the mouse places a dot in the corresponding circle and allows the user to interact
with the web page.

TRUE

104. Scroll arrows, small up/down and left/right arrows, can be used to move the screen to see the
(p. 69) rest of the web page.

TRUE

105. A frame is a type of gateway website that functions as an "anchor" site, a major starting point
(p. 69) for users to connect to the web.

FALSE

A frame is an independently controllable section of a web page.

106. A portal is software that enables users to view web pages and to jump from one page to
(p. 69) another.

FALSE

A portal is a type of gateway website that functions as an "anchor site" and offers a broad
array of resources and services, online shopping malls, email support, community forums,
current news and weather, stock quotes, travel information, and links to other popular subject
categories.

107. Search engines are websites that group together in one convenient location popular features
(p. 71) such as search tools, email, electronic commerce, and discussion groups.

FALSE

Search engines are programs that enable you to ask questions or use keywords to help locate
information on the web.

108. A subject directory allows you to search for information by selecting lists of categories or
(p. 72) topics.

 TRUE

109. Email can be sent via a particular email program, such as Microsoft Outlook, or via a browser
(p. 78) and a website, such as through Hotmail and Gmail.

 TRUE

110. Some commonly used top-level domains are .net, .com, .gov, and .edu.
(p. 79)
 TRUE

111. Sending yourself an email with a file attached is an easy way to back up that file.
(p. 81)
 TRUE

112. Instant messaging can be used to post advertisements on websites.
(p. 81)

FALSE

With instant messaging (IM), any user on a given email system can send a message and have it pop up instantly on the screen of anyone else logged onto that system.

113. Guides to appropriate online behavior are called net rules.
(p. 81)

FALSE

Netiquette

114. Use of all-capital letters on the Internet is considered appropriate online behavior.
(p. 81)

FALSE

All caps are considered to mean impolite shouting ("flaming").

115. "Flaming" refers to unsolicited email in the form of advertising or chain letters.
(p. 81)

    <u>FALSE</u>

    Flaming refers to impolite email behavior.

116. A newsgroup is an email discussion group on a special-interest topic in which all subscribers
(p. 83) receive emails messages sent to the group's email address.

    <u>FALSE</u>

    This is a mailing list.

117. FTP is used to transmit only small files.
(p. 83)

    <u>FALSE</u>

    Ftp is used for any files, especially large files.

118. Internet telephony is the method of using the Internet to make a phone call, either one-to-one
(p. 84) or for audio conferencing.

TRUE

119. Skype is a VoIP service.
(p. 84)

TRUE

Voice over Internet Protocol

120. Applets are small programs that can be quickly downloaded and run by most browsers to
(p. 86) support multimedia.

TRUE

121.   Applets are written in Java, a programming language that enables programmers to create
(p. 86) animated and interactive web pages.

TRUE

122.   Streaming video is the rapid sequencing of still images to create the appearance of motion,
(p. 87) such as in a cartoon.

FALSE

This is animation. Streaming video is the process of transferring data in a continuous flow so
that you can begin viewing a file even before the end of the file is sent.

123.   Pull technology automatically downloads information to your computer.
(p. 88)

FALSE

With pull technology, you go to a website and pull down the information you want—in other
words, the web page isn't delivered until a browser requests, or pulls, it.

124.   Webcasting sends customized text, video, and audio to your computer automatically on a
(p. 88) regular basis or live on demand.

TRUE

125.   RSS newsreaders and RSS aggregators are the same thing.
(p. 88)

TRUE

They both scour the web and pull together "feeds" from several websites to deliver to users'
computers/devices.

126.   Streaming audio allows you to listen to a file while the data is still being downloaded to your
(p. 88) computer.

TRUE

127. Podcasting uses streaming to deliver Internet media to a computer or a device.
(p. 90)

    <u>FALSE</u>

    The media files must be downloaded and saved before they can be viewed.

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: 3 Hard
Learning Outcome: 02-05 The Online Gold Mine: Telephony, Multimedia, Webcasting, Blogs, E-Commerce, and Social Networking
Topic: The Online Gold Mine: Telephony, Multimedia, Webcasting, Blogs, E-Commerce, and Social Networking

128. Social-networking sites are a part of Web 2.0
(p. 92)

    <u>TRUE</u>

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: 3 Hard
Learning Outcome: 02-05 The Online Gold Mine: Telephony, Multimedia, Webcasting, Blogs, E-Commerce, and Social Networking
Topic: The Online Gold Mine: Telephony, Multimedia, Webcasting, Blogs, E-Commerce, and Social Networking

129. "Web 2.0" refers to a more social, collaborative, interactive, and responsive web.
(p. 92)

    <u>TRUE</u>

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-05 The Online Gold Mine: Telephony, Multimedia, Webcasting, Blogs, E-Commerce, and Social Networking
Topic: The Online Gold Mine: Telephony, Multimedia, Webcasting, Blogs, E-Commerce, and Social Networking

130. Flickr and YouTube are social-networking websites.

(p. 93)

    <u>FALSE</u>

    They are media-sharing websites.

131. Emails and texts are generally private and safe from snooping.

(p. 96)

    <u>FALSE</u>

    They can be read by almost anyone.

132. Spam consists of little text files left on your hard disk by some websites you visit.

(p. 97)

    <u>FALSE</u>

    These are cookies. Spam is junk email (unwanted).

133. Spamming is writing an online message that uses derogatory, obscene, or inappropriate
(p. 97) language.

FALSE

This is flaming; spam refers to unsolicited email, or junk mail, in the form of advertising or chain letters.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-06 The Intrusive Internet: Snooping, Spamming, Spoofing, Phishing, Pharming, Cookies, Spyware, and Malware
Topic: The Intrusive Internet: Snooping, Spamming, Spoofing, Phishing, Pharming, Cookies, Spyware, and Malware

134. In pharming, thieves implant malicious software on a victim's computer that redirects the user
(p. 97- to an impostor web page even when the individual types the correct address into his or her
98) browser.

TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 2 Medium
Learning Outcome: 02-06 The Intrusive Internet: Snooping, Spamming, Spoofing, Phishing, Pharming, Cookies, Spyware, and Malware
Topic: The Intrusive Internet: Snooping, Spamming, Spoofing, Phishing, Pharming, Cookies, Spyware, and Malware

135. Cookies are viruses transmitted by email.
(p. 98)

FALSE

Cookies are more like trackers: little text files—such as your username, password, and preferences—left on your hard disk by websites you visit. The websites retrieve the data when you visit again.

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: 2 Medium

136. Browser hijackers can record each character you type and transmit that information to
(p. 99) someone else on the Internet, making it possible for strangers to learn your passwords and
other information.

FALSE

This definition refers to keyloggers.

Fill in the Blank Questions

137. The type of data transmission that allows only one signal at a time is called _____
(p. 52) transmission.

baseband

138. When several signals can be transmitted at once, it is called _____ transmission.
(p. 52)

broadband

139. The wired or wireless means of connecting to the Internet is called a(n) _____ connection.
(p. 52)

   physical

140. Data is transmitted in characters or collections of _____.
(p. 52)

   bits

141. The speed of a modem that is 56,000 bps can be expressed as _____ Kbps.
(p. 52)

   56

142. One Gbps is approximately 1 _____ bits per second.
(p. 53)

   billion

143. Downloading is the transmission of data from a(n) _____ computer to one's own computer.
(p. 53)

remote

144. A device that sends and receives data over telephone lines to and from computers is called
(p. 53) a(n) _____.

modem

145. POTS stands for _____.
(p. 53)

plain old telephone system

146. Transmitting data from a local PC to a website being constructed by a user can be called a(n)
(p. 53) _____.

upload

147. A modem that uses telephone lines to transmit data at 56 Kbps is a(n) _____ connection.
(p. 53)

dial-up or dial up

148. The device that connects a personal computer to a cable-TV system that offers an Internet
(p. 56) connection is called a(n) _____.

cable modem

149. A space station that transmits radio waves from earth-based stations is called a _____.
(p. 57)

communications satellite or satellite

150. The radio waves transmitted from a communications satellite are called _____.
(p. 79)

microwaves or microwave

151. Communications satellites transmit data to you at a rate of 1-5 _____.
(p. 57)

Mbps or megabits per second

152. 3G and 4G wireless technology does not need Wi-Fi access points because it uses the
(p. 58) existing _____ system.

cellphone or cell phone

153. A WISP is a(n) _____.
(p. 58)

wireless Internet service provider

154. The Internet service provider's (ISP's) local access point for users in a particular area is its
(p. 60) _____.

POP or point of presence

155. ISPs that don't run their own backbones connect to an Internet backbone through a(n)
(p. 60) _____.

IXP or Internet Exchange Point

Blooms: Remember
Difficulty: 2 Medium
Learning Outcome: 02-02 How Does the Internet Work?
Topic: How Does the Internet Work?

156. The Internet's high-speed, high-capacity communication lines are its _____.
(p. 60)

backbone

Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-02 How Does the Internet Work?
Topic: How Does the Internet Work?

157. When two modems connect to each other at a single ISP location, the process is called
(p. 60) _____.

handshaking

Blooms: Remember
Difficulty: 2 Medium
Learning Outcome: 02-02 How Does the Internet Work?
Topic: How Does the Internet Work?

158. A set of rules that computers must follow to transmit data electronically is called a(n)
(p. 60) _____.

protocol

Blooms: Remember
Difficulty: 2 Medium
Learning Outcome: 02-02 How Does the Internet Work?
Topic: How Does the Internet Work?

159.   The protocol that enables all computers to use data transmitted on the Internet is called
(p. 60)   _____.

TCP/IP or Transmission Control Protocol/Internet Protocol or TCPIP

Blooms: Remember
Difficulty: 2 Medium
Learning Outcome: 02-01 Connecting to the Internet: Narrowband, Broadband, and Access Providers
Topic: Connecting to the Internet: Narrowband, Broadband, and Access Providers

160.   To send data over the Internet, TCP/IP breaks data into smaller blocks called _____.
(p. 60)

packets or packet

Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-02 How Does the Internet Work?
Topic: How Does the Internet Work?

161.   Every computer on the Internet has a(n) _____ address.
(p. 61)

IP or Internet Protocol

Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-02 How Does the Internet Work?
Topic: How Does the Internet Work?

162.   An IP address consists of four sets of numbers between _____ and _____ separated
(p. 61)   by decimals.

0 or 255

Blooms: Remember
Difficulty: 3 Hard
Learning Outcome: 02-02 How Does the Internet Work?
Topic: How Does the Internet Work?

163. Each time a general web user connects to an ISP, the ISP assigns the computer a new IP
(p. 61) address for that session; the new address is called a(n) _____ address.

<u>dynamic IP</u>

164. The group established to regulate Internet domain names is _____.
(p. 62)

<u>ICANN or Internet Corporation for Assigned Names and Numbers</u>

165. The _____ is the organizational home for groups responsible for Internet infrastructure
(p. 62) standards.

<u>ISOC or Internet Society</u>

166. Various parts of the web can be accessed using software called a(n) _____.
(p. 63)

<u>browser or web browser</u>

167. A location on a particular computer on the web that has a unique address is a _____.
(p. 63)

website or web site

168. A website's unique address is a(n) _____.
(p. 64)

URL or Uniform Resource Locator

169. A string of characters that points to a specific piece of information anywhere on the web is
(p. 64) called a(n) _____.

URL or Uniform Resource Locator

170. A server location on the Internet is called a _____.
(p. 64)

domain or domain name

171. The domain abbreviation for a military organization website is _____.
(p. 64)

    <u>.mil or mil</u>

172. The domain abbreviation for an educational or research institution website is _____.
(p. 64)

    <u>.edu or edu</u>

173. A network website would typically have the _____ domain abbreviation.
(p. 64)

    <u>.net or net</u>

174. A .gov domain abbreviation indicates that the website is a _____ site.
(p. 64)

    <u>government</u>

175. A .com domain abbreviation indicates that the website is a _____ site.
(p. 64)

    <u>commercial</u>

176. Documents scattered across many Internet sites are directly linked with _____.
(p. 66)

hyperlinks or links

177. Sets of instructions that are used in HTML to specify document structure and formatting are
(p. 66) called _____.

tags or markups

178. The welcome page that identifies the website and contains links to other pages at the site is
(p. 67) called a _____.

home page

179. A browser's _____ keeps track of the locations of the web pages you have visited and
(p. 67) allows you to quickly return to them.

history list or history

180. On a web page, little circles located in front of various options are called _____; options can
(p. 70) be selected with mouse clicks.

radio buttons or radio button

181. An independently controllable section of a web page is called a _____.
(p. 69)

frame

182. A(n) _____ is a "gateway" website—a major starting point—for users when they connect to
(p. 70) the web.

portal or web portal

183. The subject word of the topic one wishes to search for on the web is called a _____.
(p. 70)

keyword

184. _____ are programs that enable you to ask questions or use keywords to help locate
(p. 71) information on the web.

Search engines or search engine

185. The program used to search for a web topic with the help of a keyword provided by the user is
(p. 71) called a _____.

search engine or search engines

186. A _____ search engine such as Yippy! allows you to search several search engines
(p. 72) simultaneously.

metasearch

187. A _____ is a program that can be downloaded for free and used to make a website that
(p. 73) can be corrected or added to by anyone.

wiki

188. Incoming mail is usually stored on an ISP's server, called a _____.
(p. 77)

mail server

189. Outgoing mail is sent to a _____ server.
(p. 77)

SMTP or Simple Mail Transfer Protocol

190. In an email address, the first section, called the _____, identifies who is at the address.
(p. 79)

username or user name

191. The user name and the domain name in an email address are linked by the _____
(p. 79) character.

@ or at

192. On a display screen, a rectangular area containing a document or an activity is called a
(p. 81) _____.

window

193. You can _____ files (documents, photos, etc.) that aren't very large to emails and send
(p. 81) them to friends.

attach

194. A _____ is a web-based discussion group that does not require a newsreader; it
(p. 83) can be accessed via a browser.

message board

195. A program included with most browsers that allows access to newsgroups is called a
(p. 83) _____.

newsreader or news reader

196. FTP files can be downloaded using either a web browser or a special _____ client
(p. 83) program such as Fetch.

FTP

197. Using the net to make phone calls, either one to one or for audio conferencing (such as via
(p. 84) Skype), is called _____.

Internet telephony or VoIP

198. A _____ is a program that adds a specific feature or function to a browser, allowing it to
(p. 86) play or view certain files.

plug-in or plug in or plugin

199. Small Java programs that can be quickly downloaded and run by most browsers to enhance
(p. 86) the interactivity of web pages are called _____.

applets or applet

200. Applets are written in a programming language called _____.
(p. 86)

<u>Java</u>

201. The rapid sequencing of still images to create the appearance of motion is called _____.
(p. 87)

<u>animation</u>

202. The process of transferring data in a continuous flow such that the file can be viewed before
(p. 87) the end of the file is sent is called _____.

<u>streaming</u>

203. The technology that causes software to automatically download information to a computer is
(p. 88) called _____ technology.

<u>push</u>

204. "Blog" is short for _____.
(p. 88)

web log

205. Delivering music, radio, or video from the Internet to a computer or other device is called
(p. 90) _____.

podcasting or podcasts or podcast

206. Conducting business activities online is called _____.
(p. 90)

electronic commerce or e-commerce or ecommerce

207. The electronic sales or exchange of goods and services directly between companies, cutting
(p. 90) out intermediaries, is called _____ commerce.

B2B or business-to-business

208. When shoppers browse for products in stores only to buy them from an online rival, this is
(p. 90) called _____.

showrooming

209. Facebook and MySpace are _____ websites.
(p. 92)

social-networking or social networking or social network

210. Youtube and Flickr are _____ websites.
(p. 93)

media-sharing or media sharing

211. "Semantic markup" and "personal browser" are terms that apply to the concept of Web
(p. 93) _____.

3.0 or 3

212.   _____ is the forgery of an email name so that the message appears to have originated
(p. 97)   from someone or somewhere other than the legitimate source.

Spoofing

213.   The sending of bogus text messages in order to obtain someone's personal information (ID
(p. 97)   theft) is called _____.

smishing or SMS phishing

214.   In _____, web visitors are redirected by malicious software to imposter web pages.
(p. 97)

pharming

215.   Little text files left on the hard disk by some websites visited by the user are called _____;
(p. 98)   these small files help companies keep track of users' data.

cookies

216. _____ is a kind of spyware that tracks web surfing and online buying so that marketers
(p. 99) can send users targeted and solicited pop-up and other ads.

Adware or pop-up generator

217. Search _____ intercept your legitimate search requests made to real search engines and
(p. 99) return results from phony search services designed to send you to sites they run.

hijackers

218. _____ can record each character you type and transmit the information to
(p. 99) someone else on the Internet, making it possible for strangers to learn your passwords and
other information.

Key loggers or Key logger

219.   Computer viruses are a form of _____.
(p. 100)

malware

Essay Questions

220.   What are the three things needed to gain access to the Internet?
(p. 52)

To access the Internet, the user needs three things:

a. An access device, such as a personal computer with a modem;

b. A physical connection, such as a telephone line;

c. An Internet access provider (ISP).

221. What is the difference between baseband transmission and broadband transmission?
(p. 52)

Bandwidth, or channel capacity, is an expression of how much data—text, voice, video, and so on—can be sent through a communications channel in a given amount of time. Baseband transmission allows only one signal at a time; broadband transmission allows several signals to be transmitted at once. Broadband connections include various kinds of high-speed wired connections, such as coaxial and fiber-optic cable.

Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-01 Connecting to the Internet: Narrowband, Broadband, and Access Providers
Topic: Connecting to the Internet: Narrowband, Broadband, and Access Providers

222. What is the difference between download and upload?
(p. 53)

Download is the transmission of data from a remote computer to a local computer/device, as from a website to a PC or a smartphone. Upload is the transmission of data from a local computer/device to a remote computer, as from a local PC to YouTube.

Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-01 Connecting to the Internet: Narrowband, Broadband, and Access Providers
Topic: Connecting to the Internet: Narrowband, Broadband, and Access Providers

223. State the advantages and disadvantages of using a digital subscriber line (DSL) service.
(p. 54)

An advantage of using DSL is that it is always on and, unlike cable, its transmission rate is relatively consistent. Also, one can talk on the phone and send data at the same time. The disadvantage is that one has to live no farther than about 4.5 miles from a phone company central switching office, because the access speed and reliability degrade with distance.

Blooms: Understand

224. What is a T1 line?
(p. 54-
55)

A T1 line is an expensive trunk line that carries 24 normal telephone circuits and has a transmission rate of 1.5-6 Mbps. They are generally leased by corporate, government, and academic sites.

225. List four means of Internet connection.
(p. 52-
58)

Some of the principal means of Internet connection:

a. telephone (dialup) modem

b. high-speed phone lines-DSL and T1/T3/T4

c. cable modem/cable TV service

d. wireless-satellite, Wi-Fi, 3G/4G

226. What is an Internet service provider (ISP)?

In addition to having an access device and a means of connection, to get on the Internet, you need to go through an Internet access provider, or an Internet service provider (ISP)—a local, regional, or national organization that provides access to the Internet for a fee. The ISP may own the facilities that it uses to deliver services, or it may lease the facilities of another provider. Examples of national providers are Comcast, CenturyLink, Charter, Cox Cable, AT&T, Frontier, and Verizon; there are many others. There are also still some free ISPs.

Blooms: Understand
Difficulty: 1 Easy
Learning Outcome: 02-01 Connecting to the Internet: Narrowband, Broadband, and Access Providers
Topic: Connecting to the Internet: Narrowband, Broadband, and Access Providers

227. What is Transmission Control Protocol/Internet Protocol (TCP/IP)?

The protocol—set of rules—that enables all computers to use data transmitted on the Internet is Transmission Control Protocol/Internet Protocol, or TCP/IP, which was developed in 1978 by ARPA (U.S. Department of Defense, Advanced Research Projects Agency). TCP/IP is used for all Internet transactions, from sending email to downloading pictures, audio, video, etc.
Among other things, TCP/IP determines how the sending device indicates that it has finished sending a message and how the receiving device indicates that it has received the message. TCP/IP breaks the data in a message into separate packets, fixed-length blocks of data for transmission. This allows a message to be split up and its parts sent by separate routes yet still all wind up in the same place. IP is used to send the packets across the Internet to their final destination, and TCP is used to reassemble the packets in the correct order. The packets do not have to follow the same network routes to reach their destination because all the packets have the same IP address.

Blooms: Understand
Difficulty: 3 Hard
Learning Outcome: 02-02 How Does the Internet Work?
Topic: How Does the Internet Work?

228. What is an IP (Internet Protocol) address?

(p. 61)

An IP address uniquely identifies every computer and device connected to the Internet. An IP address consists of four sets of numbers between 0 and 255 separated by decimals (called a dotted quad)—for example, 1.160.10.240. An IP address is similar to a street address, but street addresses rarely change, whereas IP addresses often do. Each time you connect to your Internet access provider, it assigns your computer a new IP address, called a dynamic IP address, for your online session. When you request data from the Internet, it is transmitted to your computer's IP address. When you disconnect, your provider frees up the IP address you were using and reassigns it to another user.

Whereas a dynamic IP address changes each time you connect to the Internet, a static IP address is the same every time you connect. Established organizational websites have their own static IP addresses, which they pay for. If your computer is constantly connected to the Internet through a local network at work or school, most likely you have a static IP address.

229. What is the Internet Corporation for Assigned Names and Numbers (ICANN)?

(p. 62)

The Internet Corporation for Assigned Names and Numbers (ICANN) is a global, private-sector, nonprofit corporation that was established to regulate human-friendly Internet domain names—those addresses ending with .com, .org, .net, and so on, that overlie IP addresses and identify the website type.

ICANN doesn't control content or deal with access to the Internet.

230. List and explain the parts of a URL.

(p. 64-65)

The URL (Uniform Resource Locator) is a string of characters that points to a specific piece of information anywhere on the web; the URL is the website's unique address.

A URL consists of (1) the web protocol, (2) the domain name or web server name, (3) the directory name (or folder) on that server, and (4) the file within that directory (perhaps with an extension, such as html or htm).

231. Web pages are created with hypertext markup language (HTML). Explain what HTML is and how it relates to TCP/IP.

(p. 65-66)

The basic communications protocol that makes the Internet work TCP/IP (Transmission Control Protocol/Internet Protocol). The communications protocol used to access that part of the Internet called the World Wide Web is Hypertext Transfer Protocol (HTTP). A hypertext document uses hypertext markup language (HTML), which uses hypertext links, to connect with other documents. The foundations of the World Wide Web, then, are HTML and its hypertext links.

Hypertext markup language (HTML) is the set of special instructions (called "tags" or "markups") that are used to specify document structure, formatting, and links to other multimedia documents on the web. Extensible hypertext markup language (XHTML) is the new and current version of HTML, a stricter version required by the fact that web content now needs to be delivered to smartphones and other devices that have fewer resources than traditional computers have.

Hypertext links—also called hyperlinks, hotlinks, or just links—are HTML connections to other documents or web pages that contain related information. Hyperlinks usually appear as underlined or colored words.

232. What's the difference between a keyword index type of search engine and a subject directory
(p. 71- type of search engine?
72)

A keyword index allows you to search for information by typing one or more keywords, and the search engine then displays a list of web pages, or "hits," that contain those key words. A subject directory allows you to search for information by selecting lists of categories or topics, such as "Business and Commerce" or "Art and Humanities."

233. Explain some ways to evaluate and source information found on the web.
(p. 75)

See the Practical Action box on page 75 for this discussion; answers should include most of the main points discussed here.

234. Explain what webmail is; what are two advantages and two disadvantages of webmail? Name
(p. 78) the four major webmail services.

With web-based email, or webmail, you send and receive messages by interacting via a browser with a website.

The advantages of web-based email are that you can easily send and receive messages while traveling anywhere in the world, and the cost of the service itself is usually free. Also, you can use any personal computer and browser to keep up with your email.

The disadvantages are that, because you aren't paying for the service, webmail providers support it with advertising, which means you'll have to deal with lots of ads. Purveyors of junk mail (spam) also tend to heavily target webmail services, so users are bombarded with unwanted sales pitches. Finally, hackers commonly steal webmail users' address books and then send scam emails to all the people/organizations in the address lists.

The big four webmail carriers are Yahoo!Mail, Microsoft Outlook.com, Gmail (Google), and AIM Mail (AOL.com).

Blooms: Understand
Difficulty: 3 Hard
Learning Outcome: 02-04 Email, Instant Messaging, and Other Ways of Communicating Over the Net
Topic: Email, Instant Messaging, and Other Ways of Communicating Over the Net

235. List some rules of email netiquette.

a. Don't waste people's time.

b. Don't say anything online that you would not say to a person's face.

c. Include a helpful subject lime.

d. Be clear and avoid overuse of shorthand expressions and emoticons.

e. Use correct grammar and spelling.

f. Avoid flaming.

g. Avoid use of all-capital letters (shouting) unless they are required for emphasis.

h. Avoid sloppiness.

i. Don't send huge file attachments, unless requested.

Blooms: Understand
Difficulty: 2 Medium
Learning Outcome: 02-04 Email, Instant Messaging, and Other Ways of Communicating Over the Net
Topic: Email, Instant Messaging, and Other Ways of Communicating Over the Net

236. Explain what a thread is and where it is used.

A message board is a web-based discussion group that does not require a newsreader. These special-interest discussions may be accessed through a web browser (not email) from Yahoo! Groups and Google Groups. Some groups are open to the public; others are members only. Users post a message—which is called an article—to the bulletin board, which other users can read and write replies to. A collection of messages on a particular subject is called a thread or a threaded discussion.

Blooms: Understand
Difficulty: 2 Medium
Learning Outcome: 02-04 Email, Instant Messaging, and Other Ways of Communicating Over the Net
Topic: Email, Instant Messaging, and Other Ways of Communicating Over the Net

237. Define "Web 2.0."

(p. 92)

Web 2.0 can be defined as the move toward a more social, collaborative, interactive, and responsive web. As websites have become easier to use, they allow users to better harness the collective power of people, which has led to a "social web" or "social media," involving not only blogs and wikis (for sharing information) but also social networks and media sharing. The common theme of all these is human interaction.

Blooms: Understand
Difficulty: 3 Hard
Learning Outcome: 02-05 The Online Gold Mine: Telephony, Multimedia, Webcasting, Blogs, E-Commerce, and Social Networking
Topic: The Online Gold Mine: Telephony, Multimedia, Webcasting, Blogs, E-Commerce, and Social Networking

238. What are some negative aspects of social networking?

(p. 94)

• Social communication skills are diminished: Too much online interaction can hurt real-life relationships. Uploading photos, forwarding inane quizzes, posting dumb jokes, or tweeting unimportant information about our whereabouts are no substitute for face-to-face or phone communication. Body language and voice inflection can express nuances that typing cannot.
• Your supposedly private data is used to sell you stuff: Even people who set their Facebook profiles to the strictest privacy settings aren't necessarily protected from having their personal information leaked all over the web or used in ads.
• Your online data may exist forever and can be used against you: Your supposedly "deleted" photos and messages may remain online for years. This gives potential employers the opportunity to turn up inappropriate photos you posted and criminals the chance to use them in fraudulent schemes, such as fake adoption scams.
• Social networks may be used to attack others: Social-networking sites can become platforms for anonymous bullying and other types of attacks. Anonymity can allow Internet bloggers and site users to inflict pain and shame on others.
• Employers don't often ask for this information right now, but be aware that, when you are looking for a job, what's on your Facebook page may hurt your chances.

Blooms: Understand

239. Distinguish spoofing, phishing, and pharming.
(p. 97-98)

Spoofing is the forgery of an email sender name so that the message appears to have originated from someone or somewhere other than the actual source. Phishing is (1) the sending of a forged email that (2) directs recipients to a replica of an existing web page, both of which pretend to belong to a legitimate company. The purpose of the fraudulent sender is to "phish" for, or entice people to share, their personal, financial, or password data. In pharming, thieves implant malicious software on a victim's computer that redirects the user to an impostor web page even when the individual types the correct address into his or her browser.

240.   Explain three types of spyware.
(p. 98-
99)

1. Adware, or pop-up generator, tracks web surfing or online buying so that marketers can send you targeted and unsolicited pop-up and other ads. This is the most common, and benign, type of spyware. Adware can be developed by legitimate companies such as Verizon and Panasonic but also by all kinds of fly-by-night purveyors of pornography and gambling operating from computer servers in Russia, Spain, and the Virgin Islands.

2. Browser hijackers change settings in your browser without your knowledge, often changing your browser's home page and replacing it with another web page, and search hijackers intercept your legitimate search requests made to real search engines and return results from phony search services designed to send you to sites they run.

3. Key loggers, or keystroke loggers, can record each character you type and transmit that information to someone else on the Internet, making it possible for strangers to learn your passwords and other information. For instance, some may secretly record the keystrokes you use to log into online bank accounts and then send the information off to who knows where.

Blooms: Understand
Difficulty: 3 Hard
Learning Outcome: 02-06 The Intrusive Internet: Snooping, Spamming, Spoofing, Phishing, Pharming, Cookies, Spyware, and Malware
Topic: The Intrusive Internet: Snooping, Spamming, Spoofing, Phishing, Pharming, Cookies, Spyware, and Malware

241.   List five ways to avoid/fight viruses.
(p. 100-101)

• Download virus protection software and follow instructions for installing it on your machine. (Don't use antivirus software from companies you know nothing about.) Scan your entire system with antivirus software the first time it's installed; then scan it regularly after that. Also scan any new CDs and drives before using them.

• Don't open, download, or execute any files, email messages, or email attachments if the source is unknown or if the subject line of an email is questionable or unexpected.

• Delete all spam and email messages from strangers. Don't open, forward, or reply to such messages.

• Use webmail sparingly, since viruses can hide in the HTML coding of the email. Even the simple act of previewing the message in your email program can activate the virus and infect your computer.

• Don't start your computer with a flash drive, USB thumb drive, or CD/DVD in place.

• Back up your data files regularly, and keep at least one backup device in a location separate from your computer or use an online (cloud) backup service.

• If you discover you have a virus, ask your antivirus software provider to scan your computer online; then follow its directions for cleaning or deleting the virus.

Blooms: Understand
Difficulty: 2 Medium
Learning Outcome: 02-06 The Intrusive Internet: Snooping, Spamming, Spoofing, Phishing, Pharming, Cookies, Spyware, and Malware
Topic: The Intrusive Internet: Snooping, Spamming, Spoofing, Phishing, Pharming, Cookies, Spyware, and Malware