

PrepKing

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PrepKing-220-602

Exam A

QUESTION 1

When accessing data, _____ has the fastest throughput.

- A. a flash drive
- B. RAM
- C. a hard disk drive
- D. a CD-ROM

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

You need to implement fault tolerance for the disk subsystem on a Certkiller .com computer. Which of the following could you implement? (Choose TWO.)

- A. RAID 0
- B. RAID 1
- C. RAID 2
- D. RAID 3
- E. RAID 5

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

Which of the following determines the master or slave in a system that supports two IDE devices?

- A. A twist in the cable.
- B. The device that was installed first.
- C. The jumper settings.
- D. The BIOS.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: You implement the master/slave setting by jumpering a set of pins.

Incorrect Answers:

A: Determines the drive letter for Floppy drives.

B: When you install a second drive, you have to configure it so that the controller on one drive is active and the other drives use the controller on this drive for their instructions.

D: The BIOS come into play only after configuring the devices as master/slave.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 170, 174, 175, and 176.

QUESTION 4

Which of the following is the number of IDE devices that your system supports if it

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is employing ATA-2 technology or higher?

- A. 1
- B. 4
- C. 2
- D. 3

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: Most computer systems currently use ATA-2 technologies or above, which means that they can support four IDE drives.

Incorrect Answers:

A, C, D: ATA-2 and higher technology is capable of supporting four IDE devices and not 1, 2 or 3.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 174.

QUESTION 5

A Certkiller .com technician has just installed a second new IDE hard drive in a computer system. However, the system does not recognize the new hard drive. Which of the following is the FIRST thing the technician should check?



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- A. The BIOS.
- B. The cabling.
- C. The jumper settings.
- D. The drive.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: Jumper settings are the first thing to check when a new drive isn't being recognized. Make sure you've opened up access to the new drive by changing the first drive's jumper switches.

Incorrect Answers:

A: The BIOS settings check is not the first place to check in the event of a new drive not being recognized.

B: When experiencing this Bill of problem, checking the cabling is normally the second area to check after checking the jumper settings.

D: This is a new drive that is check so it will not make sense to check the drive first, but rather check the jumper settings first.

Reference:

James G. Jones and Craig Landes, A+ Exam Cram 2 (2nd Edition), QUE Publishing, Indianapolis, 2003, p. 803.

QUESTION 6

Which of the following gives the proper sequence for installing master and slave

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IDE drives?

- A. Mount the drive in the carrier, connect the cable to the drive, install the drive in the computer, and configure the drive
- B. Mount the drives in the carrier, connect the 40-pin cable to the drives, set the drive at the end of the cable to master, set the drive in the middle of the cable to slave, install the drives in the computer, and configure the drives.
- C. Mount the drive in the carrier, connect the master drive after the twist in the cable, connect the slave drive before the twist in the cable, install the drives in the computer, and configure the drives.
- D. None of the above.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: The basic steps for installing IDE Drives are: Mount the drive in the carrier, connect the cable to the drives, set the drive at the end of the cable to master, set the drive in the middle of the cable to slave, install the drives in the computer, and configure the drives.

Incorrect Answers:

A: The sequence is plausible except that it does not make provision for the installation of master and slave drives.

C: The sequence is not correct since you need to first mount the drives in the carrier, then connect the cable to the drives and not as suggested by this option.

D: This is irrelevant. You got to have a basic sequence to install drives.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 173 & 174.

QUESTION 7

You are the Certkiller .com trainee technician currently installing 6 IDE devices in a computer. Which of the following is the minimum amount of IDE channels needed to accomplish this objective?

- A. 1
- B. 6
- C. 4
- D. 3

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: Each IDE channel can support two IDE devices. Thus if you are installing 6 IDE devices you need 3 IDE channels.

Incorrect Answers:

A: 1 IDE channel is inadequate if you want to install 6 IDE devices.

B: 6 Channels would be too many since each channel is able to support two IDE devices. C:

4 Channels would be too many since each IDE channel can support two IDE devices.

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Reference:

James G. Jones and Craig Landes, A+ Exam Cram 2 (2nd Edition), QUE Publishing, Indianapolis, 2003, p. 321.

QUESTION 8

Which of the following components on the motherboard usually house the IDE connectors?

- A. PCI bus.
- B. North Bridge.
- C. ISA bus.
- D. South Bridge.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: The South Bridge is generally used for slower devices such as USB ports, IDE drives, and ISA slots.

Incorrect Answers:

A: The PCI bus is a sort of bridge between the processor and ISA bus.

B: The North Bridge is generally used for high-speed interface cards, such as video accelerators, Synchronous RAM (SRAM), and memory.

C: The ISA bus does not house the IDE connectors.

Reference:

James G. Jones and Craig Landes, A+ Exam Cram 2 (2nd Edition), QUE Publishing, Indianapolis, 2003, p. 80.

QUESTION 9

What is the minimum number of hard drives required for RAID level 0?

- A. 1
- B. 2
- C. 3
- D. 4

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: RAID Level 0 (RAID 0) is not a fault-tolerance configuration. It is a striping process in which 64KB block data are in striped sets across two or more hard disks.

Incorrect Answers:

A: A minimum of two hard drives are required for RAID-0. C, D: RAID 0 configuration can include 3 or 4 hard drives but it requires a minimum of two hard disks.

Reference:

James G. Jones and Craig Landes, A+ Exam Cram 2 (2nd Edition), QUE Publishing, Indianapolis, 2003, p. 731.

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QUESTION 10

Of the following options, which one is the only RAID level that uses disk mirroring?

- A. RAID-0
- B. RAID-5
- C. RAID-3
- D. RAID-1

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: RAID 1 is the most common form of RAID at the moment and is often used in disk mirroring and disk duplexing.

Incorrect Answers:

A: RAID Level 0 (RAID 0) is the no-fault-tolerance process of using 64KB block storage areas in a striped set.

B: RAID-5 is a fault-tolerant volume with data and parity striped intermittently across three or more physical disks.

C: RAID 3 is disk striping with parity, with data being moved at the bit level rather than the block level.

Reference:

James G. Jones and Craig Landes, A+ Exam Cram 2 (2nd Edition), QUE Publishing, Indianapolis, 2003, pp. 731 and 732.

QUESTION 11

Which of the following is the SCSI ID number generally recommended for the CD-ROM?

- A. ID 0.
- B. ID 5.
- C. ID 2.
- D. ID 3.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: Every other device can be set to any number as long as it's not in use. It is a recommended practice in IT community to set the SCSI ID number for CD-ROM drives to 3.

Incorrect Answers:

A: Setting the bootable (or first) hard disk to ID 0 is the accepted IT community recommendation.

B: ID 3 would be the better choice to assign to the CD-ROM drive. C:

ID 2 is usually set aside for the Floppy drive.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, p. 183.

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QUESTION 12

What is the maximum data transfer rate that USB 2.0 offers?

- A. 512 Mbps
- B. 480 Mbps
- C. 100 Mbps
- D. 128 Mbps

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

A Certkiller .com computer has two physical hard drives that are assigned the drive letters C and D. The C drive is configured with NTFS and the D drive is configured with FAT32. Which of the following statements would be TRUE for this computer? (Choose TWO.)

- A. The cluster size on the C drive is smaller and storage is more efficient.
- B. The C is larger as storage is more efficient on a NTFS drive.
- C. Files on the D drive cannot be secured.
- D. Larger logical drives can be made on the D drive.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

A Certkiller .com computer has a 240 GB hard drives that has 125 GB of data. This data needs to be backed up regularly. Which of the following would be the best media to use?

- A. CD-RW.
- B. Dual-layer DVD-R.
- C. An external hard drive.
- D. A digital linear tape (DLT).

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

When installing an IDE CD-ROM drive on a computer with a single IDE hard drive on the primary chain already configured as master, which of the following would be the best configuration for the CD-ROM drive?

- A. Master on the secondary IDE controller.
- B. Slave on the primary IDE controller.
- C. Master on the primary IDE controller.
- D. Slave on the secondary IDE controller.

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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

The maximum number of IDE devices which can be installed in an ATX computer is _____.

- A. 1
- B. 2
- C. 3
- D. 4

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: ATX computer systems have a primary and a secondary IDE channel. Each channel can support a master and a slave drive. This gives us four drives. Newer ATX systems that support Serial ATA (SATA) only have a single parallel ATA (PATA) IDE channel but will have two or more SATA connectors.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 174.

QUESTION 17

What is the minimum number of hard disk drives required to implement a RAID 5 configuration?

- A. 2.
- B. 3.
- C. 4.
- D. 5.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: RAID-5 uses striping with parity and requires at least three disk drives.

Reference:

James G. Jones and Craig Landes, A+ Exam Cram 2 (2nd Edition), QUE Publishing, Indianapolis, 2003, p. 731.

QUESTION 18

A Certkiller .com has a computer that has become sluggish after months of use. What should the Certkiller .com technician do to improve performance?

- A. Add more RAM.
- B. Upgrade the CPU.
- C. Defragment the hard drive.
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- D. All of the above.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: Due to read a write processes on a hard drive, fragmentation of data occurs after time. This causes slower read/writes and can be resolved by regularly defragmenting the hard drive.

Incorrect Answers

A, B, D: Upgrading the RAM or CPU would increase system performance but a fragmented hard disk is best optimized by defragmentation.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex Inc, Alameda, CA, 2001, pp. 74-86, 114-116, 172-177.

QUESTION 19

A Certkiller .com customer has a Pentium III computer with a PCI graphics card and a CRT monitor. She wants to improve her display performance. What should she do?

- A. Replace the monitor with an LCD screen.
- B. Replace the graphics card with an AGP graphics card.
- C. Add more Video RAM.
- D. Run the computer in VGA mode.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: The PCI bus is limited to data transfers of 127MBps while the AGP is limited to 508.6MBps. Thus the AGP graphics card will provide better performance.

Incorrect Answers:

A: LCD screens have slower response times than CRT screens. C:

Video RAM is usually not upgradeable.

D: The highest resolution of VGA mode is 800x600.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex Inc, Alameda, CA, 2001, pp. 94, 121, 198-217.

QUESTION 20

If throughput speed is important, then the data should be stored on:

- A. floppy disk drive
- B. RAM
- C. hard disk drive
- D. CD-ROM

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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Explanation: RAM has the absolutely fastest access and throughput speed as there is very few things that can slow down the data between RAM and the CPU.

QUESTION 21

You are working as a technician at Certkiller .com. You have been asked to troubleshoot a computer that takes a long time to boot. You suspect that there is insufficient RAM memory in the computer. Which of the following will help you to determine the type of memory appropriate for the computer? (Choose TWO).

- A. Check Device Manager.
- B. Ask the user what type of RAM is needed.
- C. Open the computer to inspect physical RAM.
- D. Check System Information.
- E. View the manufacturer's website.

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

You are working as a technician at Certkiller .com. You are asked to implement RAID 5 on the new DNS server. What is the minimum number of disk drives needed to implement a RAID 5 configuration?

- A. 3.
- B. 1.
- C. 5.
- D. 2.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

RAID 0:striped set (minimum 2 disks) without parity. RAID 1:mirrored set (minimum 2 disks) without parity.

RAID 3and RAID 4: striped set (minimum 3 disks) with dedicated parity. RAID 5:striped set (minimum 3 disks) with distributed parity. RAID 6:striped set (minimum 4 disks) with dual distributed parity.

QUESTION 23

You are working as a technician at Certkiller .com. A user wants to know which of the following that has the fastest throughput when accessing data. What will you answer him?

- A. CD-ROM
 - B. hard disk drive
 - C. floppy disk drive
 - D. RAM
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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Random access memory (usually known by its acronym, RAM) is a type of data storage used in computers.

The word "random" refers to the fact that any piece of data can be returned in a constant time, regardless of its physical location and whether or not it is related to the previous piece of data. This contrasts with storage mechanisms such as tapes, magnetic discs and optical discs, which rely on the physical movement of the recording medium or a reading head. In these devices, the movement takes longer than the data transfer, and the retrieval time varies depending on the physical location of the next item.

QUESTION 24

You are working as a technician at Certkiller .com. A user has requested that an additional hard drive is installed in his workstation. The workstation is a typical ATX desktop computer. How many IDE devices can be installed in his workstation?

- A. 8
- B. 1
- C. 3
- D. 4

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: The normal ATX motherboard has 2 IDE connectors and each cable can be connected to 2 IDE devices, totaling 4 IDE devices per motherboard.

QUESTION 25

You are working as a technician at Certkiller .com. You have been asked to install an IDE CD-ROM drive in a workstation. The workstation is currently equipped with an IDE hard drive on the primary chain configured as master. There are no other drives installed in the workstation. Which of the following would be the recommended installation setting for the CD-ROM drive?

- A. secondary controller, master
- B. secondary controller, slave
- C. primary controller, cable select
- D. primary controller, slave

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: The workstation can use both controllers at the same time but it can't use both the master and slave on one controller at the same time. As there is no master at the secondary controller this would be the recommended position for the new IDE CD-ROM.

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QUESTION 26

You are working as a technician at Certkiller .com. One of the employees is relocating to a branch office in Europe and wishes to bring his workstation there. The user asks what safety considerations are necessary for the workstation. Which of the following would be the BEST response to give the user?

- A. Check for the correct power adapter for the country.
- B. The system is not adaptable for use in another country.
- C. Use an uninterruptible power supply (UPS) for the correct voltage.
- D. Check the voltage selector on the power supply for correct voltage.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: All modern power supplies for stationary computers have a small, often red, switch to change the voltage input. Normally you can choose between 220V and 110V

QUESTION 27

You work as the network technician at Certkiller .com. A newly appointed network trainee has asked you which of the devices below has the fastest throughput when data is being accessed.
What would your reply be?

- A. The Zip Drive has the fastest throughput.
- B. The DVD-ROM drive has the fastest throughput
- C. The SATA hard disk drive has the fastest throughput.
- D. The RAM has the fastest throughput.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

You work as the network technician at Certkiller .com. During the course of the day you have upgraded the computers CPU. When starting the computer it automatically shuts down. You are required to select what the cause of this problem could be.
What should you do?

- A. This could be caused by the CPU installed not being supported.
- B. This could be caused by the CPU installed with the incorrect voltage.
- C. This could be caused by the CPU with the incorrect driver installed.
- D. This could be caused by the CPU overheating.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 29

You work as the network technician at Certkiller .com. You are currently in the process of implementing a RAID solution. You are required to select which RAID solutions provide fault tolerance.
What should you do? (Choose TWO)

- A. The RAID 3 solutions provide fault tolerance.
- B. The RAID 0 solutions provide fault tolerance.
- C. The RAID 1 solutions provide fault tolerance.
- D. The RAID 5 solutions provide fault tolerance.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

You work as the network technician at Certkiller .com. The newly appointed Certkiller .com network trainee wants to know which of the following battery types are known to have the shortest battery life span. What would your reply be?

- A. The nickel metal-hydride (NiMH) battery has the shortest battery life.
- B. The lithium-ion polymer (Li-Poly) battery has the shortest battery life.
- C. The lithium-ion (Li-Ion) battery has the shortest battery life.
- D. The nickel cadmium (NiCd) battery has the shortest battery life.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

Which of the following statements are TRUE regarding servicing a computer to ensure that electrostatic discharge (ESD) does not damage the computer components? (Choose TWO)

- A. You should ensure that you are wearing an anti-static wrist strap.
- B. You should always wear rubbery shoes when servicing a computer.
- C. You should work on a Persian mat on the computer's internal components.
- D. You should ensure the computer is on an anti-static mat.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

Which of the following statements regarding PC cards and what they are also known as are TRUE?

- A. The PC cards of a computer are known as SATA devices.
- B. The PC cards of a computer are known as SCSI devices.
- C. The PC cards of a computer are known as PCMCIA.
- D. The PC cards of a computer are known as USB HID devices.

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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

Which of the following statements is TRUE regarding the cable type used for connecting a printer to the parallel port of your computer?

- A. The IEEE 1284 cable specification will be used.
- B. The USB cable specification will be used.

- C. The serial cable specification will be used.
- D. The SATA specification will be used.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

You work as the network technician at Certkiller .com. A Certkiller .com user started complaining that the computer takes very long to boot. During the day you notice and suspect that the computer has insufficient RAM. You will be required to select how to determine the appropriate RAM type for the computer. What should you do? (Choose TWO)

- A. You should check Device Manager to determine the proper RAM type.
- B. You should check the System Information to determine the proper RAM.
- C. You should remove the RAM from the computer and inspect the RAM.
- D. You should browse and view the manufacturer's website.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

You work as the network administrator at Certkiller .com. A newly appointed Certkiller .com trainee wants to know what the result will be if you have two 320GB disk drives configure as NTFS and the data disk drive configured with FAT32. What would your reply be?

- A. You will have smaller cluster sizes meaning the disk drive storage is more efficient on the NTFS disk drive.
- B. You will have larger cluster sizes meaning the disk drive storage is more efficient on the NTFS disk drive.
- C. You will be able to have all files on the NTFS disk drive secured.
- D. You will be able to create larger logical drives on the FAT32 disk drive.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

Which of the following statements is TRUE regarding the available RAM when you have a computer with 16MB of video shared memory and a total of 256MB RAM?

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- A. 512MB
- B. 1024MB
- C. 228MB

D. 240MB

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37

Which of the following statements is TRUE regarding the types of current drawn from the wall outlet when you turn the computer on?

- A. The type of current drawn will be direct current
- B. The type of current drawn will be earthed current
- C. The type of current drawn will be alternating current
- D. The type of current drawn will be neutral current

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

You work as the network technician at Certkiller .com. The Certkiller .com newly appointed trainee has three SCSI disks which do not appear in the SCSI chain. You are required to troubleshoot the problem by selecting the first step of action?

- A. You should ensure that for SCSI-1 host adapter ID 7 or 15 and whether all the hard drives are terminated and have a consecutive ID of 0, 1 and 2.
- B. You should ensure for SCSI host adapter ID 2; whether the chain is terminated and that all hard disks share the same ID.
- C. You should ensure that for the SCSI-2 host adapter ID 7 or 15 and whether both ends of the chain are terminated and every disk drive has a unique ID.
- D. You should check to ensure that the host adapter is not terminated and has a unique ID and that the 3 hard drives have a consecutive ID of 1, 2 and 3.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

You work as the network technician at Certkiller .com. The newly appointed Certkiller .com trainee wants to know which of the following technologies can be used to setup direct wireless connection between a tablet PC and proper equipped printer.
What would your reply be?

- A. You can make use of the UTP CAT5 network media for this purpose.
- B. You can make use of the Bluetooth feature.
- C. You can make use of the IEEE 1284.
- D. You can make use of the USB 2.0 feature.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

You work as the network technician at Certkiller .com. The newly hired Certkiller .com trainee wants to know what the maximum speed for the USB 2.0 technologies could be.
What would your reply be?

- A. The maximum speed would be 24 Mbps
- B. The maximum speed would be 480 Mbps
- C. The maximum speed would be 10.5 Mbps
- D. The maximum speed would be 1 Mbps

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

Which of the following statements is TRUE regarding the specification set criteria for the Extended Capabilities Port (ECP) for printers by selecting the appropriate technology?

- A. The appropriate technology would be IEEE 1284
- B. The appropriate technology would be USB 2.0
- C. The appropriate technology would be IEEE 1394
- D. The appropriate technology would be SATA

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

You work as a network technician at Certkiller .com. The Certkiller .com network user has asked you what the correct thickness is of the Type II PCMCIA peripherals.
What would your reply be?

- A. The thickness of the Type II PCMCIA cards is 10 millimeters.
- B. The thickness of the Type II PCMCIA cards is 7 millimeters.
- C. The thickness of the Type II PCMCIA cards is 12 millimeters.
- D. The thickness of the Type II PCMCIA cards is 5 millimeters.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

Which of the following statements is TRUE regarding the disk drives which would be required to implement RAID 5?

- A. You would require 3 hard disks.
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- B. You would require 4 hard disks.
- C. You would require 7 hard disks.
- D. You would require 1 hard disk.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

You work as a network technician at Certkiller .com. A Certkiller .com user wants to know which of the following technologies provides the highest speed printing. What would your reply be?

- A. USB 2.0 provides higher speed printing.
- B. RS-232C Printing provides higher speed printing.
- C. USB 1.0 provides higher speed printing.
- D. IEEE 1284 ECP Compliant provides higher speed printing.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

Which of the following statements is TRUE regarding the amount of hard disk drives that can be installed to a typical ATX desktop computer?

- A. You would be able to install 2 devices.
- B. You would be able to install 5 devices.
- C. You would be able to install 7 devices.
- D. You would be able to install 4 devices.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

You work as a network technician at Certkiller .com. You have recently installed an IDE DVD Writer to the IDE interface which has an IDE Hard Disk on the primary chain configured as master. You are required to choose the best installation setting for the DVD Writer.
What should you do?

- A. You should use the installation setting of secondary controller, master.
- B. You should use the installation setting of Primary controller, master.
- C. You should use the installation setting of Primary controller, cable select.
- D. You should use the installation setting of Secondary controller, slave.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

A Certkiller .com technician notices that none of the 3 SCSI drives on a Certkiller .com computer can be found in the SCSI chain. When resolving this

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problem, what should the technician check?

- A. Whether all the hard drives are terminated and have consecutive IDs of 0, 1 and 2.
- B. Whether the chain is terminated and that all hard disks have the same ID.
- C. Whether both ends of the chain are terminated and that each hard drive has a unique ID.
- D. Whether the host adapter is terminated and has a unique ID.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

A user calls you and reports that the computer is broken. He has started the computer and it makes some noise but the screen is blank. Which of the following should you check FIRST?

- A. Verify that the monitor is plugged in.
- B. Reboot the computer.
- C. Verify that the monitor is powered on.
- D. Verify that the monitor's video cable is attached to the computer.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

You are working as a technician at Certkiller .com. You are troubleshooting a computer that during the POST

(power-on self test) makes several beeps and then stalls. Which of the following components would most probably be the cause of the problem?

- A. hard drive
- B. memory
- C. power supply
- D. sound card

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: POST AMI BIOS beep codes

- 1 - Memory refresh timer error
- 2 - Parity error in base memory (first 64 KiB block) 3 - Base memory read/write test error
- 4 - Mother board timer not operational
- 5 - Processor error
- 6 - 8042 Gate A20 test error (cannot switch to protected mode) 7 - General exception error (processor exception interrupt error) 8 - Display memory error (system video adapter)
- 9 - AMI BIOS ROM checksum error

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- 10 - CMOS shutdown register read/write error
- 11 - Cache memory test failed

QUESTION 50

You work as the network technician at Certkiller .com. A Certkiller .com user complains that his screen is blank even though his computer is powered on. What should you do FIRST?

- A. You should ensure that the monitor is plugged in.
- B. You should replace the monitor cable.
- C. You should ensure that the monitor is powered on.
- D. You should ensure that the monitor is connected to the computer.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

A Certkiller .com technician has just upgraded the CPU on a Certkiller .com computer. Now the computer shuts down automatically. What is the MOST probable cause of this problem?

- A. The CPU is overclocked.
- B. The CPU is overheating.
- C. The voltage for the CPU is incorrect.
- D. The incorrect CPU has been installed.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

A Certkiller .com technician has successfully upgraded the CPU on a Certkiller .com computer but now the Certkiller .com user reports that it is overheating. What is the MOST probable cause of this problem?

- A. The CPU was not properly seated.
- B. No thermal compound was used.
- C. The thermocouple was not seated.
- D. The wrong CPU cable was used.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53

You are a technician working at Certkiller .com. You have been called to examine a computer that is unusually slow. You suspect that some or many of the files on the hard drive has been split and written to multiple sections of a hard drive. Which of the following tools will rewrite the file to a single section of the hard drive?

- A. System Restore
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- B. FORMAT
- C. CHKDSK
- D. Disk Defragmenter

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: System Restore will restore a not working or badly working operating system to a previous state. It will not help against fragmented files. Format will erase all files on the actual disk. You do not want to try that one in this scenario. CHKDSK is a command in DOS and Microsoft Windows systems which verifies a hard disk or a floppy disk for file system integrity.

QUESTION 54

After upgrading the CPU of your own computer you observe that it keeps shutting down a few minutes after you start it. What is the most probable cause of this behavior?

- A. There is an incorrect CPU driver installed.
- B. The CPU overheats.
- C. There is improper voltage on the CPU.
- D. The incorrect CPU has been installed.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Many newer computers have an automatic safety procedure that shuts down the computer incase the CPU reaches critical temperature. This is in order to prevent damaging the CPU. CPU's do not need drivers to be installed. Improper voltage would mean that the wrong CPU has been installed and if the wrong CPU is installed it is not probable that it will boot at all.

QUESTION 55

You are working as a technician at Certkiller .com. You have been asked to troubleshoot a problem where none of 3 SCSI drives in a chain are seen. To troubleshoot this problem, you should start with checking:

- A. for SCSI-2 host adapter ID 7 or 15 and whether all the hard drives are terminated and have a consecutive ID of 0, 1 and 2.
- B. for SCSI host adapter ID 0; whether the chain is terminated and that all hard disks share the same ID.
- C. for the SCSI-2 host adapter ID 7 or 15 and whether both ends of the chain are terminated and that every hard drives has a unique ID.
- D. whether the host adapter is terminated and has a unique ID and that the 3 hard drives have a consecutive ID of 1, 2 and 3.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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Explanation: All devices on a parallel SCSI bus must have a SCSI ID. The initiator (adapter or controller) SCSI ID is usually set by a physical jumper or switch. The target (disk-drive) SCSI IDs are either set by physical jumpers or by control signals which vary for each connector on an enclosure backplane.

QUESTION 56

You are working as a technician at Certkiller .com. You have been asked to replace a defective CPU and to ensure that the new CPU is functioning. The initial check seems ok but after several hours the CPU is overheating. Which of the following may be the cause?

- A. The CPU was not properly seated.
- B. No thermal compound was used.
- C. The thermocouple was not attached.
- D. The wrong CPU was used.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: A badly seated CPU or a wrong CPU would not boot at the first place so those alternatives are wrong. A thermocouple is a heat sensor; it would not have anything with the overheating to do, except possible turning of the computer once it is overheating.

Thermal grease(also called thermal compound, heat paste, thermal paste, or heat sink compound) is a substance that increases thermal conductivity between the surfaces of two or more objects. In electronics, it is often used to aid a component's thermal dissipation via a heat sink.

QUESTION 57

You are working as a technician at Certkiller .com. A user has bought a removable storage device that connects to the workstation with USB 2.0. The user wants to know what the maximum speed for the USB 2.0 technology is. What will you answer?

- A. 12 Mbps
- B. 480 Mbps
- C. 1.5 Mbps
- D. 100 Mbps

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: USB 1.1 defined Low-speed (1,5 Mbit/s) and Full-speed (12 Mbit/S).
USB 2.0 defined Hi-speed (480Mbit/s)

QUESTION 58

You are working as a technician at Certkiller .com. You are troubleshooting a workstation that will not complete a POST (Power-on self test). Which two of the

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following components may be defective to cause this behavior? (Choose TWO).

- A. memory
- B. hard drive
- C. CD-ROM
- D. power supply
- E. CPU

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

Explanation: Power-on self-test(POST) is the common term for a computer's, router's or printer's pre-boot sequence. The same basic sequence is present on all computer architectures. It is the first step of the more general process called initial program load (IPL), booting, or bootstrapping. The term POST has become popular in association with and as a result of the proliferation of the PC. It can be used as a noun when referring to the code that controls the pre-boot phase or when referring to the phase itself. It can also be used as a verb when referring to the code or the system as it progresses through the pre-boot phase. POST will only test the motherboard and components on the motherboard.

QUESTION 59

You are working as a technician at Certkiller .com. You are troubleshooting a computer that will not pass the power-on self test (POST). Which of the following components may be defective if a computer will not complete a POST correctly? (Choose TWO).

- A. CPU
- B. memory
- C. hard drive
- D. power supply
- E. CD-ROM

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60

Which of the following statements is TRUE regarding computer components which are defective and causes the computer not to complete the Power-on Self Test (POST)?

- A. The problem could be caused by the computer's memory.
- B. The problem could be caused by the computer's power supply.
- C. The problem could be caused by the computer's Graphics card overheating.
- D. The problem could be caused by the computer's CPU.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 61

A Certkiller .com user reports that the screen on his computer remains blank when he switches the computer on. What should the technician check FIRST?

- A. The lines in the CONFIG.SYS or AUTOEXEC.BAT.
- B. The power supply.
- C. That the monitor is powered on.
- D. That the monitor's video cable is plugged in to the computer.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 62

After you have installed drivers for your hardware device, the computer has encountered a problem. What is the best thing to do FIRST?

- A. Rewrite all the lines in the CONFIG.SYS or AUTOEXEC.BAT.
- B. Check if the hardware device is plugged in properly.
- C. Reboot using the Last Known Good Configuration.
- D. Reinstall the operating system.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: Whenever you install drivers for a hardware device, the installation program will ask you if you want it to modify the CONFIG.SYS and AUTOEXEC.BAT for you or if you would like to modify the files yourself. When the installation program modifies these files, it makes duplicates, or backups, of them just in case the drivers it installs cause problems. These are the backups that can be used in this case.

Incorrect Answers:

A: Rewriting the lines in the CONFIG.SYS or AUTOEXEC.BAT would be unnecessary when all that has to be

done would be to reboot with the backup files.

B: If the hardware device was not properly plugged in it would not even go on in the first place. It is obviously plugged in properly already.

D: It is not necessary to reinstall the operating system as the best action that can be taken is to reboot with the backup files.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 390-392

QUESTION 63

A Certkiller .com technician must install more RAM on the computer. How will the technician determine what type of RAM is needed for the computer?

- A. Check in Device Manager.
- B. Ask the user.
- C. Open the computer and inspect physical RAM.
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- D. Check Add/Remove Hardware in Control Panel.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 64

Which of the following statements is TRUE regarding the appropriate steps which should be taken when preparing to clean a CRT monitor?

- A. You should leave the monitor on whilst applying a warm water rag soaked and cleaning the monitor.
- B. You should ensure you have unplugged the cable going to the graphics card.
- C. You should first ensure that you have unplugged the monitor.
- D. You should leave the monitor plugged in when spraying the screen with household based cleaner.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65

Which of the following statements are TRUE regarding a computer running Windows XP Professional SP2 being limited to running in 16 color mode only?

- A. The problem could be caused by installing an incompatible driver.
- B. The problem could be caused by the display adapters IRQ being disabled in the BIOS.
- C. The problem could be caused by an IRQ conflict between the display adapter and another device.
- D. The problem could be caused by installing an incompatible display adapter in the computer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 66

You work as a network technician at Certkiller .com. A Certkiller .com user has reported that the network printer no longer prints. You decided to check the cables and find no problem and the IP settings are correct and you are able to Ping the network gateway from a computer and not the printers IP address. You are required to select what the cause of the problem could be?

- A. The network interface card (NIC) is faulty.
- B. The incorrect printer driver has been installed.
- C. You should clear the printer memory after all usages of the printer.
- D. You should have the computers power turned of then back on.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 67

Which of the following is used to terminate a Cat5 cable in a wiring closet?

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- A. A multimeter
- B. A wire crimper
- C. An optical tester
- D. A punch down tool

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: A cable in a wire closet is terminated by inserting the individual wires into an IDC (insulation displacement connector). IDCs make contact by cutting through, or displacing, the insulation around a single wire. A punch down tool is used to insert the wire in the IDC.

Incorrect Answers:

A: A multimeter is a device that is used to measure voltages and resistances in electronic components. It is not used to terminate DSL lines.

B: A wire crimper is used to attach connectors to network cables by using pressure to press some kind of metal teeth into the inner conductors of the cable.

C: An optical tester is a device that measures the quality of strength of light signals passing through an optical cable.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda CA, 2001, pp. 30-34.
David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 270, 271-272.

QUESTION 68

Which of the following is used to attach a RJ-45 connector to a Cat5 cable?

- A. A multimeter
- B. A wire crimper

- C. An optical tester
- D. A punch down tool

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: A wire crimper is used to attach RJ-45 connectors to a cable by using pressure to press some kind of metal teeth into the inner conductors of the cable.

Incorrect Answers:

A: A multimeter is a device that is used to measure voltages and resistances in electronic components. It is not used to terminate DSL lines.

C: An optical tester is a device that measures the quality of strength of light signals passing through an optical cable.

D: A punch down tool is used to insert the wire in the IDC (insulation displacement connector).

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex,

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Alameda CA, 2001, pp. 30-34.

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 270, 271-272.

QUESTION 69

Which of the following is used to check for a break in a Cat5 cable?

- A. A multimeter
- B. A wire crimper
- C. An optical tester
- D. A punch down tool

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: A multimeter is a device that is used to measure voltages and resistances in electronic components. It can also be used to test for continuity in a wire. A continuity test will indicate if there is a break in the wire.

Incorrect Answers:

A: A wire crimper is used to attach RJ-45 connectors to a cable by using pressure to press some kind of metal teeth into the inner conductors of the cable. It is not used to test for faults in the cable.

C: An optical tester is a device that measures the quality of strength of light signals passing through an optical cable.

D: A punch down tool is used to insert the wire in the IDC (insulation displacement connector).

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda CA, 2001, pp. 30-34.

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 270, 271-272.

QUESTION 70

Which of the following is used to test for continuity in a copper cable? (Choose all that apply)

- A. A multimeter
- B. A wire crimper

- C. An optical tester
- D. Time-Domain Reflectometer

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

Explanation: A multimeter is a device that is used to measure voltages and resistances in electronic components. It can also be used to test for continuity in a wire. A continuity test will indicate if there is a break in the wire. A Time-Domain Reflectometer (TDR), which is also called a cable tester, is a device that sends out a

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signal and measures the time it takes for the signal to return. A break in the cable will cause the signal to return prematurely and will indicate the presence of, and the distance to, a break in the cable.

Incorrect Answers:

B: A wire crimper is used to attach RJ-45 connectors to a cable by using pressure to press some kind of metal teeth into the inner conductors of the cable. It is not used to test for faults in the cable.

C: An optical tester is a device that measures the quality of strength of light signals passing through an optical cable.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 12, 439.

QUESTION 71

To prevent a Certkiller .com computer from being damaged by electrostatic discharge, you should _____ when working on it. (Choose TWO.)

- A. wear an anti-static wrist strap
- B. wear shoes with rubber soles
- C. spray anti-static spray on the screen and internal components
- D. put the computer on an anti-static mat

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 72

You are working as a trainee at Certkiller .com. You have been asked to clean all the CRT monitor screens in the computer lab. Which of the following should you do FIRST?

- A. Wipe the screen with a rag soaked in warm water.
- B. Unplug the computer.
- C. Unplug the monitor.
- D. Spray the glass with ammonia based cleaner.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanations: liquids and electrical equipment is generally a bad idea unless the equipment is unplugged.

QUESTION 73

Which of the following is a passive device that protects electrical components from spikes in the power line?

- A. A power conditioner.
 - B. A surge protector.
 - C. A generator.
 - D. An Uninterruptible Power Supply (UPS).
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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: Surge protectors are passive devices that are used to protect electrical components from spikes in the power line. Surge protectors usually utilize Metal Oxide Varistors (MOVs) to shunt the voltage spike to ground.

Incorrect Answers:

A: Power conditioner devices assist in keeping the electrical service constant by monitoring and regulating the power in the building. These devices can activate backup power supplies.

C: A generator is used when a continuous power supply is needed in power loss situations and is activated when a loss in power is detected. It does not protect electrical components from spikes in the power line.

D: An Uninterruptible Power Supply (UPS) system is a backup power system that utilizes batteries to provide short-term power when a power loss is detected. It also protects against spikes but is not passive.

References:

Mike Pastore and Emmett Dulaney, Security+ Study Guide, 2nd Edition, Sybex, Alameda, 2004, p 249.

Andy Ruth and Kurt Hudson, Security+ Certification Training Kit, Microsoft Press, Redmond, 2003, Chapter 9, Lesson 1

Todd Bill, The Security+ Training Guide, QUE Publishing, Indianapolis, 2003, Chapter

QUESTION 74

What should you do FIRST when you need to clean a CRT monitor? Select the correct answer below.

- A. Wipe the screen with anti static cloth.
- B. Unplug the computer.
- C. Unplug the monitor.
- D. Spray the glass with ammonia based cleaner.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:**QUESTION 75**

When you need to degauss a CRT monitor, you should _____.

- A. run the degauss utility in Windows
- B. run an electromagnet across the screen
- C. turn the monitor off for 24 hours
- D. run the degauss routine built into the monitor

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 76

A Certkiller .com manager is relocated to the branch office in Germany and is concerned about safety. What should the Certkiller .com technician suggest the manager do on his computer?

- A. Check for the correct power adapter for Germany.
- B. Check whether the system is adaptable for use in Germany.
- C. Perform a full backup before departing to Germany.
- D. Check the voltage selector on the power supply for correct voltage.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 77

While working on a Certkiller .com computer the Certkiller .com technician discovers that the inside of the computer is very dusty. How should the technician do to clean the computer?

- A. Disassemble the components and brush off the dust with a soft brush.
- B. Use a vacuum cleaner to remove the dust.
- C. Use an alcohol free cleaning solution and cotton buds.
- D. Blow out the dust with a can of compressed air.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 78

Which of the following is a good preventive maintenance procedure for hard disk drives?

- A. Ensure unobstructed airflow around the hard drives to reduce overheating.
- B. Increase the disk cache to allow for larger page swapping.
- C. Clean regularly with anti-static cloth.
- D. Upgrade the RAM to improve read/write performance.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 79

The electrical power to the Certkiller .com office has become unstable and brownouts have become a regular occurrence. Which of the following should the Certkiller .com technician implement to protect the computer

from these brownouts?

- A. A power conditioner.
- B. A surge protector.
- C. A generator.
- D. An Uninterruptible Power Supply (UPS).

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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Explanation: An Uninterruptible Power Supply (UPS) system is a backup power system that utilizes batteries to provide short-term power when a power loss such as a black out or a brownout is detected.

Incorrect Answers:

A: Power conditioner devices assist in keeping the electrical service constant by monitoring and regulating the power in the building. These devices can activate backup power supplies.

B: Surge protectors are passive devices that are used to protect electrical components from spikes in the power line. Surge protectors usually utilize Metal Oxide Varistors (MOVs) to shunt the voltage spike to ground.

C: A generator is used when a continuous power supply is needed in power loss situations and is activated when a loss in power is detected. It does not protect electrical components from spikes in the power line.

References:

Mike Pastore and Emmett Dulaney, Security+ Study Guide, 2nd Edition, Sybex, Alameda, 2004, p 249.

Andy Ruth and Kurt Hudson, Security+ Certification Training Kit, Microsoft Press, Redmond, 2003, Chapter 9, Lesson 1

Todd Bill, The Security+ Training Guide, QUE Publishing, Indianapolis, 2003, Chapter

QUESTION 80

When a Certkiller .com user turns on his computer, the computer makes several beeps and the power-on self test (POST) does not complete. Which of the following components might be at fault? (Choose TWO.)

- A. RAM
- B. The hard drive.
- C. CD-ROM drive.
- D. The floppy disk drive.
- E. The power supply.
- F. The CPU.

Correct Answer: AF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 81

Which type of current is fed from the wall outlet to the computer when you turn a computer on?

- A. Neutral current
- B. Direct current
- C. Alternating current
- D. Low voltage current

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 82

When a Certkiller .com user turns on his computer, the computer makes several beeps and freezes during the power-on self test (POST). Which of the following components might be faulty?

- A. RAM
- B. The hard drive.
- C. CD-ROM drive.
- D. The floppy disk drive.
- E. The power supply.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 83

You are working as a senior technician at Certkiller .com. You have asked a trainee to install more RAM memory into a workstation. Which of the following precautions should you make sure that the trainee takes in order to not damage the computer with electrostatic discharge (ESD)? (Choose TWO)

- A. The trainee should wear an anti-static wrist strap.
- B. The trainee should change to shoes with rubber soles.
- C. Wash the hands with alcoholic soap to dissipate the static electricity.
- D. After opening the case the trainee should spray anti-static spray on the internal components.
- E. The trainee should keep the workstation on an anti-static mat the whole duration of the task.

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

Explanation: ESD damage is caused by different level of static charge in the computer and in the technician. By grounding both the computer and the technician you make sure that both have the same level of static charge (close to 0)

QUESTION 84

You are working as a technician at Certkiller .com. A user wishes to have help with removing some discoloration on her CRT monitor. Which of the following should you do in order to degauss the CRT monitor?

- A. Run the Windows degauss utility.
- B. Run an electromagnet across the screen while the system is on.
- C. Display an all white picture on the screen for 48 hours.
- D. Run the degauss routine built into the monitor.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

Degaussing is the process of decreasing or eliminating an unwanted magnetic field. Monitors use a metal plate near the front of the tube to focus the electron beams from the back. This plate, the shadow mask, can pick up strong external fields and from that point produce discoloration on the display. To minimize this, CRTs have a copper coil wrapped around the front of the display, known as the degaussing coil. A degauss causes a magnetic field inside the tube to oscillate rapidly, with decreasing amplitude. This leaves the shadow mask with a small and somewhat randomized field, removing the discoloration.

QUESTION 85

You are working as a technician at Certkiller .com. You are asked to prepare a couple of workstations to be used in an electrically unstable environment where brownouts are a regular occurrence. Which of the following would be the BEST solution in order to protect the workstations?

- A. an uninterruptible power supply (UPS)
- B. a surge protector
- C. a power strip
- D. an anti-static pad

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: Brownout is where the voltage level is below the normal minimum level specified for the system. Systems supplied with three-phase electric power also suffer brownouts if one or more phases are absent. UPS would protect against this as it will even out any fluctuations in the voltage level.

QUESTION 86

Which of the following suggestions could be called a preventive maintenance procedure for hard disk drives?

- A. Keep an area of free airflow around the drive to reduce overheating.
- B. Add more RAM to allow for larger page swapping.
- C. Overclock the drive to decrease the read access time.
- D. Upgrade the level one cache on the drive improving performance.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: Heat is a computers worst enemy under normal working conditions.

QUESTION 87

You are working as a technician at Certkiller .com. You are installing a computer in a place that is known to experience brownouts from time to time. What should you connect the computer to in order to prevent damage to electronic components from transients and surges?

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- A. An uninterruptible power supply (UPS).

- B. A power strip.
- C. An auto-transformer.
- D. A power inverter.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: A UPS will feed the computer power from it's batteries and then feed the batteries from the net. This way the UPS will take the beating from the spikes and surges.

QUESTION 88

You are working as a technician at Certkiller .com. You receive a workstation that needs to have its memory upgraded. When opening the case you find extensive amounts of dust on the inside. Which of the following should be done in order to clean the computer?

- A. Disassemble the power supply and remove the dust.
- B. Use a household vacuum cleaner and attachments.
- C. Use a surface cleaning solution for built up dust.
- D. Use a can of compressed air.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 89

You work as the network technician at Certkiller .com. A newly appointed Certkiller .com trainee wants to know which computer components may be faulty when the computer emits several beeps during Power-on Self Test (POST).

What would your reply be?

- A. The problem could be caused by not plugging the keyboard in.
- B. The problem could be caused by not properly inserting the memory.
- C. The problem could be caused by the CPU overheating.
- D. The problem could be caused by the Power Supply being faulty.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 90

Which of the following statements is TRUE regarding properly installing a new functioning CPU which overheats?

- A. The problem could be caused by installing an incompatible CPU.
- B. The problem could be caused by not making use of the thermal compound.
- C. The problem could be caused by an improperly housed CPU.
- D. The problem could be caused by a setting in the BIOS.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 91

You work as a network technician at Certkiller .com. The newly appointed Certkiller .com trainee wants to know which of the following should be used to degauss a CRT monitor.

What would your reply be?

- A. You should move the speaker's magnet from left to right across the monitor.
- B. You should leave the monitor on without using a screensaver.
- C. You should make use of the Windows Monitor degauss utility.
- D. You should make use of the monitors degauss routine built into the monitor.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 92

Which of the following statements is TRUE regarding an electrically unstable environment which suffers regular brownouts by selecting the proper components for protecting your computer?

- A. You should make use of an uninterruptible power supply (UPS)
- B. You should invest in surge protector
- C. You should invest in a antistatic wrist strap
- D. You should make use of an antistatic mat

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 93

You work as a network technician at Certkiller .com. The newly appointed Certkiller .com trainee wants to know what the preventative maintenance procedure for hard disks drives involves.

What would your reply be?

- A. You should provide an area of free airflow around the drive to reduce overheating.
- B. You should update the computers BIOS.
- C. You should overclock the CPU to have slower disk access time.
- D. You should reduce the airflow around the hard disk to improve performance.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 94

Which of the following statements is TRUE regarding a dusty inside of a computer and deciding what to do to clean the computers inside?

- A. You should remove the computers CPU and RAM and clean the computer using a slightly wet cloth.
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- B. You should make use of a slightly wet cloth to clean the computer.
- C. You should make use of a household vacuum to clean the computer.
- D. You should make use of a can of compressed air.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 95

Which of the following statements is TRUE regarding prevention of damage to computer peripherals via transients and surges by selecting the best protection?

- A. You should make use of an uninterruptible power supply (UPS).
- B. You should make use of a power converter.
- C. You should make use of surge protection.
- D. You should make use of a power inverter.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 96

All computers on the Certkiller .com network are configured with static IP addresses. A Certkiller .com Sales representative travels to a customer and complains that he cannot connect to the Internet from his Windows XP laptop and cannot access e-mail when at the customer's premises. What should the technician do?

- A. Enable DHCP on the laptop and configure the static IP address in the Alternate Configuration tab of the user's TCP/IP properties.
- B. Install a wireless network interface card (NIC).
- C. Add the address of the ISP's DNS server to the TCP/IP configuration.
- D. Enable Internet Connection Sharing (ICS) on the laptop.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 97

A Certkiller .com user with a tablet computer technician wants to print directly to printer. Which of the following technologies will allow the user to set up a direct wireless connection to the printer, assuming the printer is correctly equipped?

- A. IEEE 802.11g
- B. Bluetooth
- C. IEEE 1396
- D. Firewire

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: The common wireless technology on a tablet computer is Bluetooth.

Incorrect Answers:

A: The common wireless technology on a tablet computer is Bluetooth and not IEEE

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803.11g.

C, D: Firewire (IEEE 1396) is not a wireless connection but, like USB, is used for direct attachment to the computer system.

QUESTION 98

Which of the following technologies are used for a short-range communication connection to a wireless keyboard and mouse?

- A. Cellular.
- B. Ethernet.
- C. Firewire.
- D. Bluetooth.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:**QUESTION 99**

You are working as a technician at Certkiller .com. A user has recently purchased a new laptop with internal wireless capability and is reporting that he is unable to connect to any wireless networks. He has tried the WLAN at the office, at home and at a friend's house, all failed. A technician should FIRST determine whether the laptop has:

- A. Windows XP Service Pack 2 installed.
- B. A hardware switch that activates/deactivates the wireless antenna.
- C. A working IEEE/Firewire port.
- D. A PCMCIA modem installed.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: Many laptops with WLAN capability have a switch that turns off the wireless antenna in order to suit in situations where a low radiation or low battery consumption is preferred.

QUESTION 100

You are working as a technician at Certkiller .com. You want to set up a direct wireless connection between your tablet computer and a correctly equipped printer. Which of the following could you use?

- A. IEEE 1284
- B. Bluetooth
- C. IEEE 1394
- D. Firewire

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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Bluetooth is an industrial specification for wireless personal area networks (PANs). Bluetooth provides a way to connect and exchange information between devices such as mobile phones, laptops, PCs, printers, digital cameras, and video game consoles over a secure, globally unlicensed short-range radio frequency.

QUESTION 101

You are working as a senior technician at Certkiller .com. A trainee asks which of the following IEEE definitions that could be used to provide a wireless solution for networking printers and other devices. What will you answer him?

- A. IEEE 1284
- B. IEEE 802.11b
- C. IEEE 1394
- D. IEEE 802.3

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: IEEE 1284 is a standard that defines bi-directional parallel communications between computers and other devices. IEEE 802.11 is a set of standards for wireless local area network (WLAN) computer communication. FireWire is Apple Inc.'s brand name for the IEEE 1394 interface (although the 1394 standard also defines a backplane interface). It is also known as i.Link (Sony's name). It is a personal computer (and digital audio/digital video) serial bus interface standard, offering high-speed communications and isochronous real-time data services. IEEE 802.3 is a collection of IEEE standards defining the physical layer and the media access control (MAC) sublayer of the data link layer of wired Ethernet. This is generally a LAN technology with some WAN applications.

QUESTION 102

You are working as a technician at Certkiller .com. A user wishes to utilize a wireless keyboard and mouse with a short-range communication connection with his laptop. Which of the following technologies should you recommend to him?

- A. laser
- B. Ethernet
- C. cellular
- D. Bluetooth

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: Bluetooth is an industrial specification for wireless personal area networks (PANs). Bluetooth provides a way to connect and exchange information between devices such as mobile phones, laptops, PCs, printers, digital cameras, and video game consoles over a secure, globally unlicensed short-range radio frequency.

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QUESTION 103

You have received a PCMCIA card from a manufacturer of modems. Before you send it to the user who needs it you have to make sure that it is the right type of PCMCIA card. Which of the following is the correct thickness of a Type II PCMCIA card?

- A. 0.3 inches (7.5 millimeters)
- B. 0.41 inches (10.5 millimeters)
- C. 0.129 inches (3.3 millimeters)
- D. 0.2 inches (5 millimeters)

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: Cards designed to the original specification (version 1.x) are type I and feature a 16-bit interface. They are 3.3 millimeters thick. Type-II PC Card devices feature a 16- or 32-bit interface. They are 5.0 millimeters thick. Type-III PC Card devices are 16- or 32-bit. These cards are 10.5 millimeters thick.

QUESTION 104

Which of the following statements is TRUE regarding a laptop with internal wireless capabilities which is unable to connect to any wireless networks?

- A. The laptop has had Windows XP Service Pack 1 installed.
- B. The laptop should have a hardware switch that activates/deactivates the wireless antenna.
- C. The laptop requires a working USB 2.0 port.
- D. The Laptop requires having a IEEE 1394 port.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 105

What should a Certkiller .com technician do to determine the right amperage of the alternating current (AC)

adapter for a Certkiller .com laptop? (Choose TWO.)

- A. Check in the Power Options applet in Control Panel.
- B. Consult the user's manual.
- C. Use a Multi meter.
- D. Consult the vendor's website.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 106

Which of the following battery types are not recommended for use in laptops because they have a short battery life?

- A. Nickel Metal-Hydride (NiMH)
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- B. Nickel Cadmium (NiCD)
- C. Nickel-Lithium (Ni-Li)
- D. Lithium-Ion (Li-Ion)

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 107

Of the suggested battery types, which has the shortest life?

- A. lithium-ion (Li-Ion)
- B. nickel cadmium (NiCD)
- C. lithium-ion polymer (LIP or Li-Poly)
- D. nickel metal-hydride (NiMH)

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 108

You are working at Certkiller .com's internal helpdesk. You are asked to order a new alternating current (AC) adapter to a user's portable computer. Which of the following would be the BEST place to look to determine the correct amperage of the AC adapter for the laptop?

- A. Power Options applet
- B. Vendor's website
- C. In Device Manager

D. In the BIOS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: You cannot see the specifications for the AC adapter anywhere inside the computer. You might find the specifications on the backside of the AC adapter or possible under the laptop

QUESTION 109

You are working as a technician at Certkiller .com. You have been asked to upgrade the memory in your boss's laptop. You start with unplugging the power supply. What other tasks should you perform before starting the upgrade?

- A. Remove the battery and put on an anti-static wrist strap.
- B. Remove the battery and the memory.
- C. Remove the hard drive and put on an anti-static wrist strap.
- D. Remove the CMOS battery and put on an anti-static wrist strap.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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Explanation: You should always wear protection against static electricity damage as well as removing all power sources.

QUESTION 110

You are working as a technician at Certkiller .com. A user calls and asks for assistance. The user states that she plugged a laptop alternating current (AC) adapter into the outlet at his office and a spark was emitted and now the screen appears dim. Which of the following is MOST likely the cause?

- A. The video card has shorted out.
- B. The inverter board shorted out.
- C. The system requires a reboot.
- D. The system has overheated.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 111

You are working as a technician at Certkiller .com. A user wonders which type of current a computer draws from the wall to the system when it is powered on. What will you answer the user?

- A. direct current
- B. neutral current
- C. alternating current
- D. decentralized current

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 112

Which of the following statements are TRUE regarding determining the place to look for the correct amperage of the alternating current (AC) adapter for your laptop?

- A. You can check using the Windows Power Options applet
- B. You should check the Vendor's website
- C. You should check under Accessibility in Windows
- D. You should check using the computers BIOS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 113

Which of the following statements are TRUE regarding performing a hardware upgrade on a laptop after having unplugged the power supply?

- A. You should then remove the battery and put on an anti-static wrist strap.
- B. You should then remove the battery and hard disks.
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- C. You should then remove the graphics card and put on an anti-static wrist strap.
- D. You should then remove the peripherals and put on an anti-static wrist strap.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 114

You work as the network technician at Certkiller .com. A Certkiller .com user has reported that the wall outlet has emitted sparks when he plugged the laptops Alternating Current (AC) adapter in the wall outlet now the display appears very dim. You are required to identify the likely cause of the problem?

- A. The problem could be caused by a malfunctioning display adapter.
- B. The problem could be caused by the inverter board being shorted out.
- C. The problem could be caused by improper BIOS settings being configured.
- D. The problem could be caused by the laptop CPU overheating.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 115

You are working as a technician at Certkiller .com. You have just received a shipment of new computers that has a total 256MB of RAM and 16MB of video shared memory. One of your colleagues asks what quantities of RAM that is available to the operating system. What will you answer him?

- A. 248MB
- B. 256MB
- C. 272MB
- D. 240MB

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: When the video card is in use (all the time!), especially in higher display modes, it will take some of the memory normally dedicated to other computing activities and use it for its own tasks.

QUESTION 116

On a laptop, which of the following would be hot-swappable?

- A. A hard drive.
- B. The keyboard.
- C. Memory.
- D. A modular DVD drive.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 117

You are the Certkiller .com technician charged with upgrading the Certkiller .com laptops' PC Cards to a newer supported Type II PC Card. What is the thickness of the Type II PCMCIA card?

- A. 0.13 inches (3.3 millimeters)
- B. 0.40 inches (10 millimeters)
- C. 0.20 inches (5 millimeters)
- D. Thicker than 0.40 inches (10 millimeters)

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: There are only four types of PCMCIA card that are differentiated into types according to thickness. The Type II PCMCIA card is 0.20 inches (5 millimeters) thick.

Incorrect Answers:

- A: The Type I PCMCIA card is 0.13 inches (3.3 millimeters) thick.
- B: The Type III PCMCIA card is 0.40 inches (10 millimeters) thick.

D: The Type IV PCMCIA card is thicker than 0.40 inches (10 millimeters) but is not yet standardized.

References:

James G. Jones and Craig Landes, A+ Exam Cram 2 (Exams 220-301 and 220-302), Second Edition, QUE, Alameda, CA, 2004, pp. 91

QUESTION 118

What is a PC Card also known as?

- A. A PC Bus card.
- B. A smart card.
- C. PCMCIA.
- D. A PCI adapter.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 119

A Certkiller .com technician needs to perform a hardware upgrade on a laptop. He removes the power supply cable. What should the technician remove NEXT?

- A. The battery pack.
- B. The memory card.
- C. The hard drive.
- D. The CMOS battery.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 120

What is the thickness of the Type III PCMCIA card?

- A. 0.13 inches (3.3 millimeters)
- B. 0.40 inches (10 millimeters)
- C. 0.20 inches (5 millimeters)
- D. Thicker than 0.40 inches (10 millimeters)

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: There are only four types of PCMCIA card that are differentiated into types according to thickness. The Type III PCMCIA card is 0.40 inches (10 millimeters) thick.

Incorrect Answers:

A: The Type I PCMCIA card is 0.13 inches (3.3 millimeters) thick. B:

The Type II PCMCIA card is 0.20 inches (5 millimeters) thick.

D: The Type IV PCMCIA card is thicker than 0.40 inches (10 millimeters) but is not yet standardized.

References:

James G. Jones and Craig Landes, A+ Exam Cram 2 (Exams 220-301 and 220-302), Second Edition, QUE, Alameda, CA, 2004, pp. 91

QUESTION 121

You are a senior technician at Certkiller .com. A trainee asks you if you could give two examples of typically hot-swappable devices on a laptop. What would your answer be?

- A. IDE interface hard drive
- B. RAM memory
- C. PCMCIA devices
- D. modular CD-ROM drive

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Explanation: The definition of a hot-swappable device is a device that can be removed and replaced when the computer is turned on without causing trouble to the user of the computer.

QUESTION 122

PC Cards that often are used on laptops is also known under an other name. What are they called except PC Cards?

- A. PC Bus adapters.
- B. Smart card readers.
- C. PCMCIA.
- D. USB adapters.

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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: In computing, PC Card (originally PCMCIA) is the form factor of a peripheral interface designed for laptop computers. PCMCIA stands for Personal Computer Memory Card International Association and was created to challenge the Japanese JEIDA memory card devices.

QUESTION 123

Which of the following statements regarding a laptop is TRUE?

- A. IDE interface hard drives on a laptop are hot-swappable.
- B. The keyboard on a laptop is hot-swappable.
- C. The memory on a laptop is hot-swappable.
- D. The modular CD-ROM drive on a laptop is hot-swappable.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 124

You work as a network technician at Certkiller .com. A Certkiller .com user has installed 1024MB of ram to a laptop but the laptop only reports 800MB of RAM. The Certkiller .com user wants to know what the cause of this could be.

What would your reply be?

- A. The computer's BIOS do not support more than 800MB of RAM.
- B. The RAM type installed is not compatible.
- C. The RAM module installed in faulty and should be replaced.
- D. The laptop is designed with a video card that uses shared RAM technology.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 125

A Certkiller .com technician installs a 512 MB RAM module in a Certkiller .com laptop that has 64MB of video shared memory. How much RAM would be available to the operating system?

- A. 256 MB
- B. 448 MB
- C. 512 MB
- D. 576 MB

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: The shared video memory is required for the onboard video adapter and is not available to the operating system. Therefore we need to subtract the

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shared video memory from the total memory to determine how much memory is available to the operating system.

QUESTION 126

A customer complains that after the memory on his laptop was upgraded from 512 MB to 1024 MB of RAM, his laptop reports that only 768 MB of RAM is installed. What is the MOST probable cause of this?

- A. The operating system does not support more than 768 MB of RAM.
- B. The RAM module is not seated properly.
- C. The technician installed the wrong RAM module.
- D. The laptop is equipped with an onboard video adapter that uses shared video memory.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 127

You are working as a technician at Certkiller .com. You have just finished an upgrade to a total of 512MB RAM in a laptop. After booting up the laptop Windows reports only 448MB of total RAM. Which of the following BEST explains the reason for the difference in RAM?

- A. The operating system does not support more than 448MB of RAM.
- B. The RAM is not seated properly.
- C. The technician installed a faulty RAM module.
- D. The laptop is designed with a video card that uses shared RAM technology.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: Shared video memory "borrows" the amount of memory needed by the GPU (Graphics processing unit). In this case the video card uses 64Mb of shared memory.

QUESTION 128

A Certkiller .com user reports that numbers instead of letters appear when he types on his laptop. What is the reason for this?

- A. The keyboard is faulty.
- B. The number lock function is turned on.
- C. The Fn key is turned on.
- D. The keyboard controller is not seated properly.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:**QUESTION 129**

What would happen when you press the Fn key on a laptop?

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- A. You would refresh the desktop.
- B. You would enable the numeric keypad.
- C. You would enable additional features on the keyboard.
- D. You would close the active window.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:**QUESTION 130**

A Certkiller .com user reports that when he plugged power adapter cord in to laptop, he saw a spark and now the screen is dim. What would you suspect the cause of this problem?

- A. The power adapter is faulty.
- B. The inverter board is faulty.
- C. The video adapter is faulty.
- D. The laptop has overheated.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 131

Certkiller .com has purchasing a laptop with internal wireless capability; however, the laptop fails to connect to any wireless network at Certkiller .com. What should the technician check FIRST?

- A. That the latest Service Pack is installed.
- B. The switch that activates the wireless antenna.
- C. That the wireless access point is active.
- D. That the laptop is equipped with a built-in modem.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 132

A Certkiller .com user complains that the screen on his laptop remains blank when he turns on his laptop. The Certkiller .com technician ascertains that the power light comes on and that the laptop does boot up. What should the technician do to enable the display?

- A. Press the Fn and Screen keys until the display appears.
- B. Attach an external LCD or CRT monitor to the laptop.
- C. Check that the screen's video cable is plugged into the laptop.
- D. Check that the monitor is powered on.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 133

You are troubleshooting a laptop where the user has reported log in problems. The

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user states that her password does not work on the laptop, but it is working on other computers in the domain. When you try to log in you observe that numbers have appeared in the place of certain letters in your username. Which of the following is MOST likely the cause of the problem?

- A. The computer has a key map for another language installed.
- B. The number lock function is turned on.
- C. The keyboard has been damaged by force or someone has had some kind of liquids in the keyboard.
- D. The scroll lock function is turned on.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: Laptop keyboards do not have a numeric keyboard on the side; instead they change the function of some of the letter keys into number keys when numlock is activated.

QUESTION 134

You work as a technician at Certkiller .com. A user with a laptop asks what the purpose of the Fn key is. What will your answer be?

- A. It is used to reset the BIOS.
- B. It is used to access hidden features on the hard drive.
- C. It is used to access additional features on the keyboard.
- D. It is used to power on and off the laptop.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: There are features like screen brightness, primary or secondary screen output, and so on that aren't needed on a stationary computers keyboard. These are accessed through Fn + key combination.

QUESTION 135

You are working as a technician at Certkiller .com. You are asked to troubleshoot a laptop where the user reports that the power light comes on and the laptop boots but there is no display on the screen. Which of the following should you try first in order to enable the laptop display?

- A. Depress the Fn and Screen keys one or more times until the display appears.
- B. Connect the laptop to an external LCD or CRT monitor.
- C. Hold the Fn key down while the laptop is booting.
- D. Depress the Enter and Escape keys while the laptop is booting.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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Explanation: The most probable cause would be that the computer has been put in external display mode that is used for projectors and external monitors.

QUESTION 136

You work as the network technician at Certkiller .com. A Certkiller .com network user has recently complained that when trying to login to the laptop however when typing numbers appear instead of letters. You are required to identify the MOST likely cause of the problem?

- A. The incorrect keyboard driver is installed
- B. The number lock function is turned on
- C. The laptops input locale used is incorrect
- D. The laptops Caps Lock function of the keyboard is turned on

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 137

Which of the following statements is TRUE regarding the purpose of the Fn key on the laptops keyboard?

- A. The purpose of the Fn key on the keyboard is to reset the system BIOS.
- B. The purpose of the Fn key on the keyboard is to display the boot drive selection menu.
- C. The purpose of the Fn key on the keyboard is to access additional features on the keyboard.
- D. The purpose of the Fn key is to enter the BIO during the boot sequence. power on and off the laptop.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 138

You work as a network technician at Certkiller .com. A Certkiller .com network user recently complained to you about a laptop which has the power light on when booting but displays a blank screen to the user. You are required to enable the laptop to use the display. What should you do?

- A. You should depress the laptops Fn and Screen keys until the display appears.
- B. You should reset the laptop and check if the display appears.
- C. You should press F8 whilst booting to check if the display appears.
- D. You should press the Enter and F1 keys while the laptop is booting.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 139

A Certkiller .com technician must create a disk image of a hard disk. Which following options should the technician use?

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- A. sysprep
- B. xcopy

- C. shadow copy
- D. copy disk

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 140

What does a switch do when using the command line?

- A. It turns the command off.
- B. It forces the command to perform unrelated task.
- C. It allows the computer to be overclocked.
- D. It widens or narrows the function of the command.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 141

Which of the following code represents the characters in Windows?

- A. UNICODE
- B. ISO
- C. SAE
- D. ASCII

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 142

Which of the following commands clears the screen when using the command line?

- A. CLS
- B. REM
- C. CD
- D. DIR

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: CLS is the command-line utility used to clear the command prompt window.

Incorrect Answers:

B: REM is used in AUTOEXEC.BAT to mark lines that are not to be executed. C:
CD is used at the command prompt to change the directory.
D: DIR is used at the command prompt to list the files and folders in a directory.

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QUESTION 143

Which of the following commands would you enter at the command prompt in Windows XP Professional Service Pack 2 when you want to defragment the C drive?

- A. DEFRAG C:
- B. FDISK
- C. SCANDISK
- D. CHKDSK C: /F

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 144

The Certkiller .com technician needs to determine which switches for the DEFRAG command he should use to force defragmentation even though the free space on a hard disk is low. Which of the following commands can the technician use?

- A. DEFRAG /HELP
- B. DEFRAG -f
- C. DEFRAG /?
- D. DEFRAG /H

Correct Answer: ACD

Section: (none)

Explanation

Explanation/Reference:

Explanation: DEFRAG /? DEFRAG /H and DEFRAG /HELP all display a list of switches that are used with the DEFRAG command. The list will include the correct switch that would allow the technician to force defragmentation even though the free space on the hard disk is low.

Incorrect Answers:

B: The -f switch is the correct switch to use to force defragmentation even though the free space on the hard disk is low but the question asks how the technician would determine which is the correct switch.

QUESTION 145

Which command line utility can be used to compare the contents of two directories in Windows XP?

- A. COMPDIR
- B. FINDDIR
- C. DISKCOMP
- D. DISKCOPY

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 146

Which of the following command line switches lists the available switches for most

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command line utilities?

- A. /help
- B. /*
- C. /h
- D. /?

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: /? is the common switch that displays a list of switches that are used with a command.

Incorrect Answers:

A, C: /help and /h displays a list of switches that are used with certain but not all commands.

B: /* does not display a list of switches that are used with a command.

QUESTION 147

Which of the following Windows XP utilities would a Certkiller .com user use to view, select and copy characters from any installed font?

- A. Character Map
- B. System
- C. Accessibility Options
- D. Regional and Language Options

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 148

A Certkiller .com trainee asks you what a switch is used for when using command line commands. What would your answer be?

- A. It is used within application icons on the graphical user interface (GUI) desktop and forces the icon's graphic appearance.
- B. It changes the core behavior of a command, forcing the command to perform unrelated actions.
- C. It enables the command to work across any operating system because the switch identifies the operating system.
- D. It alters the action of a command such as widening or narrowing the function of the command.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: For example the command ping has a switch called -n xxxx with which you can decide how many round trip packets will be sent to the destination computer.

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QUESTION 149

A Certkiller .com trainee asks you which command line utility to use in order to clear the screen. What would your answer be?

- A. CLS
- B. MMC
- C. CMD
- D. CD

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: cls(for clear screen) is an MS-DOS command used to clear the screen of commands and any output generated by them.

QUESTION 150

You are a technician at Certkiller .com. You are asked to document the IP address of all computers on the network together with their hostname. You are provided with a list of hostnames. Which of the following command line utilities can be used to find the IP address of a computer on a LAN when the hostname is known?

- A. IPCONFIG /check hostname
- B. PING hostname
- C. REFRESH hostname
- D. MMC hostname

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: ping is a computer network tool used to test whether a particular host is reachable across an IP network. It works by sending ICMP "echo request" packets to the target host and listening for ICMP "echo response" replies. The replies will also tell the IP address of the host answering the roundtrip packet.

QUESTION 151

You are working as a technician at Certkiller .com. A user calls and asks for help with his workstation. The computer is running Windows XP Professional and seems to have become unstable lately. Which of the following should be used to check the operating system integrity?

- A. SFC /SCANNOW
- B. Dr. Watson
- C. SFC /SCAN
- D. SFC /

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: System File Checker(SFC) is a utility in Microsoft Windows that

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allows users to scan for and restore corruptions in Windows system files. This utility is available on Windows 98, Windows 2000, Windows XP, Windows Server 2003, Windows Vista and Windows Server 2008. System File Checker can be invoked with the following command: SFC.EXE /SCANNOW

QUESTION 152

You are working as a technician at Certkiller .com. A user calls you and asks for some assistance with a printer problem. You suspect that it is the printer spooler that needs to be restarted and want to instruct the user over phone to restart the spooler. What would you ask the user to write at the command line?

- A. service stop | start spooler.
- B. net spooler restart.
- C. restart spooler service.
- D. spooler restart.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: In Windows the NET command line tool is used to manage services and to update, fix or view the network settings.

QUESTION 153

You are working as a senior technician at Certkiller .com. You have been preparing a master computer that you will duplicate to the other computers in the economics department. Which of the following can be used to prepare a disk image for duplication?

- A. sysprep
- B. xcopy
- C. shadow copy
- D. mmc

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: Desktop deployment is typically performed via disk cloning applications. Sysprep can be used to prepare an operating system for disk cloning and restoration via a disk image.

QUESTION 154

You need to find additional information about switches for the command COPY. Which of the following commands could you use to accomplish this?

- A. COPY /HELP
- B. COPY ?

- C. COPY /?
 - D. COPY /H
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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 155

You are working as a technician at Certkiller .com. Lately you have been busy with configuring a firewall for the research department. Which of the following protocols would you allow in order to access a remote host with a local host through a terminal window?

- A. HTML
- B. HTTP
- C. IMAP
- D. Telnet

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: Telnet is a terminal emulation program for TCP/IP networks such as the Internet. The Telnet program runs on your computer and connects your PC to a server on the network. You can then enter commands through the Telnet program and they will be executed as if you were entering them directly on the server console.

QUESTION 156

You are working as a senior technician at Certkiller .com. A trainee enters your office and needs assistance. He is looking for a command that, in Windows XP, converts FAT volumes to NTFS. What will you tell him?

- A. CHKNTFS
- B. CONVERT
- C. COMPACT
- D. COMP

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: Microsoft currently provides a tool (convert.exe) to convert HPFS (only on Windows NT 3), FAT16 and, on Windows 2000 and higher, FAT32 to NTFS, but not the other way around.

QUESTION 157

You are working as a senior technician at Certkiller .com. A trainee asks you how he can control the startup environment. Which of the following commands will you tell him to use.

- A. BOOT.INI
- B. IPCONFIG
- C. BOOTCFG

D. MSCONFIG

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: MSConfig, or System Configuration Utility, is a system configuration utility bundled with all Microsoft Windows operating systems released after 1995 except Windows 2000. Windows 2000 users can download the utility separately, however. This tool modifies which programs run at startup, edits certain configuration files, and simplifies controls over Windows services.

QUESTION 158

You are working as a technician at Certkiller .com. You have just finished copying a diskette with important data. Before locking in the diskettes in the safe you want to ensure that the diskettes are identical. Which of that following command line functions or utilities could you use from your Windows XP workstation in order to compare the contents of two diskettes?

- A. ENDLOCAL
- B. FIND
- C. DISKCOMP
- D. DISKCOPY

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: Diskcomp compares the contents of two floppy disks. Used without parameters, diskcomp uses the current drive for both disks that you want to compare. The diskcomp command works only with floppy disks. You cannot use diskcomp with a hard disk.

QUESTION 159

You are working as a technician at Certkiller .com. You have just received a batch of preinstalled workstations. A error in the order results the workstations having FAT32 formatted drives. Which of the following commands could you use to convert a FAT32 volume to an NTFS volume?

- A. Format volume: /fs:ntfs
- B. Convert volume: /fs:ntfs
- C. Change volume: /fs:ntfs
- D. Config volume: /fs:ntfs

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

C:\>convert /?

Converts FAT volumes to NTFS.

CONVERT volume /FS:NTFS [/V] [/CvtArea:filename] [/NoSecurity] [/X]

volume Specifies the drive letter (followed by a colon), mount point, or volume name. /FS:NTFS Specifies that the volume is to be converted to NTFS. /V Specifies that Convert should be run in verbose mode. /CvtArea:filename Specifies a contiguous file in the root directory to be the place holder for NTFS system files. /NoSecurity Specifies the converted files and directories security settings to be accessible by everyone. /X Forces the volume to dismount first if necessary. All opened handles to the volume would then be invalid.

QUESTION 160

You are working as a technician at Certkiller .com. You need to use a command line tool but are unsure about the switches for the command line tool. Which of the following switches is used to list the available switches for a command line function?

- A. /Help
- B. /Switch
- C. /cmd
- D. /?

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: In Windows world /? is the most used switch to display a short help text about the command. /h might also work with some commands.

QUESTION 161

You work as the network technician at Certkiller .com. A Certkiller .com network user has complained that the workstation in use seem unstable. You are required to select the best option to restore the operating systems integrity. What should you do?

- A. You should use the SFC /SCANNOW command line utility.
- B. You should use the Windows Dr. Watson application.
- C. You should use the SFC /PURGECACHE command line utility.
- D. You should use the SFC /REVERT command line utility.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 162

Which of the following statements should be used in Windows XP Professional for restarting the Print spooler service from the command line?

- A. You should use the command service stop | start spooler.
 - B. You should use the command net spooler restart.
 - C. You should use the command restart alerter service.
 - D. You should use the command Clipbook restart.
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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 163

You work as the network technician at Certkiller .com. The newly appointed Certkiller .com trainee wants to know which of the following commands can be used for obtaining information about switch functions of the COPY command.

What would your reply be?

- A. COPY *.*
- B. COPY HELP
- C. COPY /?
- D. COPY /F1

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 164

You work as the network technician at Certkiller .com. The new Certkiller .com trainee wants to know what the risks are when installing unsigned Windows drivers.

What would your reply be?

- A. You will be risking having fragmented files on the disk drive.
- B. You will be taking security risk by using these drivers risking.
- C. You will be risking having files which compromise networking capabilities.
- D. You will be risking the stability of your computer system.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 165

You work as the network technician at Certkiller .com. The newly appointed Certkiller .com trainee wants to know which of the Windows XP Professional command line functions is used to convert FAT volumes to NTFS volumes. What would your reply be?

- A. The CHKNTFS command line utility can be used for the operation.
- B. The CONVERT command line utility can be used for the operation.
- C. The MODE command line utility can be used for the operation.
- D. The ATTRIB command line utility can be used for the operation.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 166

You work as the network technician at Certkiller .com. The Certkiller .com network user has complained that the computer fails to boot after the upgrade of the graphics adapter. You are required to select the best action to take in the situation.
What should you do?

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- A. You should start the computer using the Directory Services Restore Mode.
- B. You should make use of the Registry editor and apply the 'Last Known Good Configuration.'
- C. You should start in safe mode and use device manager to perform a driver 'Roll Back'.
- D. You should re-install Windows XP Professional's Service Pack 2.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 167

A Certkiller .com computer has a single hard disk that is formatted with FAT32 and uses the drive letter C. The technician must format the drive with NTFS but does not want to lose any data on the drive.
Which of the following commands should the technician use?

- A. format c: /fs:ntfs
- B. convert c: /fs:ntfs
- C. fdisk c: /fs:ntfs
- D. defrag c: -f:ntfs

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: The correct syntax for the convert command is convert driveletter:
/fs:ntfs.

Incorrect Answers:

- A: The format c: /fs:ntfs command will format the hard disk with NTFS but will result in data loss.
- C: The fdisk command is a DOS-based command that is used to partition a hard drive for first time usage. It is not used to format the drive.
- D: The defrag command is used to defragment a volume. It is not used to format a hard drive.

QUESTION 168

When installing Windows 2000 Professional, which function key must the technician press to load the drivers for a SCSI hard drive?

- A. F6
- B. F8
- C. F4
- D. F2

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 169

A Certkiller .com technician must convert a FAT32 volume to NTFS without losing any data on the drive. Which of the following commands should the technician use?

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- A. CHKDSK
- B. CONVERT
- C. FORMAT
- D. DEFRAG

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: The correct syntax for the convert command is convert driveletter:
/fs:ntfs.

Incorrect Answers:

A: The chkdsk command is used to check a hard disk for errors and to repair the errors. It is not used to convert a FAT32 drive to NTFS.

C: The format c: /fs:ntfs command will format the hard disk with NTFS but will result in data loss.

D: The defrag command is used to defragment a volume. It is not used to convert a FAT32 drive to NTFS.

QUESTION 170

On an NTFS volume, which of the following can be used to control the amount of disk space network users can consume?

- A. Disk Cleanup
- B. Security Center
- C. Disk Quotas
- D. Disk Defragmenter

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 171

Which of the following tools can be used to correct corrupt file problems or disk errors?

- A. REGEDIT
- B. ATTRIB
- C. SCANDISK
- D. FDISK

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: You can use the Windows SCANDISK utility to correct corrupt file problems or disk errors, like cross-linked files.

Incorrect Answers:

A: The REGEDIT tool can be used to edit the registry.

B: The ATTRIB tool is used to change file attributes.

D: The FDISK tool prepares a drive for first time usage.

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References:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex Inc, Alameda, CA, 2001, pp. 815

QUESTION 172

Which of the following would not be an advantage of the NTFS file system over the FAT32 file system?

- A. more file formats.
- B. larger file sizes.
- C. file encryption.
- D. larger volumes.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: File format has nothing to do with the file system. File format is about the content in the file while file system is about the physical attributes of the file.

QUESTION 173

Fault tolerance is provided by the following RAID disk arrays: (Choose TWO).

- A. RAID 0
- B. RAID 5
- C. RAID 1
- D. RAID 3
- E. RAID 4

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

RAID 0: Striped Set (2 disks minimum) without parity.

RAID 1: Mirrored Set (2 disks minimum)

RAID 3 and RAID 4: Striped Set (3 disk minimum) with Dedicated Parity. RAID 5: Striped Set (3 disk minimum) with Distributed Parity.

QUESTION 174

You are working as a Technician at Certkiller .com. You have just installed an additional 300GB hard drive in a computer. The system hard drive is configured with NTFS and the new data hard drive came configured with FAT32. Which of the following statements are true? (Choose TWO).

- A. The cluster size is smaller and storage is more efficient on the system drive.

- B. The cluster size is larger and storage is more efficient on the system drive.
 - C. Files on the system drive can be secured.
 - D. Larger logical drives can be made on the data drive.
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Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Explanation: NTFS has several improvements over FAT and HPFS (High Performance File System) such as improved support for metadata and the use of advanced data structures to improve performance, reliability, and disk space utilization plus additional extensions such as security access control lists and file system journaling.

QUESTION 175

You are working as a technician at Certkiller .com. You have been installing a program on the C: drive on a computer using your user ID Phillip. In which of the following locations are the installation files MOST likely to be cached?

- A. C:\Documents and Settings\Phillip\Temp
- B. C:\ Documents and Settings\Phillip\Application Data
- C. C:\ Documents and Settings\Phillip\Local Settings\Application Data
- D. C:\ Documents and Settings\Phillip\Local Settings\Temp

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 176

You work as the network administrator at Certkiller .com. The new Certkiller .com network trainee wants to know which options below are not advantages of the NTFS file system over the FAT32 file system. What would your reply be?

- A. The NTFS file system supports larger files sizes.
- B. The NTFS file system supports folder encryption.
- C. The NTFS file system supports different volume types.
- D. The NTFS file system supports more file formats.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 177

Which of the following statements is TRUE regarding the location of cached installation files for a user named Rory Allen who installed the application to the C: drive?

- A. C:\Documents\Rory Allen\Temp
- B. C:\ System Volume Information\Rory Allen\Application Data

- C. C:\ Settings\Rory Allen\Local Settings\Application Data
- D. C:\ Documents and Settings\Rory Allen\Local Settings\Temp

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 178

You work as a network technician at Certkiller .com. The Certkiller .com network trainee wants to know which of the following allows users to create program shortcuts which start when the user logs into Windows. What would your reply be?

- A. The location for these shortcuts would be under My Documents>My Pictures\Startup.
- B. The location for these shortcuts would be under Documents and Settings\All Users\Start Menu\Programs \Startup.
- C. The location for these shortcuts would be under Documents and Settings\Application Data\Startup.
- D. The location for these shortcuts would be under System Volume Information\Programs\Startup.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 179

Which of the following files is used for virtual memory in Windows 98?

- A. PAGEFILE.SYS.
- B. WIN386.SWP.
- C. CONFIG.SYS.
- D. AUTOBAT.EXEC.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: The WIN386.SWP file is the virtual-memory file in Windows 98.

Incorrect Answers:

A: The PAGEFILE.SYS file is the virtual-memory file in Windows 2000, not Windows 98.

C, D: CONFIG.SYS and AUTOBAT.EXEC are startup files for DOS and Windows 9x.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 564-676.

QUESTION 180

In Windows 2000, where would you optimize virtual memory?

- A. Control Panel/Computer Management.
- B. Control Panel/System/Device Manager.
- C. Control Panel/System/Performance.

D. Control Panel/System/Advanced.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: You can configure the size and placement of the virtual-memory swap

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file in Windows 2000 and Windows XP in the Advanced Tab of the System applet in Control Panel.

Incorrect Answers:

A: Computer Management is located in Control Panel/Administrative Tools and is used to manage the System Tools, Storage space, and Services and Applications. It does not manage virtual memory.

B: Device manager is used to manage devices, not virtual memory.

C: You can configure the size and placement of the virtual-memory swap file in Windows 9x in the Performance Tab of the System applet in Control Panel.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 609-617.

QUESTION 181

A Certkiller .com user wants to stop certain applications from running automatically when his Windows XP computer starts. Which of the following utilities can he use?

- A. MSCONFIG.EXE
- B. CONFIG.EXE
- C. REGEDIT.EXE
- D. SYSEDIT.EXE

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 182

A Certkiller .com technician must configure a service to start automatically when Windows XP boots up. Which of the following should the technician use?

- A. The Computer Management applet in Administrative Tools.
- B. The Services applet in Administrative Tools.
- C. The Folder Options applet in Control Panel.
- D. The System applet in Control Panel.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 183

You need to free up some extra hard drive space on a workstation. Which of the following is an application in

Windows that allows removal of unnecessary files?

- A. Disk Cleanup
- B. Delete command
- C. SCANDISK
- D. Defrag

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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Explanation: The Disk Cleanup is a computer program tool included in Microsoft Windows designed to help free up space on the computer user's hard drive. It searches and analyze the hard drive, and then it determine which files on a hard drive may no longer be needed and delete those files.

QUESTION 184

You are working as a technician at Certkiller .com. You are asked to increase Certkiller s security by configuring the telnet service not to startup when Windows XP starts. Which of the following administrative applets would into mmc (Microsoft Management Console) to complete this task?

- A. Policy Snap-in
- B. Services Snap-in
- C. Event Viewer Snap-in
- D. System Config

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 185

You are working as a senior technician at Certkiller .com's main office. A trainee asks you "if you want to utilize built-in language support, what is the code for representing characters in Windows called?" What will your answer be?

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- A. UNICODE.
- B. UTF-1.
- C. ICSII.
- D. ASCII.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: In computer science, Unicode is an industry standard allowing computers to consistently represent and manipulate text expressed in any of the world's writing systems. Unicode consists of a repertoire of about

100,000 characters, a set of code charts for visual reference, an encoding methodology and set of standard character encodings, an enumeration of character properties such as upper and lower case, a set of reference data computer files, and a number of related items, such as character properties, rules for text normalization, decomposition, collation, rendering and bidirectional display order (for the correct display of text containing both right-to-left scripts, such as Arabic or Hebrew, and left-to-right scripts).

QUESTION 186

You are working as a technician at Certkiller .com. You are troubleshooting a Windows XP Professional computer with Service Pack 2 that is unusually slow and suspect that file fragmentation might be the cause of the problem. Which of the following command line options could you use in order to launch the disk defragmenter utility?

- A. DEFRAG with the proper switches
- B. MMC with the proper switches
- C. CLEANDSK with the proper switches
- D. CHKDSK with the proper switches

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: MMC is the Microsoft Management Console, CLEANDSK does not exist and CHKDSK is a command in DOS and Microsoft Windows systems which verify a hard disk or a floppy disk for file system integrity.

QUESTION 187

You are working as a network technician at Certkiller .com. You have helped a user with mapping up a network drive. After reboot the mapped share has disappeared and can no longer be found under My Computer. Which of the following steps should be taken to ensure that the drive remains mapped?

- A. Check the 'Folder' connection when mapping the drive.
 - B. Select the drive letter needed to connect each time a user logs on.
 - C. Select 'Retype Path' under the login screen for the user.
 - D. Check 'Reconnect at Logon' when mapping the drive.
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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: Refer to exhibit.

QUESTION 188

You are working as a technician at Certkiller .com. All computers at Certkiller .com uses hard disks formatted with NTFS. You have been asked to investigate if it is possible to track and control the amount disk space used in the computer in the research department. Which of the following tools could you use in order to accomplish this?

- A. Disk Cleanup
- B. Disk Dump
- C. Disk Quotas
- D. Disk Defragmenter

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: A disk quota is a limit set by a system administrator that restricts certain aspects of file system usage on modern operating systems.

QUESTION 189

You are working as a technician at Certkiller .com. All workstations at Certkiller .com are running Microsoft Windows XP. A user wants to know which of the following utilities that enables him to view, select and copy characters from any installed font. What will you answer him?

- A. Character Map
- B. Sticky Keys
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- C. Accessibility Options
- D. Language Bar

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: Character Map(CharMap.exe) is a utility included with Microsoft Windows operating systems which can be used to view the characters in any installed font, to check what keyboard input (Alt code) is used to enter those characters, and to copy characters to the clipboard in lieu of typing them. The tool is usually useful for entering special characters.

QUESTION 190

You are working as a technician at Certkiller .com. A user reports that he recently received an error message stating, 'error log full.' Which of the following should you use in order to clear the log?

- A. Event Viewer
- B. System Restore
- C. Device Manager
- D. System Information

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: Event logs have been a feature of Windows NT since its original release in 1993. Applications and operating system components can make use of this centralized log service to report events that have taken place, such as a failure to start a component or complete an action. The system defines three log sources, "System", "Application", and "Security". The System and Application log sources are intended for use by the Windows operating system and Windows applications respectively; the Security log source, however, is only directly writable by the Local Security Authority Subsystem Service (lsass.exe). Event Viewer is a component of Microsoft's Windows NT line of operating systems that lets administrators and users view the event logs on a local or remote machine.

QUESTION 191

You work as the network administrator at Certkiller .com. Certkiller .com makes use of Windows XP Professional SP2 as their client computers. You are required to configure a Certkiller .com user to have the ability to make system changes to individual workstations.

What should you do?

- A. You should add all usernames to the Backup Operators group on each workstation.
- B. You should place the user's accounts in a created group with the rights to make needed changes.
- C. Add administrative rights to each network login on the domain.
- D. You should place all usernames in the Debug Users group on the domain controller.

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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 192

You work as the network administrator at Certkiller .com. A newly appointed Certkiller .com trainee wants to know which of the following command line functions can be used in Windows XP for clearing the screen. What would your reply be?

- A. The CLS command is used to clear the screen.
- B. The SETLOCAL command is used to clear the screen.
- C. The START command is used to clear the screen.
- D. The VOL command is used to clear the screen.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 193

You work as the network technician at Certkiller .com. During the course of the day you decided to configure a Windows XP Professional service not to start when Windows starts. You are required to select which of the administrative templates would be sufficient?

- A. You should use the Performance Snap-in.
- B. You should use the Services Snap-in.
- C. You should use the Event Viewer Snap-in.
- D. You should use the Computer Management Snap-in.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 194

You work as the network technician at Certkiller .com. A newly hired Certkiller .com trainee wants to know which of the following tools may be used for preparing a disk image for duplication. What would your reply be?

- A. You should make use of the sysprep disk imaging utility.
- B. You should make use of the xcopy utility.

- C. You should make use of the Windows Image Acquisition service.
- D. You should make use of the volume shadow copies.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 195

You work as the network technician at Certkiller .com. A Certkiller .com network user wants to know what the code is for representing characters in Windows and utilize built-in language support. What would your reply be?

- A. The code used for representing characters in Windows is UNICODE.
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- B. The code used for representing characters in Windows is UDF.
- C. The code used for representing characters in Windows is Joliet.
- D. The code used for representing characters in Windows is ASCII.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 196

Which of the following statements are TRUE regarding starting the disk defragmenter utility in Windows XP Professional SP2?

- A. You should use the DEFRAG command with the proper switches.
- B. You should use the FDISK command with the proper switches.
- C. You should use the MODE command with the proper switches.
- D. You should use the ATTRIB command with the proper switches.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 197

Which of the following statements are TRUE regarding receiving an error message stating "error log full" and resolving the problem?

- A. You should make use of the Windows Event Viewer to clear the log.
- B. You should make use of Disk Cleanup to clear the log.
- C. You should make use of DR. Watson to clear the log.
- D. You should make use of the System Configuration Tool to clear the log.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 198

Which of the following statements is TRUE regarding the tool used to track and control the amount of disk space to use on an NTFS volume?



<http://www.gratisexam.com/>

- A. You can make use of the Accessibility Wizard to control the disk space usage.
- B. You should make use of the Indexing service to control disk space usage.
- C. You should make use of the Disk Quotas tool to control disk space usage.
- D. You should make use of the Windows Disk Defragmenter tool to control disk space usage.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 199

You work as a network technician at Certkiller .com. The Certkiller .com network trainee wants to know which of the utilities can be used for selecting, viewing and copying characters from any installed font. What would your reply be?

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- A. You can make use of the Character Map utility for this purpose.
- B. You can make use of the Windows Onscreen Keyboard for this purpose.
- C. You can make use of the Accessibility Options for this purpose.
- D. You can make use of the Windows Magnifier for this purpose.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 200

You work as a network technician at Certkiller .com. A Certkiller .com network trainee has asked you which of the following can be used to control the computers startup environment. What would your reply be?

- A. The BOOT.INI command is used to control the startup environment.
- B. The CMD command is used to control the startup environment.

- C. The DCDIAG command is used to control the startup environment.
- D. The MSCONFIG command is used to control the startup environment.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 201

Which of the following statements is TRUE regarding the command line utilities used to compare two directories?

- A. The command line utility used is the NET START utility.
- B. The command line utility used is the MODE utility.
- C. The command line utility used is the DISKCOMP utility.
- D. The command line utility used is the ATTRIB utility.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 202

Which of the following statements makes use of the proper command and syntax for converting FAT32 volumes to NTFS volumes?

- A. You should use the command Format volume: /fs:ntfs
- B. You should use the command Convert volume: /fs:ntfs
- C. You should use the command ATTRIB volume: /fs:FAT
- D. You should use the command MODE volume: /fs:FAT32

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 203

Which of the following statements is TRUE regarding the utilities which can be used for keeping a Windows XP Professional computers running efficiently with the disk drives free of errors?

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- A. The Drive Indexing utility can be used for this purpose.
- B. The Disk Defragmenter utility can be used for this purpose.
- C. The Disk Quotas utility can be used for this purpose.
- D. The Check Disk utility can be used for this purpose.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 204

Which of the following statements is TRUE regarding the command line which should be used to display the available switches for a command?

- A. You should make use of the syntax /Help to display available switches.
- B. You should make use of the syntax /Mode to display available switches.
- C. You should make use of the syntax /Start to display available switches.
- D. You should make use of the syntax /? to display available switches.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 205

A Certkiller .com computer has two hard drives that are assigned the drive letters C and D respectively. Windows XP Professional and several disk intensive applications are installed on the C drive. When the disk intensive applications are run, the computer performs slowly. What can the Certkiller .com technician do to improve performance?

- A. Defragment drive C.
- B. Convert drive C to NTFS.
- C. Move the Windows swap file to drive D.
- D. Re-install Windows XP Professional on drive D.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 206

Which of the following commands can be used to check the integrity of the system files in Windows XP Professional?

- A. SFC /SCANNOW
- B. Dr. Watson
- C. SFC /SCAN
- D. SCANDSK

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 207

The _____ command is used to control the startup environment in Windows XP.

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- A. BOOT.INI
- B. IPCONFIG
- C. NTDLR
- D. MSCONFIG

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 208

Where should a user create a shortcut to a program so that the program starts automatically for every person that logs into Windows 2000 Professional?

- A. Documents and Settings > Programs > Startup > All Users
- B. Documents and Settings > All Users > Start Menu > Programs > Startup
- C. Documents and Settings > Programs > All Users > Startup
- D. Documents and Settings > All Users > Programs > Startup

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 209

You need to delete unused files on a Windows XP computer in order to free up extra hard drive space. Which utility should you use?

- A. Disk Cleanup
- B. DEL
- C. SCANDISK
- D. Disk Defragmenter

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 210

Which of the following tools allows a user to manage their computer system's configuration?

- A. REGEDIT.EXE
- B. SCANREG.EXE

- C. MSCONFIG.EXE
- D. Disk Management

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: The MSCONFIG.EXE tool can be used to manage their computer system's configuration.

Incorrect Answers:

A: The REGEDIT.exe tool is used to stores all Windows configuration information. B: The Windows Registry Checker, SCANREG.EXE is a quick and simple utility that

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you can use to check the Registry for consistency.

D: The Disk Management is Windows 2000's replacement for FDISK and can be used to create or delete partitions and even modify drive types.

References:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex Inc, Alameda, CA, 2001, pp. 820

QUESTION 211

You are working as a technician at Certkiller .com. You are asked to performe data recovery on a computer running Windows XP. Which of the following locations could contain valuable and irreplaceable user data? (Choose TWO).

- A. E-Mail
- B. Driver files
- C. System Recovery
- D. Pictures
- E. Windows Directory

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

Explanation: Driver files, System recovery and Windows Directory is not created by the user and can always be recreated.

QUESTION 212

You are working as a technician at Certkiller .com. You have been asked to ensure that virtual memory in Certkiller .com's Windows XP workstations is set to optimal settings. Which of the following alternatives would help you manage that?

- A. Manually set virtual memory settings to one MB.
- B. Set virtual memory settings to no paging file.
- C. Manually monitor size.
- D. Set Windows to automatically manage size.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: Virtual memory should be at least 1.5 times the amount of RAM in the workstation, so alternative A is false. Not using a paging file at all would be an enormous waste of RAM space and it would make the workstation to feel slow and unresponsive so alternative B is also false. Manually monitoring the page file size will never work if you have more than one computer so alternative C is also false.

QUESTION 213

You are working as a technician at Certkiller .com. You have just finished installing a Windows XP Professional workstation to a user. The workstation is fitted with two hard drives designated C: and D: respectively. The Operating System has been installed on the C: drive and the workstation boots normally. The user who received

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the computer runs several disk intensive programs and reports that the computer slows down when running these programs. Which of the following would be the BEST way to resolve this problem?

- A. Defragment the secondary hard drive.
- B. Increase the registry size by a factor of three.
- C. Move the Windows swap file to the D: drive.
- D. Re-install Windows XP Professional on the D: drive.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: Having the swapfile (or pagefile) on the same partition as the system prevents the workstation from reading swapfile content at the same time as it reads operating system files or program files from the system partition.

QUESTION 214

You are working as a technician at Certkiller .com. You receive a call from a user reporting that on his Windows XP computer there are several programs, that the user neither recognizes nor wants to run, that are slowing the computer. Which of the following may you use in order to resolve this problem?

- A. MSCONFIG.EXE
- B. ATTRIB.EXE
- C. IPCONFIG /RELEASE
- D. SYSEDIT.EXE

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: MSConfig, or System Configuration Utility, is a system configuration utility bundled with all Microsoft Windows operating systems released after 1995 except Windows 2000. Windows 2000 users can download the utility separately, however. This tool modifies which programs run at startup, edits certain configuration files, and simplifies controls over Windows services.

QUESTION 215

You are working as a technician at Certkiller .com. You have been asked to install Windows 2000 Professional on one of the computers in the computer lab. The hard drive in the computer is connected to a SCSI bus and requires an additional driver to be installed. Which of the following function keys do you have to press before you reach the installation screen?

- A. F6
- B. F2
- C. F9
- D. F4

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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 216

You work as the network technician at Certkiller .com. A newly appointed network trainee wants to know which of the tools listed below will rewrite files to a single section of a hard drive when the file is written to multiple sectors of a hard drive. What would your reply be?

- A. The Disk Defragmenter utility is used.
- B. The Disk Cleanup utility is used.
- C. The System Restore utility is used.
- D. The Format.com utility is used.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 217

You work as the network administrator at Certkiller .com. The new Certkiller .com network trainee wants to know what you should configure to have all network computers check for download and install the critical updates to computers the same time each day. What would your reply be?

- A. You should make use of the Start bar and select All Programs and System Tools.
You should then choose Windows Update Scheduler and select Automatic (Recommended) and choose Everyday and enter the desired time.
- B. You should make use Administrative Tools under Control Panel and open Services.
You should then select Windows Update and choose Automatic (Recommended) and choose Everyday and enter the desired time.
- C. You should make use of the Start bar and use run to open the Microsoft Management Console (MMC) and load the services snap-in.
You should then select the Windows Update service and configure it as Automatic (Recommended) and choose Everyday and enter the desired time.
- D. You should make use of the Control Panel and open Automatic Updates.
You should then select Automatic (Recommended) and choose Everyday and enter the desired time.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 218

Which of the following statements is TRUE regarding available features after installing Service Pack 2 on a Windows XP Professional computer?

- A. Windows Security Center.
- B. Active Directory Local Users and Groups.
- C. The Microsoft Windows .NET framework.
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- D. The Automatic Updates feature of Windows.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 219

You work as a network technician at Certkiller .com. The Certkiller .com network trainee wants to know which of the function keys should be pressed when installing Windows 2000 Professional to a disk drive connected to a SCSI bus which requires additional drivers. What would your reply be?

- A. You should make use of F6 to install the drivers.
- B. You should make use of F9 to install the drivers.
- C. You should make use of F8 to install the drivers.
- D. You should make use of F2 to install the drivers.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 220

You work as a network technician at Certkiller .com. The Certkiller .com network user requested you install Windows XP Professional on the computers C: drive and do nothing to the D: drive. The Certkiller .com user uses disk intensive programs and has recently complained about poor performance when running the programs. You are required to improve the user's performance. What should you do?

- A. You should run the disk compression utility.
- B. You should run the Disk Cleanup utility on the primary hard drive.
- C. You should configure the computer by moving the Windows swap file to the D: drive.
- D. You should make use of the Windows XP CD and re-install Windows XP Professional on the D: drive.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 221

You work as a network technician at Certkiller .com. A Certkiller .com user has complained that several programs are running in the background which he does not recognize and cause the computers performance slower. You are required to improve the performance by choosing which tool to use?

- A. You should make use of the MSCONFIG.EXE utility.
- B. You should make use of the MODE.EXE utility.
- C. You should make use of the IPCONFIG /FLUSHDNS utility.
- D. You should make use of the DXDIAG.EXE utility.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 222

Which of the following recovery options are available when booting from the Windows XP installation CD?

- A. Automated System Recovery (ASR)
- B. Safe Mode
- C. Last Known Good Configuration
- D. Emergency Recovery Disk (ERD)

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 223

When you logged on to the Recovery Console, which of the following commands can you use to write new Windows boot sector code on a boot partition?

- A. Diskpart
- B. Fixboot
- C. Fixmbr
- D. None of the above

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: Fixboot is used to write new Windows boot sector code on a boot partition. The command is usually used to deal with a corrupted Windows boot sector.

Incorrect Answers

A: In Windows NT, 2000 and XP; Diskpart replaces the FDISK.EXE command. Diskpart is used to configure and manage partitions on hard disk volumes.

C: Fixmbr is used to repair the master boot record (MBR) of the system partition. D:

Fixboot is the correct command to use.

References:

QUESTION 224

A Certkiller .com technician needs to configure and manage partitions on hard disk from the Recovery Console. Which of the following commands should the technician use?

- A. Diskpart
- B. Fixboot
- C. Fixmbr
- D. None of the above

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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Explanation: In Windows NT, 2000 and XP; Diskpart replaces the FDISK.EXE command. Diskpart is used to configure and manage partitions on hard disk volumes.

Incorrect Answers

B: Fixboot is used to write new Windows boot sector code on a boot partition. The command is usually used to deal with a corrupted Windows boot sector.

C: Fixmbr is used to repair the master boot record (MBR) of the system partition. D:

Diskpart is the correct command to use.

References:

James G. Jones, Craig Landes, A+ Exam Cram, 2nd Edition, Que Publishing, Indianapolis, 2003, Chapter 16

QUESTION 225

You have just upgraded the video device driver on your home computer running Windows XP Home edition. The computer fails to boot up after the upgrade. Which of the following should you try FIRST?

- A. Use the 'REGEDIT' utility to revert to the 'Last Known Good Configuration.'
- B. Run the Recovery Console and 'Revert the Driver.'
- C. Start the computer in Safe Mode; go to Device Manager, select Display Adapter and 'Roll Back' the driver.
- D. Re-install Windows XP Home.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 226

You are working as a senior technician at Certkiller .com. One of the new trainees asks which recovery option there is when booting from a Windows 2000/XP CD-ROM. What will you answer him?

- A. Automated System Recovery
- B. BOOT.INI
- C. Last Known Good Configuration
- D. Encrypted Recovery Disk

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: Automated System Recovery (ASR) is a part of the NTBackup that is available when booting from installation media.

QUESTION 227

You work as the network administrator at Certkiller .com. The newly appointed Certkiller .com network trainee has asked you what the purpose of the switches are when using the command line. What would your reply be?

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- A. The switches at the command line are used for altering the command actions by narrowing or widening the function of the command used.
- B. The switches at the command line are used to have the command perform unrelated actions by changing the core behavior of a command.
- C. The switches at the command line are used to enable the command to run on any operating system since the switches identifies the operating system used.
- D. The switches at the command line are used within the application icons of the graphical user interface (GUI) desktop to force the icon's graphical appearance.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 228

On a Windows XP computer, _____ may cause the computer to operate in VGA mode.

- A. an incompatible driver problem
- B. using dual displays
- C. an IRQ problem
- D. a faulty monitor

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 229

A Certkiller .com technician installs Service Pack 2 on a Windows XP computer. He then starts a network service but discovers that service cannot communicate with the server. What should the technician do?

- A. Stop and restart the service.
- B. Uninstall Service Pack 2.
- C. Add the port number and name of the service to the Exceptions list of Windows Firewall.
- D. Reboot the computer.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 230

You are working as a technician at Certkiller .com. All Certkiller .com's computers run Windows XP. You have just upgraded all computers in the marketing department with Service Pack 2 for Windows XP. After the upgrade you realize that a network application that exists on the computers does not communicate with the server anymore. Which of the following actions should be taken FIRST?

- A. Restart the service of the application.
- B. Uninstall Service Pack 2 for Windows XP with Add or Remove Programs.
- C. Add the port number and name of the service to the Exceptions list of Windows Firewall.
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Firewall.
- D. Re-install Service Pack 2 for Windows XP.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: Service Pack 2 (SP2) (codenamed "Springboard") was released on August 6, 2004 after several delays, with a special emphasis on security. Unlike the previous service packs, SP2 adds new functionality to Windows XP, including an enhanced firewall, improved Wi-Fi support with a wizard utility, a pop-up ad blocker for Internet Explorer, and Bluetooth support.

QUESTION 231

You are working as a technician at Certkiller .com. A user requests some assistance with her computer. It seems that her display is limited to a 16 color mode. Which of the following alternatives could be the cause of this problem?

- A. There is an incompatible driver installed.
- B. The computer is running in dual monitor mode.
- C. The interrupt request for the video adapter in the BIOS is disabled.
- D. The monitor is not compatible with the video adapter in the computer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: An incompatible driver will cause the system to fail-over to a generic display driver with minimal functionality just to ensure that a technician can still access the operating system and replace the faulty display driver.

QUESTION 232

You are working as a technician at Certkiller .com. All computers at Certkiller .com use Windows 2000/XP. A colleague asks you why a computer would perform a physical memory dump. What will you answer him?

- A. A device is installed without installing the drivers.
- B. A computer detects a condition from which the computer cannot recover.

- C. The computer is shut down incorrectly.
- D. The wrong processor is installed.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

A core dump is the recorded state of the working memory of a computer program at a specific time, generally when the program has terminated abnormally (crashed).

QUESTION 233

You work as the network administrator at Certkiller .com. A Certkiller .com user has

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complained that the shared printer he installed on a Windows XP Professional computer does not have a permissions tab for configuring permissions. The Certkiller .com user should be able to control which users access the printer.

What should you do?

- A. You should have all network users removed from the Local Administrators Group.
- B. You should set permissions for the printer by turning off Simple File Sharing.
- C. You should use the printer's panel menu for restricting users from printing to the printer.
- D. You should create a shortcut to the printer and set permissions to the shortcut.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 234

You work as the network technician at Certkiller .com. A Certkiller .com user complained that he installed a network application software to the Windows XP Professional SP2 computer but the application is not able to communicate with the network server. You are required to resolve the problem.

What should you do?

- A. You should have the Microsoft .NET framework installed.
- B. You should have Windows XP Professional's Service Pack 2 upgrade uninstalled using Add or Remove Programs.
- C. You should configure the Exception list of the Windows Firewall by adding the port number and name of the service.
- D. You should have Service Pack 2 of Windows XP Professional re-installed.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 235

Which of the following statements is TRUE regarding when Windows 2000/XP computers would typically

perform physical memory dump?

- A. The computer will perform a memory dump when signed trusted drivers are installed from Microsoft.
- B. A Memory dump will be performed when the computer detects a condition from which the computer cannot recover.
- C. A memory dump will occur when not properly removing peripherals.
- D. A memory dump will be done when you have the incorrect display driver installed.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 236

Which of the following statements is TRUE regarding a user account type being changed to limited on a computer running Microsoft Windows XP Professional SP2 in a work group by knowing what the user account will be unable to perform?

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- A. You will not be able to run the Command Prompt.
- B. You will not be able to make an Internet Connection.
- C. You will not be able to access.
- D. You will not be able to install programs.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 237

Which type of issue does the "A device in SYSTEM.INI cannot be found" error message pertain to?

- A. System files issue.
- B. Configuration files issue.
- C. Swap files issue.
- D. All of the above.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: This error indicates a configuration file issue. Usually it means that a hardware or software component that was not installed was added into a configuration file.

Incorrect Answers

A: When system files are missing or corrupt, you would be displayed with error messages that signify an operating system issue.

C: Swap or page file issues result in memory-related problems. When the swap file is incorrect or too small, the system starts running out of usable memory, and starts slowing down.

D: Configuration file issue is the correct answer.

References:

David Groth and Dan Newland, A+ Study Guide, 2nd Edition, Alameda, Sybex, 2004, p. 777 - 779.

James G. Jones, Craig Landes, A+ Exam Cram, 2nd Edition, Que Publishing, Indianapolis, 2003, Chapter 16

QUESTION 238

If you receive the "Non-system disk or disk error" error message, what issue should you start troubleshooting for?

- A. A missing operating system where the computer failed to locate a boot sector with an operating system installed.
- B. A memory size error.
- C. A missing or malfunctioning keyboard.
- D. None of the above

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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Explanation: You have a missing operating system when the computer fails to locate a boot sector with an operating system installed on any of its disks.

Incorrect Answers

B: The power on self-test (POST), built into a computer, indicates memory specific issues with a number commencing with 2.

C: The power on self-test (POST), built into a computer, indicates missing or malfunctioning keyboard issues with a number commencing with 3.

D: A missing operating system is the correct answer.

References:

David Groth and Dan Newland, A+ Study Guide, 2nd Edition, Alameda, Sybex, 2004, p. 777.

James G. Jones, Craig Landes, A+ Exam Cram, 2nd Edition, Que Publishing, Indianapolis, 2003, Chapter 16

QUESTION 239

The "No operating system found" error can be attributed to a number of issues. Choose the option that is FALSE.

- A. No operating system was installed.
- B. There are corrupt boot files.
- C. A device in SYSTEM.INI cannot be found.
- D. The boot sector is corrupt.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: When a device referenced in SYSTEM.INI cannot be found, you have a configuration file related issue, and not an operating system issue.

Incorrect Answers

A, B, D: These are all issues that can result in the "No operating system found" error.

References:

David Groth and Dan Newland, A+ Study Guide, 2nd Edition, Alameda, Sybex, 2004, p. 777 - 779.

James G. Jones, Craig Landes, A+ Exam Cram, 2nd Edition, Que Publishing, Indianapolis, 2003, Chapter 16

QUESTION 240

When would a Windows XP computer perform a physical memory dump?

- A. When a device driver problem occurs.
- B. When the computer detects a condition from which it cannot recover.
- C. When a user logs off incorrectly.
- D. When there is a problem with the system RAM.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 241

You are working as a technician at Certkiller .com. A user calls and request assistance with an error message that was displayed on his computer earlier today. But the user does not remember the message's exact wording. The correct wording of the error message can be found in the:

- A. System Monitor.
- B. Setup log in Windows folder.
- C. Event Viewer.
- D. Manufacturer's documentation.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: All errors, warnings, and informational alerts that is shown on the computer is also stored under the System, Security, or Application log in the event viewer.

QUESTION 242

You work as the network technician at Certkiller .com. A newly appointed Certkiller .com trainee wants to know which Windows application may be used to remove unwanted files to free disk space. What would your reply be?

- A. The Windows Disk Cleanup application.
- B. The Windows Disk Defragmenter.
- C. The Windows SCANDISK application.
- D. The Compress hard drive option of Windows.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 243

You work as a network technician at Certkiller .com. A newly appointed Certkiller .com trainee wants to know which of the following recovery options for the operating system are available when booting from a Windows 2000/XP CD-ROM. What would your reply be?

- A. The Automated System Recovery will be available.
- B. The BOOT.INI file will be available.
- C. The System Configuration Utility will be available.
- D. The Direct X Diagnostics will be available.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 244

You need to back up the Registry. Which of the following utilities can you use to perform this task? Choose all correct options.

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- A. Windows Registry Checker
- B. System File Checker.
- C. System Restore
- D. All of the above

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Windows Registry Checker can be used to check the Registry for consistency and back it up. You can also restore a previous copy of the Registry from inside Windows, using the Windows Registry Checker. System Restore is used to create restore points or incremental backups, and is a backup tool for the Windows Me, Windows 2000, and Windows XP operating systems. You can use System Restore to back up the Registry for these specific Windows operating systems.

Incorrect Answers

B: System File Checker is used to compare non-Windows files which a program has installed, to original Windows files. You can use System File Checker fix an important Windows file that was overwritten by a source other than Microsoft.

D: System File Checker cannot be used to back up the Registry.

References:

David Groth and Dan Newland, A+ Study Guide, 2nd Edition, Alameda, Sybex, 2004, p. 795.

James G. Jones, Craig Landes, A+ Exam Cram, 2nd Edition, Que Publishing, Indianapolis, 2003, Chapter 16

QUESTION 245

A user with the user account named MHammm installs a new program on the C: drive of a Windows XP computer. Where would the installation files be cached during installation?

- A. C:\Documents and Settings\ MHammm\ Application Data
- B. C:\ Documents and Settings\ MHammm\Programs Files\Cache
- C. C:\ Documents and Settings\ MHammm\Local Settings\Application Data
- D. C:\ Documents and Settings\MHammm\Local Settings\Temp

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 246

A Certkiller .com technician needs to create a restore point on a Windows XP computer. What should the technician do?

- A. Run the Backup application in System Tools.
- B. Run the System Restore application in System Tools.
- C. Run the Backup and Restore application in System Tools.
- D. Run the Disk Defragmenter application in System Tools.

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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 247

What is the Windows Update website used for?

- A. To locate hardware updates for a computer.
- B. To allow a technician to update the computer remotely.
- C. To locate and install critical updates for the Windows operating system.
- D. To archive updates for the Windows operating system.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 248

Which of the following features are available after you install Service Pack 2 on a Windows XP Professional computer and reboot the computer?

- A. Security Center
- B. Active Directory
- C. Internet Connection Sharing
- D. Internet Connection Firewall

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 249

A Certkiller .com technician must configure all Windows XP on the Certkiller .com network to download and install updates at the same time each day. Where should the technician do?

- A. Open Automatic Updates on the Start menu, select the Automatic (Recommended) radio button, and specify the time.
- B. Open Windows Updates on the Start menu, select the Automatic (Recommended) radio button, and specify the time.
- C. Open Automatic Updates in the Administrative Tools menu, select the Automatic (Recommended) radio button, and specify the time.
- D. Open Windows Update Scheduler in System Tools, select the Automatic (Recommended) radio button, and specify the time.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 250

Which of the following is valuable and irreplaceable user data that should be included in a data backup strategy?

- A. E-mail
- B. Program Files
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- C. System files
- D. My Documents

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 251

Which of the following Windows XP utilities can be used to keep a disk drive free of errors?

- A. Disk Defragmenter
- B. Disk Cleanup
- C. Check Disk
- D. All of the above.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 252

You are working as a senior technician at Certkiller .com's IT Department. One of the trainees asks you which of the following that is a common risk when installing unsigned Windows drivers. What will you answer him?

- A. Cross-linking of files.
- B. Physical damage to devices.
- C. Files may become fragmented.
- D. System stability may be compromised.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: Unsigned drivers are not tested and confirmed by Microsoft to work together with their operating system.

QUESTION 253

You are working as a technician at Certkiller .com. All computers at Certkiller .com use Windows 2000 and XP Professional. You need to create a program shortcut that will start the program for every person that logs into Windows. Where would you place the shortcut in order to accomplish this?

- A. Documents and Settings > Start Menu > Programs > Startup
- B. Documents and Settings > All Users > Start Menu > Programs > Startup
- C. Documents and Settings > Programs > Start Menu > Startup
- D. Documents and Settings > All Users > Programs > Startup

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: The shortcut needs to be placed in the all users profile and the folder for startup items is found in the start menu.

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QUESTION 254

You are working as a technician at Certkiller .com. Which of the following utilities should you use to keep a Windows XP workstation running efficiently and to keep the disk drives free of errors? (Choose TWO).

- A. Scheduled Tasks
- B. Disk Defragmenter
- C. Disk Partition
- D. Check Disk
- E. System Restore

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 255

You are working as a technician at Certkiller .com. All workstations at Certkiller .com use Windows 2000 and XP Professional. A user calls and wants to know how he can create a program shortcut that will start the program automatically for every person that logs into the computer. What will you tell him?

- A. Documents and Settings > All Users > Start Menu > Programs > Startup
- B. Documents and Settings > All Users > Programs > Startup
- C. Documents and Settings > Start Menu > Programs > Startup
- D. Documents and Settings > Programs > Start Menu > Startup

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 256

You are working as a technician at Certkiller .com. You are about to install some new software to a workstation, but before you do that you wish to create a restore point. How do you create a restore point?

- A. You should run the Backup program from the Control Panel.
- B. You should start the System Restore program from the System Tools menu.
- C. You should start the Disk Defragmenter from the System Tools menu.
- D. You should run the Disk Cleanup program from the System Tools menu.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: System Restore is accessed via the Start menu, in Start -> All Programs -> Accessories -> System Tools -> System Restore. From there, the user may create a new restore point manually, roll back to an existing restore point, or change the System Restore configuration.

QUESTION 257

Which of the following statements are TRUE regarding data recovery and locations

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valuable and irreplaceable user data could be found on a computer running Windows XP Professional SP2?

- A. You should back up the user's Temp directory
- B. You should back up the users E-Mail
- C. You should back up the users System Volume Information directory
- D. You should back up the users Pictures directory

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 258

Which of the following statements is TRUE regarding the usage of the Microsoft Windows Update website?

- A. The purpose of the Windows Update website is to find in compatible devices and updates for a computer.
- B. The purpose of the Windows Update website is to have the network technician to update the computer remotely.

- C. The purpose of the Windows Update website is to update the operating system and drivers by obtaining critical updates.
- D. The purpose of the Windows Update website is to download unsigned unsafe drivers.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 259

You work as the network administrator at Certkiller .com. A Certkiller .com user has recently requested that you backup several Gigabytes of data which should be done regularly. You are required to select the appropriate backup medium to use.
What should you do?

- A. You should make use of a mini DVD to backup the data.
- B. You should make use of a dual-layer DVD for the backup
- C. You should make use of an external USB hard drive for the backup.
- D. You should make use of a Digital Linear Tape (DLT) for the backup.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 260

You work as a network technician at Certkiller .com. A Certkiller .com user wants to know which action should be taken to create a restore point.
What would your reply be?

- A. You should run the DirectX diagnostic from the Control Panel.
- B. You should run the System Restore program from the System Tools menu.
- C. You should start the disk indexing service from the Administrative tools menu in Control Panel.
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- D. You should run the Disk Cleanup program from the System Tools menu.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 261

Which of the following printers use a print-head?

- A. Laser printers
- B. Bubble jet printers
- C. Impact printers
- D. None of the above

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: The bubble-jet uses the ink cartridge, which consists of the print-head and ink supply

Incorrect Answers:

A: The laser uses the toner powder, which is made of plastic, metal, and organic material.

C: The impact printer uses a mechanical device that hits onto the surface of an ink ribbon.

D: The bubble-jet uses the ink cartridge, which consists of the print-head and ink supply.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 246

QUESTION 262

Where are multiple documents on a printer?

A. In the printer spool.

B. In the print head.

C. In the printer control board.

D. In the printer's buffer.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 263

Which of the following types of printers use a drum?

A. Ink jet printers

B. Laser printers

C. Dot Matrix printers

D. Bubble jet printers

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: The laser printers are the only printers to use an electro-photographic

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(EP) drum to create the image.

Incorrect Answers:

A, D: Ink-Jet and Bubble-Jet printers use the ink cartridge, which consists of the print-head and ink supply.

C: Dot Matrix printers are impact printers that use a mechanical device that hits onto the surface of an ink ribbon.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, p. 246

QUESTION 264

_____ is the MOST common driver for a scanner.

- A. PDF
- B. TWAIN
- C. RAW
- D. PNG

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 265

Which of the following printers would you not recommend for archiving?

- A. A laser printer.
- B. A thermal printer.
- C. A bubble jet printer.
- D. A dot matrix printer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: A thermal printer is not suitable for archiving because of its slow output rate.

QUESTION 266

A(n) _____ printer requires special paper on which to print.

- A. laser
- B. thermal
- C. impact
- D. color

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: A thermal printer uses a special heat sensitive paper to print on. All the others use ordinary paper.

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QUESTION 267

A Certkiller .com trainee asks you what the process that controls the printer queues in Windows 2000/XP Professional is called. What will your answer be?

- A. Print Controller Service
- B. Print Spooler Service
- C. Print Handler Service
- D. Print Moderator Service

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: The Print Spooler Service is a utility program that stores information in a temporary file before sending it on to a printer. Print spoolers help computers to work efficiently, allowing the central processing unit (CPU) to carry on with other work while a document is being printed.

QUESTION 268

You are working as a senior technician at Certkiller .com. A trainee wants to know which types of printers that have a drum. What will your answer be?

- A. impact
- B. laser
- C. ink jet
- D. thermal

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: The laser is aimed at a rotating polygonal mirror, which directs the laser beam through a system of lenses and mirrors onto the photoreceptor. The beam sweeps across the photoreceptor at an angle to make the sweep straight across the page; the cylinder continues to rotate during the sweep and the angle of sweep compensates for this motion. The stream of rasterized data held in memory turns the laser on and off to form the dots on the cylinder.

QUESTION 269

You are working as a technician at Certkiller .com. The HR department has recently bought a new laser printer, and the manager of the HR department has expressed his concerns about the possibility of using wrong kind of paper and therefore ruining the new printer. In order to calm him you tell him that there is only one type of printers that needs special paper in order to print. What kind of printers is that?

- A. laser
- B. thermal
- C. dot matrix impact
- D. ink jet

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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: In order to print with a thermal printer, one inserts thermo-sensitive paper between the thermal head and the platen. The printer sends an electrical current to the heating resistor of the thermal head, which in turn generates heat in a prescribed pattern. The heat activates the thermo-sensitive coloring layer of the thermo-sensitive paper, which manifests a pattern of color change in response.

QUESTION 270

Which of the following types of printers provides a output that is NOT suitable for archiving?

- A. A laser printer.
- B. A thermal printer.

- C. An ink jet printer.
- D. A dot matrix impact printer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: Normal Thermal printouts are not time resistant as the black text created with heat against the special paper will fade with time. Normal shop receipts are today using thermal printing techniques.

QUESTION 271

A _____ is used to allow a printer to store multiple documents while printing.

- A. print BIOS
- B. print head
- C. printer processor
- D. buffer

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: In computing, a buffer is a region of memory used to temporarily hold data while it is being moved from one place to another. Typically, the data is stored in a buffer as it is retrieved from an input device (such as a keyboard) or just before it is sent to an output device (such as a printer).

QUESTION 272

You are working as a technician at Certkiller .com. A user in the marketing department needs a printer directly connected to his workstation in order to print samples of ads before approving and sending them to the repro department. The user is concerned with the size of the ads and wants a printer with a fast interface towards the computer. Which of the following interfaces provides for the highest

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speed printing?

- A. USB 2.0
- B. RS-232C Printing
- C. IEEE 802.11b
- D. IEEE 1284 ECP Compliant

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: USB 2.0 can handle speed up to 480Mbit/s.

QUESTION 273

Which of the following statements are TRUE regarding printers which make use of a drum?

- A. The impact printer makes use of a drum
- B. The laser printer makes use of a drum

- C. The ink jet printer makes use of a drum
- D. The USB impact printer makes use of a drum

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 274

Which of the following statements is TRUE regarding printers which require special paper to print?

- A. The laser printer requires special paper.
- B. The thermal printer requires special paper.
- C. The USB impact printer requires special paper.
- D. The IEEE 1284 ink jet printer requires special paper.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 275

Which of the following statements is TRUE regarding the printer types which do not provide output suitable for archival?

- A. The laser printer does not provide suitable output.
- B. The thermal printer does not provide suitable output.
- C. The USB ink jet printer does not provide suitable output.
- D. The IEEE 1394 printer does not provide suitable output.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 276

Which of the following statements is TRUE regarding the capability used for storing

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multiple documents on the printer?

- A. The printer makes use of the print BIOS for this purpose
- B. The printer makes use of the computers available RAM for this purpose
- C. The printer makes use of the DVD Writers memory buffer for this purpose
- D. The printer makes use of the printer's buffer for this purpose

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 277

A _____ cables is used to connect a printer to the parallel port of a computer.

- A. IEEE 1284
- B. RS-232C
- C. IEEE 802.11
- D. IEEE 1394

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: IEEE 1284 is the specification for the parallel interface.

Incorrect Answers:

B. RS-232C refers to the Serial interface.

C. IEEE 802.11 is the specification for Wireless Ethernet. D. IEEE 1394 is the specification for the FireWire interface.

QUESTION 278

Certkiller .com has a printer that is attached to a Windows 2000 computer. The spooler service on the computer has stopped. What command should the Certkiller .com technician issue to restart the spooler service from the command line?

- A. spooler service restart
- B. net spooler restart
- C. restart service
- D. spooler restart

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 279

The Certkiller .com technician wants to control the queue for all printers from the command line in Windows XP Professional. Which of the following commands should he use?

- A. print spooler service
- B. print control service
- C. print queue service
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- D. print queue control

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 280

Which of the following specifications describes the Extended Capabilities Port (ECP) used for printers?

- A. IEEE 1284
- B. IEEE 802.15
- C. IEEE 802.3
- D. IEEE 802.11i
- E. IEEE 1394

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: IEEE 1284 is the specification for the Extended Capabilities Port (ECP) which is also known as the parallel port.

Incorrect Answers:

B. IEEE 802.15 is the specification for the USB interface.

C. IEEE 802.3 is the specification for Ethernet.

D. IEEE 802.11i is a specification for Wireless Ethernet. E. IEEE 1394 is the specification for the FireWire interface.

QUESTION 281

_____ provides the best speed for printing.

- A. USB 2.0
- B. RS-232C
- C. IEEE 802.11b
- D. IEEE 1394

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 282

A Certkiller .com trainee asks you which speed is MOST common on printer NIC's used for connecting to the copper network. What would your answer be?

- A. 11/54 Mbps
- B. 125 Mbps
- C. 10/100 Mbps
- D. 2 Mbps

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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Explanation: A normal Ethernet network today is of the speed 10/100Mbps, there is 1000 Mbps but a printer would not need these speeds.

QUESTION 283

You are working as technician at Certkiller .com. A user calls and wants to have a cable to connect his old printer to the parallel port of his computer. Which of the following cables would you send to him?

- A. IEEE 1284
- B. USB
- C. RS-232
- D. IEEE 1394

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: IEEE 1284 is a standard that defines bi-directional parallel communications between computers and other devices. In the 1970s, Centronics developed the now familiar printer parallel interface that soon became a de facto standard.

QUESTION 284

You are working as a technician at Certkiller .com. A user brings a scanner that has been left in a storage area a couple of years ago, and wants to know if it might still work. The scanner has nothing that would identify a manufacturer so you'll need to try it out with a general driver. Which of the following would be a common scanner driver?

- A. LPR
- B. TWAIN
- C. RAW
- D. PCL

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: LPR, PCL and RAW all have to do with printing. TWAIN is a standard for acquiring images from image scanners: an image capture API for Microsoft Windows and Apple Macintosh operating systems. The word TWAIN is not officially an acronym; however, it is widely known as a backronym for "Technology Without An Interesting Name".

QUESTION 285

You are working as a senior technician at Certkiller .com. A trainee asks you which of the following IEEE specifications that specifies the criteria of the Extended Capabilities Port (ECP) for printers?

- A. IEEE 1284
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- B. IEEE 802.3
- C. IEEE 1394
- D. IEEE 802.11g

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: IEEE 1284 is a standard that defines bi-directional parallel communications between computers and other devices. In the 1970s, Centronics developed the now familiar printer parallel interface that soon became a de facto standard. The standard became non-standard as enhanced versions of the interface were developed, such as the HP Bitronics implementation released in 1992.

QUESTION 286

You are working as a technician at Certkiller .com. You have just finished installing and testing a printer to a user's workstation. Which of the following you do next?

- A. Replace the toner cartridge.
- B. Turn off and power on the printer.
- C. Recheck all connections.
- D. Show the user the printer's basic functionality.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 287

You are employed by Certkiller .com as the network administrator. A newly appointed trainee has asked you in Windows 2000/XP Professional which of the services controls the queue for all printers?

- A. Print Service
- B. Separator Pages
- C. Print Spooler Service
- D. Parallel Port

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 288

You work as the network at Certkiller .com. The newly appointed Certkiller .com network trainee wants to know what the MOST common speed used is when you are connecting to printers over a hard wired network. What will your reply be?

- A. The MOST common speed used is 10/100 Mbps
 - B. The MOST common speed used is 5 Mbps
 - C. The MOST common speed used is 54 Mbps
 - D. The MOST common speed used is 450 Mbps
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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 289

You work as the network technician at Certkiller .com. During the course of the day you installed a network printer. A Certkiller .com user has complained that when printing strange characters appear. You are required to select the BEST option for solving the issue. What should you do?

- A. You should consider re-installing the network printer.
- B. You should reinstall the printer network drivers.
- C. You should download a critical update from Windows Update for the operating system.
- D. You should visit the manufacturer web-site to download the latest software and drivers.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 290

You work as the network technician at Certkiller .com. The newly appointed Certkiller .com user has asked you which of the following scanner drivers are commonly used. What will your reply be?

- A. The scanner driver used is the LPR driver
- B. The scanner driver used is the TWAIN driver
- C. The scanner driver used is the RAW driver
- D. The scanner driver used is the Post Script driver

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 291

You work as the network technician at Certkiller .com. The newly appointed Certkiller .com trainee wants to know what the cause of the problem is when the printer produces faded print quality when the toner cartridges has been hanged.

What would your reply be?

- A. The problem could be caused by the laser scanner is defective.
- B. The problem could be caused by the printer not fully discharging the imaging drum.
- C. The problem could be caused by the transfer corona malfunctioning.
- D. The problem could be caused by the printer not receiving enough power.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 292

Which of the following statements is TRUE regarding the installation of the printer

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and the testing of the printer by selecting what the next action should be?

- A. You should remove the printers IEEE 1284 cable from the computer.
- B. You should demonstrate the basic functionality of the printer to the user.
- C. You should ensure the print cartridges are replaced.
- D. You should ensure you unplugged all necessary cables to the printer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 293

You work as a network technician at Certkiller .com. The Certkiller .com network user has installed a new printer. The user has reported when he selects print from applications the previous printer is still used. You are required to resolve the problem.
What should you do?

- A. You should have the print job printed on the default printer.
- B. You should make use of the printers Security tab for selecting 'Make this printer the Default printer on the system.
- C. You should delete the newly installed printer and try again.
- D. You should right click the new printer and select the option 'Set as Default'.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 294

What should the Certkiller .com technician do immediately after installing a new printer for a user?

- A. Reboot the computer.
- B. Show the user how to use the printer.
- C. Provide the user with the printer's manual.
- D. Check all cables and connections.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 295

What can the Certkiller .com technician do to improve the performance of a color laser printer?

- A. Install a faster printer processor.
- B. Use higher capacity toner cartridges.
- C. Increase the printer's RAM.
- D. Set the printer to monochrome.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 296

As a Certkiller .com technician, what should you do in order to obtain optimal performance from Certkiller .com's laser printers?

- A. High-quality toner and fill the toner cartridge.
- B. Cartridges created by the printer manufacturer.
- C. Refurbished cartridges from a local source.
- D. Recycled cartridges in order to save money.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 297

You are working as a technician at Certkiller .com. The marketing department has purchased a color laser printer, and recently users have started to notice that when printing multicolored designs, the printer takes a long finish the printout. Which of the following would be the BEST way to decrease printing time and maintain quality?

- A. Return the laser printer and purchase an ink jet printer.
- B. Use higher capacity print toners.
- C. Increase the amount of memory in the printer.
- D. Set the printer to only print in monochrome.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: Color laser printers typically require four times as much memory as a monochrome printer to print the same size document, because each of the four CMYK color separations needs to be rasterized and stored in memory before printing can begin.

QUESTION 298

You work as the network technician at Certkiller .com. A Certkiller .com user complains that the laser printer does not print optimally. You are required to have the printer perform optimally for the users. What should you do?

- A. You should load medium-quality toner and half fill the toner cartridge.

- B. You should make use of the cartridges created by the printer manufacturer.
- C. You should make use of recycled cartridges from a local source.
- D. You should make use of unknown manufacturer cartridges in order to save money.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 299

Where should you look for the appropriate maintenance schedule for a laser printer?

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- A. You should look on the label inside the back panel of the printer.
- B. You should look on the Properties page of the Printer Driver.
- C. You should look in the manufacturer's service guide recommendations.
- D. You should look in an email generated by the printer to the administrator programmed into the printer settings.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: The manual for the printer should always contain a service guide recommendation. Even though there also might be a label inside the back panel or an email generated from the printer, these solutions would most likely differ between different manufacturers.

QUESTION 300

You are asked to troubleshoot a scanner in the HR department. What should you do FIRST when arriving on site?

- A. Verify that the correct drivers are installed and that they are signed by Microsoft.
- B. Verify that the proper imaging software is installed and verified to work with the specific scanner that is used.
- C. Make sure that all connections are tight and in the right place.
- D. Ask the user whether the scanner has worked previously.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: To know if the device you are troubleshooting has ever worked and if it has worked previously, when did it stop working might provide valuable information that points to the cause of the problem.

QUESTION 301

The prints from a Certkiller .com laser printer appear smudged image and rubs off easily. Which of the following is the MOST probable cause of this problem? What problem can be cause by the fusing assembly?

- A. The pickup assembly is worn.
- B. The fusing assembly is faulty.

- C. The wrong paper is being used.
- D. The erasure lamp is faulty.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: When the paper comes out with a smudged image, and toner rubs off, the problem is in the fusing assembly.

Incorrect Answers:

A: A worn pickup assembly can cause a paper jams.

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C: Laser printers do not require special paper, but if low quality paper is used, a paper jam might occur.

D: If the erasure lamp is faulty, the previous electrostatic discharges aren't completely wiped away and ghost images will appear in the print.

Reference:

James G. Jones and Craig Landes, A+ Exam Cram 2 (2nd Edition), QUE Publishing, Indianapolis, 2003, p. 379

QUESTION 302

You install a second printer for a Certkiller .com user; however, the user complains when he clicks on "Print", the previous printer is used and not the new one. What should the technician do?

- A. Remove the old printer.
- B. Set the new printer as the main printer.
- C. Select the new printer from the printer list each time a document is printed.
- D. Set the new printer as the default printer.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 303

What is the FIRST step a Certkiller .com technician should take when troubleshooting a scanner?

- A. Ensure that the correct scanner drivers are installed.
- B. Check that the scanner has power and is powered on.
- C. Check all cables to the scanner.
- D. Ask the user whether the scanner has worked previously.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 304

A Certkiller .com technician has installed a new network printer for the Certkiller .com users but the users complain that the printer is printing unusual characters. What should the technician do to resolve this problem?

- A. Verify the IP address for the printer.
- B. Restart the spooler service.
- C. Download and install the latest patches for the operating system.
- D. Download and install the latest software and drivers for the printer.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 305

Certkiller .com users complain that a laser printer with multiple trays kept getting paper jams. To resolve the problem, the Certkiller .com technician installed a

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maintenance kit in the laser printer. What should the technician do NEXT?

- A. Print a test page from each paper tray to ensure that the problem has been resolved.
- B. Print a calibration page from each Certkiller .com user's computer.
- C. Check that all the paper trays are full.
- D. Restart the printer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 306

What should the Certkiller .com technician do to resolve a fuser error code' problem on a laser printer?

- A. Replace the printer's fuser unit.
- B. Replace the printer's corona wire.
- C. Recalibrate the printer.
- D. Restart the printer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 307

The Certkiller .com technician has replaced the toner cartridge on a laser printer that was producing faded prints. However, the print quality does not improve. What is the MOST likely the cause of this problem?

- A. The laser scanner is faulty.
- B. The EP drum is not fully discharging.
- C. The transfer corona is faulty.

D. The power supply is faulty.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 308

As a Certkiller .com technician you are troubleshooting an error code on a laser printer, that indicates there is some problem with the fuser. Which of the following actions should the you take first to solve the issue?

- A. Replace the printer's fuser unit.
- B. Change the type of paper being used in the printer.
- C. Replace the printer's corona wire.
- D. Turn the printer off and on until the problem resolves.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: The paper passes through a fuser assembly with rollers that provide heat and pressure (up to 200 Celsius), bonding the plastic powder to the paper.

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QUESTION 309

After some reoccurring trouble with paper jams on a laser printer with multiple trays you order and install a maintenance kit. In order to verify that the problem is resolved, what should you do?

- A. Print a test page from all paper trays.
- B. Use the printserver to send a calibration page to the printer.
- C. Reset the printer's memory and configure the separate trays from scratch.
- D. Throw away the paper that is in the trays and reload the trays with paper that is verified to be of the correct thickness.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 310

You are working as a senior technician at Certkiller .com. A trainee calls you and needs some help with troubleshooting a printer issue. The technician has installed a network printer to a users but when printing, strange characters appear. No one else has reported any trouble with the printer. Which of the following would be the BEST method for fixing this issue?

- A. Retype the IP address.
- B. Reinstall the printer on the network.
- C. Download a patch for the operating system.
- D. Download the latest software and drivers.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: If the IP address was wrong you wouldn't be able to print at all to the printer. As no one else has reported any problem with the printer it must be a local problem. The only part of the operating system that is in "direct" connection with the printer would be the device driver that is installed. Try reinstalling the latest software from the manufacturer web site.

QUESTION 311

You work as a technician at Certkiller .com. The HR department has just received a new printer. A user in the HR department reports that when selecting 'Print' from an application the old printer is the first to appear in the print window. Which of the following should you recommend that the user does?

- A. Save the print job with the new printer selected.
- B. Open the Printers Folder > right click on the new printer > Properties > Security tab and select 'Make this printer the Default printer on this system'
- C. Select the printer from the list each time a document is printed.
- D. Open the Printers Folder > select the new printer icon > File > Set as Default Actualtests.com - The Power of Knowing
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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: The printer that is selected to be default will always turn up first in the list over available printers.

QUESTION 312

You are working as a technician at Certkiller .com. You are asked to troubleshoot a network printer that is no longer printing. You start by examining all cables and verify that they are properly attached. Also the IP settings seems to be correct and you are able to PING the network's gateway from a computer but not the printer's IP address. Which of the following would MOST likely be the cause?

- A. The network interface card (NIC) is faulty.
- B. The printer is not enabled in the computer's BIOS.
- C. The printer memory is full.
- D. The printer needs a new maintenance kit.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: A properly configured and connected printers network interface card should always answer to ping and if it isn't then the NIC is probably toasted.

QUESTION 313

You are working as a technician at Certkiller .com. You have just finished installing a new maintenance kit in a laser printer with multiple trays. The printer has a history of having repeated paper jams. Which of the following should you do to ensure that the problem is resolved?

- A. Fill all the paper trays with new paper.
- B. Reset the printer's configuration tray settings.

- C. Print a test page from all paper trays.
- D. Print a calibration page from a user's computer.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 314

You are working as a technician at Certkiller .com. You have been asked to troubleshoot a printer that is producing faded print quality. The toner cartridge has been changed but there was no improvement. Which of the following is MOST likely the cause?

- A. The laser scanner is defective.
- B. The imaging drum is not fully discharging.
- C. The transfer corona is malfunctioning.
- D. The primary corona wire is receiving no power.

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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 315

You work as the network technician at Certkiller .com. A Certkiller .com user recently complained about the laser printer suffering paper jams constantly. You have later installed a new laser printer maintenance kit and require selecting an action to ensure the problem is solved. What should you do?

- A. You should have a test page printed from all paper trays.
- B. You should configure a printer separator page.
- C. You should have the configuration tray settings of the laser printer reset.
- D. You should remove all paper and fill all the paper trays with new paper.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 316

You work as the network technician at Certkiller .com. A newly appointed Certkiller .com user has installed the latest laser printer to the computer. The user complains that when printing multicolor designs that the printer takes too long to print. You are required to improve the performance of the printing time. What should you do?

- A. You should return the laser printer and purchase a thermal printer.
- B. You should make use of the lowest capacity print toners.
- C. You should have the memory amount of the printer increased.
- D. You should set the printer to use a lower Dots Per Inch (DPI) setting.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 317

You work as the network technician at Certkiller .com. You have recently been asked to troubleshoot a fuser error code on a laser printer. You are required to select which action to take in order to solve the problem at hand.

What should you do?

- A. You should consider having the paper tray type used changed.
- B. You should consider replacing the printers Serial or USB cable.
- C. You should consider configuring the printer to use a different port.
- D. You should consider having the printer's fuser unit replaced with a working one.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 318

You work as the network technician at Certkiller .com. The newly appointed Certkiller .com network trainee has asked you where the appropriate maintenance

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schedule for a laser printer will be found. You are required to inform the trainee where the schedule could be found.

What would your reply be?

- A. The maintenance schedule will be found in the service guide recommendations of the manufacturer.
- B. The maintenance schedule will be found in a generated e-mail by the printer to the network administrator programmed into the printer settings
- C. The maintenance schedule will be found on the Printer Driver Properties page.
- D. The maintenance schedule will be found inside the back panel of the printer on a label.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 319

You work as the network technician at Certkiller .com. During the course of the day you receive complaints about a scanner not working. You will be required to select the first action a technician should take when troubleshooting a scanner.

What should you do?

- A. You should ensure that Windows drivers are not used to install the scanner.

- B. You should ensure that you installed the proper scanner software.
- C. You should reinstall all drivers and check all connections are tight.
- D. You should ask the user if the scanner in question has worked previously.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 320

Where would the Certkiller .com technician locate the maintenance schedule for a laser printer?

- A. On the back panel of the printer.
- B. Under the printer.
- C. In the manufacturer's service guide.
- D. Under the cartridge panel.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 321

What should the Certkiller .com technician do to optimize the performance of a laser printer?

- A. Use high-quality toner when refilling the toner cartridge.
- B. Only use cartridges from the same manufacturer as the printer.
- C. Calibrate the printer on a regular basis.
- D. Recycled cartridges in order to reduce costs.

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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 322

Which of the following protocol are used for access across a network to a remote host but through a terminal window?

- A. Telnet
- B. HTTP
- C. SFTP
- D. IMAP4

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: Telnet is a terminal emulation protocol that provides a remote logon to another host over the network. The SSH protocol is used to establish a secure Telnet session over TCP/IP. It can thus be used instead of Telnet.

Incorrect Answers:

B: HTTP is a protocol that is used by a web browser to communicate with web servers. It does not provide remote access through a terminal window.

C: SFTP is a protocol that is used to transmit data securely between an FTP client and an FTP server. It does not provide remote access through a terminal window.

D: IMAP4 is a protocol that is used to transmit e-mail between an e-mail client and an e-mail server. It does not provide remote access through a terminal window.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 117, 297.

QUESTION 323

Which of the following protocols rely on DNS for host name resolution?

- A. TCP/IP
- B. IPX/SPX
- C. NetBEUI
- D. AppleTalk

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: TCP/IP uses DNS for host name resolution.

Incorrect Answers:

B: IPX/SPX relies on either Bindery Services or Novell Directory Services (NDS) for name resolution.

C: NetBEUI has no structure to its addressing format, making name resolution impossible.

D: AppleTalk uses the Name Binding Protocol (NBP) to resolve a computer name to its network address.

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Reference:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 78-80, 90, 143.

QUESTION 324

Which of the following is responsible for resolving a fully qualified domain name to the IP address?

- A. ARP
- B. DNS
- C. DHCP
- D. WINS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: The DNS service resolves fully qualified domain names and host names to IP addresses.

Incorrect Answers:

A: The Address Resolution Protocol (ARP) resolves an IP address to the MAC address. The MAC address is

a Data Link layer address that is hard-coded to each network interface.

C: DHCP is responsible for assigning IP addresses another IP configuration options to hosts on a network. It does not provide any form of name resolution.

D: WINS resolves NetBIOS names to IP addresses.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 82, 84, 112-113, 138-144.

QUESTION 325

Which of the following protocols is used to transmit e-mail between the two e-mail servers?

- A. Post Office Protocol, version 3 (POP3)
- B. Simple Mail Transfer Protocol (SMTP)
- C. Internet Control Message Protocol (ICMP)
- D. Internet Message Access Protocol, version 4 (IMAP4)

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: SMTP (Simple Mail Transfer Protocol) is used for sending e-mail messages.

Incorrect Answers:

A, D: POP3 and IMAP4 transmit e-mail between the e-mail client and the e-mail server. C:

ICMP (Internet Control Message Protocol) is used for network management and control. It provides error testing and reporting for TCP/IP.

References:

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David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 78-79, 116, 207.

QUESTION 326

Which of the following is used to manage IP multicast sessions?

- A. NNTP
- B. ICMP
- C. IGMP
- D. SNMP

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: IGMP (Internet Group Management Protocol) is used to manage IP multicast sessions. It does not provide error reporting.

Incorrect Answers:

A: NNTP (Network News Transfer Protocol) is used to access Usenet news servers. It does not manage IP multicast sessions.

B: ICMP (Internet Control Message Protocol) is used for network management and control. It provides error testing and reporting for TCP/IP. It does not manage IP multicast sessions

D: SNMP (Simple Network Management Protocol) is a communications protocol that collects information about network devices, such as hubs, routers, and bridges. It does not manage IP multicast sessions.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 112-118.

QUESTION 327

Which of the following protocols is used to transmit data between a web browser and a web server?

- A. SSH
- B. HTTP
- C. SFTP
- D. IMAP4

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: HTTP is the protocol that is used by a web browser to communicate with web servers.

Incorrect Answers:

A: The SSH protocol is used to establish a secure Telnet session over TCP/IP.

C: SFTP transmit data securely between a client and an FTP server.

D: IMAP4 transmit e-mail between the e-mail client and the e-mail server. It does not transmit data between a web browser and a web server.

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References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 117, 297.

QUESTION 328

Which of the following protocols operate at the network layer and provide network address capabilities?

- A. SPX
- B. SMTP
- C. IP
- D. DNS

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: IP operates at the network layer and provides network addressing capabilities.

Incorrect Answers:

A: The SPX operates at the transport layer.

B: SMTP operates at the application layer and transmit e-mail messages between two e-mail servers. It does not provide network addressing capabilities.

D: DNS operates at the network layer but provides host name to IP address translation. It does not provide network addressing capabilities.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 117, 297.

QUESTION 329

After rebooting a computer that you work with remotely you observe that you can no longer ping its IP-address. After physically checking out the computer you see that it is ok, it has just changed its IP-address. What should this behavior tell you?

- A. Network interface card (NIC) driver needs to be updated.
- B. DNS server is down.

- C. Computer does not have a static IP address.
- D. Ethernet cable is a crossover cable.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: Even if a computer has a lease on an IP-address for a period of time and it automatically renews it when the lease is running out it sometimes happens that the "normal" ip-address is already taken when it is time to renew the lease, and in that case it will be assigned another IP-address.

QUESTION 330

You are working as a senior network technician at Certkiller .com. A trainee asks

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you which of the following protocols that take care of the translation of a computer name into an IP address. What would your answer be?

- A. FTP
- B. UDP
- C. DNS
- D. TCP

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: DNS serves as the "phone book" for the Internet: it translates human-readable computer hostnames, e.g. www. Certkiller .com, into the IP addresses that networking equipment needs for delivering information.

QUESTION 331

You are working as a senior network technician. A trainee asks you which of the following protocol that operates at the network layer and provides addressing capabilities. What will your answer be?

- A. IPX
- B. SSL
- C. IP
- D. DNS

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: The Internet Protocol (IP) is a data-oriented protocol used for communicating data across a packet-switched internetwork. IP is a network layer protocol in the Internet protocol suite and is encapsulated in a data link layer protocol (e.g., Ethernet). As a lower layer protocol, IP provides the service of communicable unique global addressing amongst computers.

QUESTION 332

You are working as a senior network technician at Certkiller .com. A trainee asks you in what way Network Address Translation (NAT) provides additional security for users behind a gateway router. What will your

answer be?

- A. NAT blocks users on the public Internet from initiating connections to computers on a local network.
- B. NAT blocks users on a local network from initiating connections to computers on the public Internet.
- C. NAT prevents access to the Internet during non-working hours.
- D. NAT limits users from accessing web sites on a blocked site list.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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Explanation: As NAT uses private, non-routable addresses you are unable to target the client from another subnet than the one being NAT:ed. The only way to reach a client behind a NATing device is by setting up port forwarding or address forwarding to the inside network.

QUESTION 333

You are working as a senior network technician. A trainee asks which of the following IP addresses that can be routed across the Internet. What will you answer him?

- A. 147.9.172.118
- B. 10.25.8.4
- C. 192.168.0.20
- D. 127.0.0.1

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: 127.0.0.1 is the IP address for the loopback device, also called localhost. The following table shows all private address ranges, and common for private addresses are that anyone can use them and they are not routed.

QUESTION 334

How many bits does an Internet Protocol (IP) address contain?

- A. 128 bits
- B. 256 bits
- C. 32 bits
- D. 64 bits

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: IPv4 only uses 32-bit (4 byte) addresses, which limits the address space to 4,294,967,296 (2³²) possible unique addresses.

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QUESTION 335

You are working as a senior network technician at Certkiller .com. A trainee asks you which subnet mask that is usually used with the IP address 192.168.1.1.What will you answer him?

- A. 255.255.0.0.
- B. 255.255.255.0.
- C. 255.0.0.0.
- D. 255.255.255.1.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: Private IP addresses in the 192.168.0.0 range consists of Class C addresses. See figure for more.

QUESTION 336

You are working as a senior network technician at Certkiller .com. A trainee asks you where in the OSI model layers the MAC address reside. What will you answer him?

- A. data link
- B. network
- C. transport
- D. session

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 337

You work as the network technician at Certkiller .com. Which of the following statements are TRUE regarding network failure and there is no link light?

- A. There is a break in the application layer of the Open System Interconnection (OSI) model.
- B. There is a break in the physical layer of the Open System Interconnection (OSI) model.
- C. There is a break in the data layer of the Open System Interconnection (OSI) model.
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- D. There is a break in the transport layer of the Open System Interconnection (OSI) model.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 338

You work as the network technician at Certkiller .com. A Certkiller .com network user has asked you which of the following communication protocols are responsible for translating computer names to IP addresses. What would your reply be?

- A. The FTP protocol will be used.

- B. The HTTP protocol will be used.
- C. The DNS protocol will be used.
- D. The TCP/IP protocol will be used.
- E. E: The NNTP protocol will be used.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 339

Which of the following statements are TRUE regarding Network Address Translation being able to provide additional security for Certkiller .com users behind a gateway router?

- A. Network Address Translation (NAT) provides additional security by blocking users on the public Internet from initiating connections to computers on a local network.
- B. Network Address Translation (NAT) provides additional security by having the ability to block users on a local network from initiating connections to computers on the Internet.
- C. Network Address Translation (NAT) provides additional security by not being able to prevent access to the Internet during non-working hours.
- D. Network Address Translation (NAT) provides additional security by not being able to limit users from accessing web sites on a blocked site list.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 340

Which of the following statements is TRUE regarding the protocol used to access remote computers with a local host via a terminal window?

- A. The protocol that would be used is the NNTP protocol.
- B. The protocol used will be the IPX/SPX protocol.
- C. The Protocol used will be the POP3 protocol.
- D. The protocol used will be the Telnet protocol.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 341

Which of the following statements is TRUE regarding the requirements for configuring a computer to use a static IP address to access the Internet? (Choose TWO)

- A. You would require a WINS address.
- B. You would require the LM hosts file.

- C. You would require the gateway address.
- D. You would require the DNS server address.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 342

You work as a network technician at Certkiller .com. The Certkiller .com network user reports that when he pings the computers loopback address he receives no response. The Certkiller .com user wants to know what could cause this problem.

What would your reply be?

- A. The TCP/IP protocol is not functioning.
- B. The WINS service did not start on the server.
- C. The DNS Server is not responding or is down.
- D. You should have the network IP address renewed.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

B: Identify names, purposes and characteristics of technologies for establishing connectivity (6 Questions)

QUESTION 343

IEEE _____ provides a wireless solution for network printing.

- A. 1284
- B. 802.5
- C. 802.3
- D. 802.11g
- E. 1394

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

IEEE 802.11g is one of the specifications for Wireless Ethernet networks that can be used to provide a wireless solution for network printing.

Incorrect Answers:

A. IEEE 1284 is the specification for the Extended Capabilities Port (ECP) which is also known as the parallel port. This, together with USB, is used to connect the printer to the computer.

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B. IEEE 802.5 is the specification for Token Ring networks. C. IEEE 802.3 is the specification for Ethernet networks. E. IEEE 1394 is the specification for the FireWire interface.

QUESTION 344

A network printer is to a Fast Ethernet adapter. What would the maximum network transmission speed to the printer be?

- A. 10 Mbps
- B. 16 Mbps
- C. 54 Mbps
- D. 100 Mbps

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: Fast Ethernet operate at a maximum speed of 100 Mbps.

Incorrect Answers:

A: Ethernet networks operate at a maximum speed of 10 Mbps.

B: Token Ring networks operate at a maximum speed of 16 Mbps.

C: Wireless Ethernet networks operates at a maximum speed of 54 Mbps

References:
David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, p. 65.

QUESTION 345

Which of the following statements are TRUE regarding the IP address of the computer changing after you reboot the computer?

- A. The network interface card (NIC) driver requires being updated.
- B. The DNS server service has not started.
- C. The computer does not have a static IP address.
- D. The DHCP service failed to start

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:**QUESTION 346**

Which of the following actions are appropriate and should be taken regarding CAT 5 network cabling lying around on the floor in several locations of the company?

- A. You should install a wireless network.
- B. You should reroute the cables using a protective material.
- C. You should install an Access Point.
- D. You should reposition the computer equipment closer to the server.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 347

Which of the following statements is TRUE regarding the subnet used for the IP address 192.168.10.100?

- A. The subnet used will be 255.255.10.0.
- B. The subnet used will be 255.255.255.0.
- C. The subnet used will be 255.0.0.224.
- D. The subnet used will be 255.0.255.1.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 348

Which of the following statements is TRUE regarding the layer of the OSI model where the MAC address would reside?

- A. The MAC address resides in the Data link layer.
- B. The MAC address resides in the Physical layer.
- C. The MAC address resides in the Security layer.
- D. The MAC address resides in the Session layer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Part 2: Install, configure, optimize and upgrade networks A:
Install and configure browsers (1 Question)

QUESTION 349

Which of the following statements is TRUE regarding the protocol which is used at the network layer to provide the addressing capabilities?

- A. The IPX/SPX protocol is used at the network layer to provide addressing capabilities.
- B. The SSL protocol is used at the network layer to provide addressing capabilities.
- C. The IP protocol is used at the network layer to provide addressing capabilities.
- D. NNTP protocol is used at the network layer to provide addressing capabilities.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 350

What should the Certkiller .com technician do FIRST if a Certkiller .com user complains that he or she cannot access network resources?

- A. Check for a link light on the network adapter.
- B. Check the TCP/IP settings on the computer.
- C. Check the network cable.
- D. Check the switch.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 351

At which layers of the OSI model would you find the MAC address?

- A. The physical layer.
- B. The data link layer.
- C. The network layer.
- D. The transport layer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: The MAC address is a Data Link Layer address that is hard-coded to each network interface.

Incorrect Answers:

A: The Physical Layer deals with the physical characteristics of the transmission medium.

B: The Network Layer defines end-to-end delivery of data packets and defines logical addressing to accomplish this. The MAC address is a physical address is hard-coded to each network interface. It is not a logical address.

C: The Transport Layer defines several functions, including the choice of protocols, error recovery, and flow control. The MAC address is not required for any of these functions.

QUESTION 352

Which of the following must a Certkiller .com technician configure on a computer that must be connected to the Internet? (Choose TWO.)

- A. The host name of the computer.
- B. The IP address of the DHCP server.
- C. The IP address of the default gateway.
- D. The IP address of the e-mail server.
- E. The IP address of the DNS server.

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 353

The default subnet mask of an IP address 192.168.10.10 is _____.

- A. 255.0.0.0
- B. 255.255.0.0
- C. 255.255.255.0
- D. 255.255.255.255

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: 192.168.10.10 is a Class C IP address. A Class C IP address uses the first 24 bits for network identification and the last 8 bits for host identification. The result is an IP address range from 192.0.0.1 through 223.225.225.225 and a default

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subnet mask of 255.255.255.0.

Incorrect Answers:

A: Class A IP addresses use the first 8 bits for network identification and the last 24 bits for host identification. The result is an IP address range from 0.0.0.0 through 127.255.255.255 and a default subnet mask of 255.0.0.0.

B: Class B IP addresses use the first 16 bits for network identification and the last 16 bits for host identification. The result is an IP address range from 128.0.0.0 through 191.255.255.255 and a default subnet mask of 255.255.0.0.

D: 255.255.255.255 is not a valid subnet mask as it uses all 32 bits for network identification, leaving zero bits for host addresses.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 127-128.

QUESTION 354

How many bits does an Internet Protocol address consist of?

- A. 16 bits
- B. 256 bits
- C. 32 bits
- D. 64 bits

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 355

Which of the following is a valid IP address for use on the Internet?

- A. 239.168.11.21
- B. 172.192.4.254
- C. 56.144.226.123
- D. 127.0.0.1

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: Internet hosts require public IP addresses. 56.144.226.123 is a public IP address and is thus valid for use on the Internet.

Incorrect Answers:

A: 239.168.11.21 is a Class E IP address. This class is reserved.

B: 172.192.4.254 is a private IP address. Private IP addresses are used on private networks and not on the Internet.

B: 127.0.0.1 is a loopback address used to troubleshooting. It is not assigned to computers and cannot be used on the Internet.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 125-126.

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QUESTION 356

You are a technician at Certkiller .com. You have been sent to a newly opened branch office to document the on-site network. You find bunches of CAT5 cable lying across the floor in several places. Which of the following would be the MOST appropriate action to take?

- A. Tear out all the CAT5 cable and install a wireless network access point.
- B. Reroute the cables using a protective material.
- C. Secure the cables to the floor with tape so that no one can stumble on them.
- D. Reposition the workstations so that there is no need to route the CAT5 cable over the floor.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should reroute the cables so that no one can harm the cables or get harmed by them accidentally. Under the floor or above the inner roof would be best.

QUESTION 357

You are working as a technician at Certkiller .com. Your boss needs help with his laptop that is running Windows XP. He tells you that when he is traveling, he is unable to access the Internet or email on hotel networks. The laptop is configured with a static IP address. Which of the following actions should you take?

- A. Configure the static IP address in the Alternate Configuration tab of the user's TCP/IP properties and enable DHCP in the General tab.
- B. Tell the user to purchase and install a wireless network interface card (NIC).
- C. Tell the user that another computer must be used until the company switches to DHCP.
- D. Tell the user to input the static IP address of the host where they are trying to connect in the Alternate Configuration tab of TCP/IP properties.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: If you are a mobile computer user, you can use the Alternate Configuration functionality to maintain seamless operations on both office and home networks without having to manually reconfigure TCP/IP settings. This feature specifies that TCP/IP uses an alternative configuration if a DHCP server is not found. The Alternate Configuration functionality is useful in situations where you use the computer on more than one network, where one of those networks does not have a DHCP server, and you do not want to use an automatic private Internet protocol (IP) addressing configuration.

QUESTION 358

You are working as a network technician at Certkiller .com. You are asked to configure a computer to use a static IP address instead of a dynamically assigned

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address to access the Internet. Which of the following are you required to know in order to accomplish this? (Choose TWO).

- A. network domain name
- B. DHCP server address
- C. gateway address
- D. Email server name
- E. DNS server address

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

Explanation: Without gateway address the computer will never be able to reach outside its local network and without the DNS server address it will not be able to translate DNS names into IP addresses, and reaching internet will be very difficult.

QUESTION 359

You work as the network technician at Certkiller .com. The newly appointed Certkiller .com trainee wants to know which of the following IP addresses have the ability of being routed across the Internet.

What would your reply be?

- A. The IP address 147.15.162.128 can be routed across the Internet.
- B. The IP address 10.35.38.42 can be routed across the Internet.
- C. The IP Address 192.168.100.120 can be routed across the Internet.
- D. The IP address 127.0.0.1 can be routed across the Internet.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 360

You work as a network technician at Certkiller .com. The Certkiller .com newly appointed trainee wants to know what technology is used for providing a wireless solution for network printers and other devices.

What would your reply be?

- A. The ECP port technology provides a wireless solution.
- B. The IEEE 802.11b technology provides a wireless solution.
- C. The IEEE 1284 technology provides a wireless solution.
- D. The USB 2.0 technology provides a wireless solution.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 361

Which of the following statements is TRUE regarding utilizing a wireless keyboard and mouse which use a short-range communication connection by selecting the best connection method?

- A. You should make use of an Infra Red connection
- B. You should make use of a USB connection
- C. You should make use of the IEEE 1394 connection
- D. You should make use of Bluetooth

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 362

The Certkiller .com technician maps a network drive for a Certkiller .com user. The following day, after the user boots the computer, she cannot see the drive in My Computer. What should the technician do?

- A. In Folder Options, select the 'Show hidden files and folders' radio button.
- B. Remap the drive each time a user logs on.
- C. Instruct the user to refresh the display.
- D. Remap the drive and select the 'Reconnect at Logon' check box.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 363

A Certkiller .com printer attached to a Windows XP Professional computer is being shared by a workgroup. The Certkiller .com technician must control which users can have access to the printer. How would the technician access the permissions tab for the printer?

- A. Remove unwanted users from Local Users and Groups in Control Panel.
- B. Turn off Simple File Sharing and set the permissions for the shared printer.
- C. On the printer's operation panel menu, remove unwanted users.
- D. Create a shortcut to the printer on the desktop of the users who can access the printer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 364

You are working as a senior network technician at Certkiller .com. You have just installed a laser printer that is directly connected to your Windows XP workstation. You wish to share the laser printer to the local workgroup consisting of the other technicians at Certkiller .com. You want to be able to control which users can access the printer but you cannot find a permissions tab for the printer. Which of the following actions should you take?

- A. Remove unwanted users from the Local Users and Groups.

- B. Turn off Simple File Sharing and set the permissions for the shared printer.
- C. Use the printer's operation panel menu to lock out unwanted users.
- D. Set up a shortcut to the printer on the desktop and set the permissions for the shortcut.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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Explanation: Windows XP lets you share a computer's disks and folders with other computers on the network, using a method called Simple File Sharing. And it really is simple. If a disk or folder is shared, everyone on the network can access it. There are no user permissions and no passwords. Because sharing in this way is so wide open, Windows XP tries to protect you from some potential security risks.

QUESTION 365

Which of the following statements is TRUE regarding a network user being unable to access any network resources?

- A. You should first check for a link light on the NIC.
- B. You should reconfigure TCP/IP settings.
- C. You should ensure the network connections service is started.
- D. You should reinstall the network interface card (NIC) drivers.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 366

You work as the network technician at Certkiller .com. A Certkiller .com network user recently complained that the mapped network drive you created is not shown under My Computer when the user rebooted the computer. You are required to ensure the drive remains mapped after rebooting the computer. What should you do?

- A. You should check the 'Reconnect at logoff' connection when mapping the drive.
- B. You should select the drive letter needed to connect each time a user logs on.
- C. You should select 'Retype Path' under the login screen for the user.
- D. You should check 'Reconnect at Logon' when mapping the drive.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 367

Which of the following statements is TRUE regarding the number of bits used in an Internet Protocol address?

- A. The number of bits used will be 16 bits
- B. The number of bits used will be 48 bits

- C. The number of bits used will be 32 bits
- D. The number of bits used will be 64 bits

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 368

A Certkiller .com technician receives no response when he PINGS the loopback address. What is the MOST probable cause of this problem?

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- A. TCP/IP protocol is not functioning.
- B. DHCP server is offline.
- C. DNS server is offline.
- D. Network cable is faulty.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 369

A Certkiller .com technician wants to PING the loopback address on a computer that is configured with a static IP address of 192.168.1.122. Which of the following commands should the technician issue?

- A. PING 0.0.0.0
- B. PING 127.0.0.1
- C. PING 192.168.1.122
- D. PING 255.255.255.255

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 370

A Certkiller .com technician wants to verify the IP address of a computer that is named Certkiller -WS220. Which of the following commands should the technician issue?

- A. IPCONFIG /ALL
- B. IPCONFIG /RELEASE
- C. IPCONFIG /RENEW
- D. IPCONFIG /DISPLAYDNS

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 371

A Certkiller .com technician wants to verify the IP address of a remoter computer that is named Certkiller - WS220. Which of the following commands should the technician issue?

- A. ipconfig /all
- B. ping Certkiller -ws220
- C. arp -a
- D. winipcfg /all

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: PING is used to test connectivity between two networked computers using the hostname or the IP address of the remote computer. If the hostname is

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known, PING will first used DNS to resolve the hostname to its IP address.

Incorrect Answers:

A, D: The IPCONFIG /ALL and WINIPCFG /ALL displays the IP configuration, including the hostname and IP address, of the local computer. It does not display the hostname or IP address of a remote computer.

C: The Address Resolution Protocol (ARP) is resolves an IP address to the MAC address. The -a switch lists the entries in the APR table. It does not use the hostname.

QUESTION 372

When troubleshooting a network failure, which layer of the Open System Interconnection (OSI) is faulty when you do not receive a link light on he NIC?

- A. application
- B. physical
- C. data
- D. network

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: The Physical layer defines all the electrical and physical specifications for devices. In particular, it defines the relationship between a device and a physical medium. This includes the layout of pins, voltages, and cable specifications.

QUESTION 373

You are a technician at Certkiller .com. You have been asked to troubleshooting a Windows XP Workstation that is unable to connect to the Internet. You need to display all relevant TCP/IP properties for troubleshooting. Which of the following commands should be used to determine TCP/IP properties?

- A. IPCONFIG /ALL

- B. IPCONFIG /RELEASE_ALL
- C. IPCONFIG /RELEASE
- D. IPCONFIG /FLUSHDNS

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: /all: Displays the full TCP/IP configuration for all adapters. /release [Adapter] : Sends a DHCPRELEASE message to the DHCP server to release the current DHCP configuration and discard the IP address configuration for either all adapters or for a specific adapter if the Adapter parameter is included. /flushdns: Flushes and resets the contents of the DNS client resolver cache.

QUESTION 374

Which of the following statements is TRUE regarding a Windows XP Professional computer which is not able to access the Internet?

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- A. You should run the IPCONFIG /ALL command to check connectivity problems.
- B. You should run the IPCONFIG /RELEASE_ALL command to check connectivity problems.
- C. You should run the IPCONFIG /SHOWCLASSID command to check connectivity problems.
- D. You should run the IPCONFIG /SETCLASSID command to check connectivity problems.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 375

A user can send email but cannot receive email. Which protocol should be checked?

- A. SMTP
- B. DNS
- C. FTP
- D. POP3

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

SMTP is used to send email while POP3 is used to receive email.

Incorrect Answers:

A: SMTP is used to send email while POP3 is used to receive email.

B: DNS is used for host name to IP address resolution. It is not used for transferring files. C:

The File Transfer Protocol (FTP) is used to upload and download files on the Internet using an FTPO client and server.

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 746.

QUESTION 376

A Certkiller .com technician has installed an Ethernet network adapter card on a new computer and connected it to the network. However, the amber light on the network adapter card flashes continually. What is the nature of this problem?

- A. Data is being transmitted to the computer.
- B. Transmission collisions are occurring.
- C. The network cable is faulty.
- D. The network is down.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

The amber light is the collision light and indicates that Ethernet collisions are occurring. This light will flash continually because collisions are common on Ethernet networks.

Incorrect Answers:

A: The green light on a NIC or hub is the link light and indicates that the NIC and hub are making a logical Data Link layer connection.

C: If there is a problem between the NIC and the hub, the green link light on the NIC and

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the hub would be off.

D: The lights on a NIC or hub do not indicate if a network is down. They only indicate connectivity or transmissions collisions on a particular link.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 430-431.

QUESTION 377

Only one host is connected to the network switch on the Certkiller .com network yet the indicator lights on a network switch keeps flashing. What may be the cause of this problem? (Choose TWO.)

- A. The port on the network switch is faulty.
- B. The network interface card (NIC) in the computer is faulty.
- C. The network router is faulty.
- D. The computer is communicating with the switch.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 378

The lights on the network interface card (NIC) in the computer do not flash even when the computer is turned on. This indicated a failure at the _____ layer of the Open System Interconnection (OSI) model.

- A. physical
- B. data link
- C. network
- D. transport

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 379

A Certkiller .com technician is troubleshooting a network error on a Certkiller .com computer. After rebooting the computer he notices that the IP address has changed. What does this indicate?

- A. That the DNS server is offline.
- B. That the DHCP server is offline.
- C. That the computer does not have a static IP address.
- D. That the Ethernet cable is a faulty.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 380

A Certkiller .com technician cannot PING the loopback address on a computer that is configured with a static IP address of 192.168.1.122. What could be the MOST

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probable cause of this problem?

- A. The network interface card (NIC) is faulty.
- B. The network cable is faulty.
- C. The network switch is faulty.
- D. The DNS server is offline.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 381

When the Certkiller .com technician runs the PING 127.0.0.1 command on a computer that is configured with a static IP address of 192.168.1.122, he receives not reply. What could be the MOST probable cause of this problem?

- A. The network interface card (NIC) is faulty.
- B. The network cable is faulty.
- C. The technician should run the PING 192.168.1.122 command.
- D. The DNS server is offline.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 382

You work as a network administrator at Certkiller .com. The Certkiller .com network uses an IP proxy that provides Network Address Translation (NAT). You have implemented IPSec for all Internet bound traffic; however, Internet access is now no longer possible. What should be the cause of this problem?

- A. Network Address Translation (NAT) does not work with IPSec.
- B. The IP proxy is blocking egress and ingress traffic on port 80.
- C. The IP proxy is blocking egress and ingress traffic on port 1293.
- D. The IP proxy is blocking egress and ingress traffic on port 8080.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Network Address Translation (NAT) is not compatible with IPSec because NAT changes the IP address in the IP header of each packet. IPSec does not allow this and drops the packet.

Incorrect Answers:

B: Port 80 is used for HTTP traffic. However, Internet access was possible before the switch to IPSec. Therefore the problem does not lie with port blocking.

C: Port 1293 is used for IPSec traffic. If this port is blocked, IPSec traffic would not pass. However, the problem here is that Network Address Translation (NAT) changes the IP address in the IP header of each packet which is not permitted in IPSec.

D: Port 8080 is an alternate port for HTTP and is commonly used for proxy servers. However, the problem here is that Network Address Translation (NAT) changes the IP address in the IP header of each packet which is not permitted in IPSec.

References:

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David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 134-13, 142-144.

QUESTION 383

A Certkiller .com user calls you with a problem. Suddenly it seems that the user is unable to access any network resources. What should you check FIRST in order to solve the problem?

- A. Check for a link light on the NIC.
- B. Reconfigure TCP/IP settings.
- C. Replace the NIC.
- D. Reinstall network interface card (NIC) drivers.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: Sometime the lock on the network cable is worn out or not working properly and it is easy to disconnect it without meaning it. A link light would tell you that there is connection all the way from the switch/hub to the computer.

QUESTION 384

You are working as a network technician at Certkiller .com. While troubleshooting a network problem, you observe that one set of indicator lights on a network switch is blinking rapidly even when all other nodes are disconnected. Which of the following is MOST likely the cause? (Choose TWO).

- A. a defective port on the network switch
- B. a defective network interface card in the computer
- C. a defective hard drive in the computer
- D. an unplugged server
- E. a switch that is not plugged into the server

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 385

You are working as a network technician at Certkiller .com. You are asked to troubleshoot a computer that is unable to reach resources on the network. You PING the loopback address without receiving any response. What is MOST likely the problem?

- A. TCP/IP protocol is not functioning.
- B. LAN is unresponsive.
- C. DHCP server is down.
- D. Ethernet cable needs to be replaced.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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Explanation: A common basic test of the TCP/IP protocol stack on a machine is to enter this command at a shell prompt: ping localhost localhostalways translates to the loopback IP address 127.0.0.1 in IPv4, or ::1 in IPv6.

QUESTION 386

You are working as a technician at Certkiller .com. You are troubleshooting a computer that is unable to reach any resources on the network. You want to ensure that the TCP/IP stack is working as intended and decide to ping the loopback device. Which of the following commands will PING the loopback device?

- A. PING 111.111.111.111
- B. PING 10.0.0.1
- C. PING 127.0.0.1
- D. PING \\localhost

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: A common basic test of the TCP/IP protocol stack on a machine is to enter this command at a

shell prompt: ping localhost localhostalways translates to the loopback IP address 127.0.0.1 in IPv4, or ::1 in IPv6.

QUESTION 387

You work as the network technician at Certkiller .com. A newly appointed network trainee wants to know which of the following command line tools can be used to get a computers IP address if the hostname is known. What would your reply be?

- A. The PATH hostname command.
- B. The PING hostname command.
- C. The MODE hostname command.
- D. The ATTRIB hostname command.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 388

You work as the network technician at Certkiller .com. The new Certkiller .com network trainee wants to know which of the following are required in regards to accessing an NTFS network share. What would your reply be? (Choose TWO)

- A. You will require a smart card
- B. You will require an IPSec certificate
- C. You will require the correct user permissions are required
- D. You will require the correct share permissions are required

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Actualtests.com - The Power of Knowing
220-602

QUESTION 389

You work as the network technician at Certkiller .com. A Certkiller.com network user started complaining about problems with the network. You are not able to resolve the issue as this falls outside your scope of service. You will be required to select the appropriate action to take?

- A. You should ensure the user the problem will be resolved and continue your assignment.
- B. You should resolve the problem by choosing the appropriate channels by assisting the user.
- C. You should tell the user that it is not your duty to resolve the problem.
- D. You should request that the user alert someone else about the problem.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 390

You work as the network technician at Certkiller .com. A Certkiller .com user started complaining that the portable computer configured with a static IP address not being able to access the Internet when out of office. You are required to solve the problem for the user. What should you do?

- A. You should configure the portable computer with a static IP address on the Alternate Configuration tab. You should then enable DHCP on the General tab.
- B. You should acquire wireless network cards for all portable computers.
- C. You should configure the portable computer by enabling DHCP on the Alternate Configuration tab. You should then configure the static IP address on the General tab.
- D. You should configure the Alternate Configuration tab with the static IP address of the destination the user attempts to connect to.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 391

Which of the following statements is TRUE regarding a network switch which blinks rapidly even when you disconnect all other nodes by selecting what the cause of the problem could be?

- A. This could be caused by a defective port on the network switch
- B. This could be caused by a defective network interface card in the computer
- C. This could be caused by an incorrect driver installed
- D. This could be caused by a malfunctioning server

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

Actualtests.com - The Power of Knowing
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QUESTION 392

Which of the following statements is TRUE regarding the command used for trying to communicate with the network adapter's loopback device?

- A. The command PING 121.101.1.11 should be used.
- B. The command PING 10.20.30.11 should be used.
- C. The command PING 127.0.0.1 should be used.
- D. The command PING \\localhost should be used.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 393

A Certkiller .com technician notices that there is CAT5e cabling lying on the floor in different offices parts of the network. What should the technician do?

- A. Remove the cabling and install a wireless access point.
- B. Reroute the cables using a protective sheath.
- C. Tape the cables securely to the floor.
- D. Inform the administrator about this potential security risk.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 394

Which of the following is the BEST method for securing a web browser?

- A. Do not upgrade web browsers because new versions have a tendency to contain more security flaws.
- B. Disable all unused features of the web browser.
- C. Only use a VPN (Virtual Private Network) connection to connect to the Internet.
- D. Deploy a filtering policy for unknown and illegal websites that you do not want users to access.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: Features that make web surfing more exciting like: ActiveX, Java, JavaScript, CGI scripts, and cookies all pose security concerns. Disabling them (which is as easy as setting your browser security level to High) is the best method of securing a web browser, since it's simple, secure, and within every user's reach.

Incorrect Answers:

A: As newer versions one expects them to be better than the predecessors. However, this is not the best method to secure a web browser.

C: VPN tunnels through the Internet to establish a link between two remote private networks. However, these connections are not considered secure unless a tunneling protocol, such as PPTP, and an encryption protocol, such as IPSec is used.

D: This does not represent the best method for securing a web browser.

Reference:

Actualtests.com - The Power of Knowing

220-602

Mike Pastore and Emmett Dulaney, Security+ Study Guide, 2nd Edition, Alameda, Sybex, 2004, pp.112-114

QUESTION 395

Which of the following preventive maintenance tasks should be performed regularly on a Certkiller .com computer that has Internet access?

- A. Disable the use of cookies.
- B. Disable all unused features of the web browser.
- C. Run a virus scan of the hard disk drives.
- D. Enable the Windows Firewall.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 396

Which additional security measure does Network Address Translation (NAT) provide for computers behind a gateway router?

- A. It prevents Internet-based computers from connecting directly to computers on the local network.
- B. It prevents computers on a local network from connecting to computers on the Internet.
- C. It allows multiple computers to use a single public IP addresses to access the Internet.
- D. It allows multiple computers to use a single private IP addresses to access the Internet.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 397

Which of the following is NOT a valid access control mechanism?

- A. DAC (Discretionary Access Control) list.
- B. RAC (Restrictive Access Control) list.
- C. MAC (Mandatory Access Control) list.
- D. RBAC (Role Based Access Control) list.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: The three basic access control mechanisms are: MAC (Mandatory Access Control), DAC (Discretionary Access Control) and RBAC (Role Based Access Control). There is no RAC (Restrictive Access Control) list.

Incorrect Answers:

A: The three basic access control mechanisms are: MAC (Mandatory Access Control), DAC (Discretionary Access Control) and RBAC (Role Based Access Control). DAC is based on the owner of the resource allowing other users access to that resource.

C: The three basic access control mechanisms are: MAC (Mandatory Access Control), DAC (Discretionary Access Control) and RBAC (Role Based Access Control). MAC is

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based on predefined access privileges to a resource.

D: The three basic access control mechanisms are: MAC (Mandatory Access Control), DAC (Discretionary Access Control) and RBAC (Role Based Access Control). RBAC is based on the role or responsibilities users have in the organization.

References:

Michael Cross, Norris L. Johnson, Jr. and Tony Piltzecker, Security+ Study Guide and DVD Training System, Rockland, MA, Syngress, 2002, pp. 8-10. Mike Pastore and Emmett Dulaney, Security+ Study Guide, 2nd Edition, Alameda, Sybex, 2004, p. 13.

QUESTION 398

Which of the following uses permissions to control access to network resources?

- A. FAT
- B. FAT32
- C. CDFS
- D. NTFS

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: NTFS uses permissions to control access to shared files and folders.

Incorrect Answers:

A, B: FAT and FAT32 do not provide any form of access control.

C: CDFS is the file system used on CD disks and does not provide any form of access control.

QUESTION 399

Several Certkiller .com users want to make system changes on their Windows XP Professional computers. What would be the BEST action that the technician should take?

- A. Assign the appropriate users the rights required to make the changes.
- B. Create a group and assign it the rights required to make the changes. Then add the appropriate user accounts to the group.
- C. Add the appropriate user accounts to the Local Administrators group on their respective computers.
- D. Add the appropriate user accounts to the Power Users group on the domain controller.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 400

A Certkiller .com user account named MHammm on a Windows XP Professional SP2 computer is a member of a workgroup. A Certkiller .com technician changes the MHammm account to Limited. MHammm. Now the user will NOT be able to _____.

- A. browse through the files on the computer
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- B. send and receive e-mail messages
- C. log on to the Internet
- D. install programs

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 401

Which of the following are advantages that the NTFS file system has over the FAT file system? (Choose TWO.)

- A. It is compatible with DOS and Windows 9x dual-boot configurations.
- B. It supports larger partition sizes.

- C. It can be accessed and modified using many standard DOS disk utilities.
- D. It supports compression, encryption, disk quotas, and file ownership.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The NTFS file system comes from Windows NT and is a more sophisticated file system that has a number of enhancements that set it apart from FAT:

1. Supports larger partition sizes than FAT
2. Allows for file-level security to protect system resources
3. Supports compression, encryption, disk quotas, and file ownership

Incorrect Answers:

A, C: These are advantages of FAT.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 593.

QUESTION 402

As a senior technician you need to share some files on your computer to your colleagues. You have shared a folder to the other computers on the unencrypted wireless network. You want to prevent that someone unauthorized creates new files in the shared folder or deletes files from the shared folder. Which of the following actions may resolve this problem? (Choose TWO).

- A. Change the Share Permissions of the shared folder so that Read and Modify access are denied for all users.
- B. Enable encryption on the router and for all of the authorized computers.
- C. Encrypt the disk that contains the shared files.
- D. Remove the shared folder and tell users to bring the files they wish to share to other computers using USB drives.
- E. Change the NTFS Permissions on the shared folder so that only authorized users may access the shared folder.

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

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Explanation: The NTFS permissions will prevent unauthorized from accessing the files on your computer, the encrypted wireless traffic will prevent unauthorized from sniffing the wireless network for the information contained in the documents.

QUESTION 403

All Certkiller .com's computers are running Windows XP Professional SP2 and are connected to Certkiller .com's Active Directory. All users have to be able to make some system changes on their individual workstation. As a technician, which of the following actions should you use to make this possible?

- A. Add the Domain Users domain group to the Local Administrators group on each workstation.
- B. Create a group with the rights to make needed changes and add the domain accounts of the users to that group.
- C. Add administrative rights to each network login on the domain.
- D. Place the Domain Users domain group in the Power Users group on the domain controller.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: You should always follow the principle of as few rights as possible in order to manage a task.

QUESTION 404

You need to access some files in an NTFS share on a Windows Server. Which TWO of the following is required in order to access the files? (Choose TWO.)

- A. a local user account
- B. an active SSL certificate
- C. correct user permissions
- D. correct share permissions
- E. NTFS file system on the workstation you are connecting from

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Explanation: Share permissions allows you to connect to the share on the server, but will not let you access any of the files or folders under the share. In order to access files and folders you also need the correct user permissions (file level permissions).

QUESTION 405

You are working as a technician at Certkiller .com. You have changed the user's account type to limited on a Windows XP Professional workstation that is part of a workgroup. Which of the following will the user be unable to perform?

- A. Change the name of the My Computer Icon
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- B. Send Emails
- C. Log in to Instant Messenger
- D. Install Programs

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 406

Where would the Certkiller .com technician find a record of the users that have successfully logged on to a computer?

- A. In the System log.
- B. In Event Viewer.
- C. In the Security log.
- D. In the Application log.

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:****QUESTION 407**

What would the Certkiller .com technician use to clear the log when he receives an 'error log full' message?

- A. Event Viewer in Administrative Tools.
- B. System Restore in System Tools.
- C. Disk Defragmenter in System Tools.
- D. Disk Management in Computer Management.

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:****QUESTION 408**

A Certkiller .com user has received an error message but cannot recollect the exact wording. Where would the Certkiller .com technician find out more about the error? Choose the correct option below.

- A. In System Information.
- B. On the Internet.
- C. In Event Viewer.
- D. In My Documents.

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:****QUESTION 409**

You are a technician at Certkiller .com's security department. You have been asked to document all accounts that has successfully logged in to a workstation the last few weeks. Which of the following activity logs should you check?

- A. system
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- B. application
- C. security
- D. information

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:**

Explanation: Successful and unsuccessful logons are recorded in the security log. System log will record any changes or errors in operative system and the application log will do the same with all applications.

QUESTION 410

You work as the network technician at Certkiller .com. The newly hired Certkiller .com trainee has asked you which of the active Windows log files should be checked when creating a record of network users who successfully logged on to the workstation. What would your reply be?

- A. You should check the System log.
- B. You should check the Application log.
- C. You should check the Security log.
- D. You should check the Windows error log.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 411

You work as the network technician at Certkiller .com. The Certkiller .com network user recently complained about an error message received but can't remember the wording. You are required to have the correct wording of the error message by knowing where to find it. What should you do?

- A. You should check in the System Monitor.
- B. You should check in the setup log in Windows folder.
- C. You should check in the Event Viewer.
- D. You should check the DR. Watson Windows error log.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 412

The Certkiller .com technician wants to implement WEP (Wired Equivalent Privacy) on Certkiller .com's wireless network. What would the Certkiller .com users require in order to connect to the access point?

- A. The password for the Local Administrator account.
- B. An appropriate IP address.
- C. The name of the DNS server.
- D. The correct WEP (Wired Equivalent Privacy) key.

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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: WEP relies on a secret key that is shared between a mobile station (eg. a laptop with a wireless Ethernet card) and an access point (ie. a base station). The secret key is used to encrypt packets before they are transmitted, and an integrity check is used to ensure that packets are not modified in transit. Server authentication requires the workstation to authenticate against the server (access point).

References:

QUESTION 413

Certkiller .com has an unencrypted wireless network. What can the Certkiller .com technician do to prevent unauthorized users from accessing files on the Certkiller .com network?

- A. Install a security firewall on the network.
- B. Configure the network to operate only in Infrastructure mode.
- C. Disable SSID broadcasts on the wireless access points.
- D. Configure the NTFS Permissions on the shared folders to deny access to unauthorized users.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 414

The BEST way to secure a wireless network would be to _____.

- A. perform a network survey
- B. remove all 2.4 GHz devices from the location
- C. enable WEP
- D. disable SSID broadcasts on the wireless access points

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 415

Which of the following is required to set up a secure wireless connection? (Choose TWO.)

- A. The brand and model of the access point.
 - B. The wireless brand being used.
 - C. The SSID of the wireless access point.
 - D. The encryption standard being used.
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Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 416

You are a technician working for Certkiller .com. How would you configure all Windows XP workstations in the HR department to connect, download and install updates from Windows update on a reoccurring interval (same time every day)?

- A. Control Panel > Automatic Updates > Automatic (Recommended) > select Everyday and enter the desired time
- B. Start > All Programs > Windows Update > Automatic (Recommended) > select Everyday and enter the desired time
- C. Control Panel > Administrative Tools > Services > Windows Update > Automatic (Recommended) > select Everyday and enter the desired time
- D. Start > All Programs > Accessories > System Tools > Windows Update Scheduler > Automatic (Recommended) > select Everyday and enter the desired time

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: Under Control panel > Automatic updates you find the following settings:

QUESTION 417

You are working as a technician at Certkiller .com. Your boss asks what the Windows Update website is used for. What will you answer him?

- A. It is used to find and recommend hardware updates for a computer.
- B. It is used to locate a technician to update the computer remotely.
- C. It is used to find and install critical updates for the Windows operating system.
- D. It is used to allow updates of all software on a computer at one website.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: Windows Update is a Control Panel applet found in recent versions of Microsoft Windows that provides updates for the operating system and related components, such as definition updates to the Windows Defender anti-spyware product and Junk Mail filter updates for Windows Mail. In older versions of Windows, Microsoft Update was a web application.

QUESTION 418

You are working as a technician at Certkiller .com. The Marketing department has several gigabytes of data that need to be backed up on a daily basis. Which of the following media would be BEST suited for this?

- A. DVD
- B. dual-layer DVD
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- C. external hard drive
- D. Digital Linear Tape (DLT)

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: DVD and dual-layer DVD's are single use (otherwise they would have been called DVD-RW). External hard drive and DLT tapes are multi use but the DLT tape would provide better fault tolerance compared to the cost of the equipment.

QUESTION 419

You are working as a technician at Certkiller .com. You have just installed Service Pack 2 on your boss's computer running Windows XP Professional. Your boss wants to know what additional features will be available after installation and reboot. What will you answer him?

- A. Windows Security Center
- B. Windows Active Directory
- C. Windows Secure Login
- D. Windows Firewall

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: The Windows Security Center is a component included with Microsoft's Windows XP (as of Service Pack 2) and Windows Vista operating systems that provides users with the ability to view the status of computer security settings and services. Windows Security Center also continually monitors these security settings, and informs the user via a pop-up notification balloon if there is a problem.

QUESTION 420

Which of the following preventive maintenance activities should you ensure is performed on a regular basis on a computer that is attached to a network that has access to the Internet?

- A. Disable the ability to download cookies from the Internet.
- B. Disable the ActiveX controls under Internet Explorer properties.
- C. Run a virus scan of the memory and hard disk drives.
- D. Turn on Windows Firewall and limit the number of web sites visited.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: Viruses are today no longer spread through diskettes and other carried media. They use the speed of the Internet in various ways to target more computers in less time.

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QUESTION 421

You are working as a network technician at Certkiller .com. You are setting up a wireless network in the HR department. Which of the following settings do you have to set to establish a secured wireless connection? (Choose TWO).

- A. The type of access point.
- B. The brand and model of the access point.
- C. The wireless standard being used.
- D. The SSID of the access point.
- E. The encryption standard being used.

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 422

You are working as a network technician at Certkiller .com. You are asked to install a new wireless network in one of Certkiller .com's branch offices. You have read about security flaws in wireless networks and therefore you are concerned with securing the wireless network as much as possible with reasonable amounts of administration. Which of the following would be the BEST method to maintain a secure wireless network?

- A. Perform a network diagnostic.
- B. Remove all 2.4 gigahertz telephones from the location.
- C. Enable WEP.
- D. Move wireless computers close to the router.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Wired Equivalent Privacy or Wireless Encryption Protocol (WEP) is a scheme to secure IEEE 802.11 wireless networks. It is part of the IEEE 802.11 wireless networking standard.

QUESTION 423

You work as the network administrator at Certkiller .com. You have recently installed the latest anti-virus software and updates on a client computer. During the course of the day a Certkiller .com network user requests you install additional software. You are required to select proper action to take?

- A. You should report the user to the network administrators after confiscating the program's installation media.
- B. You should request permission from the network administrator to install the software.
- C. You should not install the program.
- D. You should consult the company's policy on approved software.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 424

You work as the network technician at Certkiller .com. You are currently servicing a Certkiller .com customer's computer in a secured area. The customer's computer is password protected and your task requires multiple reboots.

What should you do?

- A. You should inform the user that he will be required to log in each time.
- B. You should ask permission to change the customer's password.
- C. You should have the customer e-mail you the password.
- D. You should first change the user's password.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 425

You work as the security administrator at Certkiller .com. While monitoring network traffic, you find that your domain name server is resolving the domain name to the incorrect IP (Internet Protocol) address. You discover that Internet traffic is being misdirected.

You immediately suspect that an intruder has launched a malicious attack against the network. Which type of network attack is in progress?

- A. A DoS (Denial of Service) attack.
- B. A Spoofing attack.
- C. A Brute Force attack.
- D. A Reverse DNS (Domain Name Service).

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: Spoofing is when you forget the source address of traffic, so it appears to come from somewhere else, preferably somewhere safe and trustworthy. Web spoofing is a process where someone creates a convincing copy of a legitimate website or a portion of the world wide web, so that when someone enters a site that they think is safe, they end up communicating directly with the hacker. To avoid this you should rely on certificates, IPSEC, and set up a filter to block internet traffic with an internal network address.

Incorrect answers:

A: Denial of service (DoS) attacks prevents access to resources by users authorized to use those resources.

C: A brute force attack is an attempt to guess passwords until a successful guess occurs. This type of attack usually occurs over a long period. It can be accomplished by applying every possible combination of characters that could be the key.

D: Reverse DNS involves using an IP address to find a domain name, rather than using a domain name to find an IP address. PTR records are used for the reverse lookup, and often this is used to authenticate incoming connections.

Reference:

Actualtests.com - The Power of Knowing
220-602

Mike Pastore and Emmett Dulaney, Security+ Study Guide, 2nd Edition, Alameda, Sybex, 2004, p. 54

QUESTION 426

What is an attack that overrides a session between a server and a client called?

- A. Session hijacking
- B. Malicious Code
- C. Denial of Service
- D. Spoofing

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:**QUESTION 427**

What is it called when an attacker makes data to look like it's coming from a legitimate source?

- A. hacking
- B. spoofing
- C. hijacking
- D. multithreading

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 428

What is an attack that exploits the way people behave and interact called?

- A. Social Engineering
- B. Spoofing.
- C. Posturing.
- D. Smurfing

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 429

You are working as a technician at Certkiller .com. Your boss has heard of attacks that takes control of a session between a server and a client. What kind of attack is he talking about?

- A. session hijacking
- B. malicious software
- C. DDOS attack
- D. Smurf attack

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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Explanation: The term Session Hijacking refers to the exploitation of a valid computer session - sometimes also called a session key - to gain unauthorized access to information or services in a computer system. In particular, it is used to refer to the theft of a magic cookie used to authenticate a user to a remote server.

QUESTION 430

You are working as a technician at Certkiller .com. Your boss has heard of techniques to make data appear to come from somewhere other than the originating point and wants to know what this is called. What would your answer be?

- A. hacking.
- B. spoofing.

- C. cracking.
- D. social engineering.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: In the context of network security, a spoofing attack is a situation in which one person or program successfully masquerades as another by falsifying data and thereby gaining an illegitimate advantage. But the term spoofing is used more widely about everything trying to originate from somewhere else than its real source.

QUESTION 431

You work as the network administrator at Certkiller .com. Certkiller .com users have a shared folder with other network computers using the unencrypted wireless network. During the course of the day you notice that there are new files in the shared folder placed there by unauthorized network users which do not appear in the shared folder.

What should you do to solve the problem? (Choose TWO)

- A. You should consider having encryption enabled on the router for all the authorized network computers.
- B. You should consider having the NTFS Permissions on the shared folder changed for only authorized users can access the shared folder.
- C. You should consider having the Share Permissions modified so all network users effectively are denied Read and Modify access.
- D. You should consider configuring the disk containing the shared folder to make use of Distributed File System (DFS)

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 432

Which of the following statements is TRUE regarding the settings which should be available when establishing a secured wireless connection? (Choose TWO)

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- A. You would require the appropriate wireless settings.
- B. You would require the appropriate certificates.
- C. You would require the SSID of the access point.
- D. You would require the encryption standard being used.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 433

Which of the following statements is TRUE regarding a secure wireless connection by selecting what action to take for maintaining the secure wireless connection?

- A. You should move the access point further away.
- B. You should decrease the number of access points.
- C. You should have WEP enabled.
- D. You should move the wireless computers further away from the router.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 434

You receive an e-mail message stating that the Certkiller .com administrator wants to verify the complexity of your login password. The e-mail requires that you users send your password in a reply e-mail. What should you do?

- A. Send the password in a reply but encrypt the e-mail before sending it.
- B. Inform the administrator about the e-mail message.
- C. Ignore the request and delete the e-mail message.
- D. Send a reply message with an encrypted signature attached.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 435

A Certkiller .com technician receives a phone call from a user that has forgotten his password. What is the FIRST thing the technician should do?

- A. Reset the user's password.
- B. Tell the user to write down his password.
- C. Give the user the password.
- D. Verify the identity of the user.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 436

You are a respected worker at Certkiller .com and your boss realizes that you attacked the system but you deny and persist in proving your innocence. You then realize you had a visit from an old colleague that was fired some time back. This person acquired all the necessary information to perform the attack. What type of

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attack is this person performing?

- A. Trojan Horse
- B. Social engineering
- C. Phage Virus
- D. Armored Virus

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: This person is a con man and he/she is absorbing as much information as possible to access the company as an employee.

Incorrect answers:

A, C, D: These viruses are all carried through by means of high-tech software programs and trained computer hacking specialists they therefore requires no contact with one of the companies employees.

References:

Mike Pastore and Emmett Dulaney, Security+ Study Guide, 2nd Edition, Sybex, Alameda, 2004, p 87

Todd Bill, The Security+ Training Guide, QUE Publishing, Indianapolis, 2003, Chapter

QUESTION 437

Which of the following attacks could be the most common and most successful when network security is properly implemented and configured?

- A. Logical attacks
- B. Physical attacks
- C. Social Engineering attacks
- D. Trojan Horse attacks

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Social Engineering attacks - In computer security systems, this type of attack is usually the most successful, especially when the security technology is properly implemented and configured. Usually, these attacks rely on the faults in human beings. An example of a social engineering attack has a hacker impersonating a network service technician. The serviceman approaches a low-level employee and requests their password for network servicing purposes. With smartcards, this type of attack is a bit more difficult. Most people would not trust an impersonator wishing to have their smartcard and PIN for service purposes.

QUESTION 438

You receive an email stating that the company's network administrators want to validate the complexity of login passwords used throughout the organization. They request that you provide the password in a reply email.

Which of following actions

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should you take?

- A. Encrypt the reply and send the reply to the requestor.
- B. Deny the request by deleting the email.
- C. Send a reply message containing the password.
- D. Send a reply message with an encrypted signature attached.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: You should never share your password to anyone. If the network administrators really need access to your password than they can probably change it themselves. Also there is built in tools in Windows that can make sure that certain complexity among the passwords is maintained.

QUESTION 439

You are working as a technician at Certkiller .com. You boss has heard about an attack that plays on human behavior and how people interact. What is he referring to?

- A. social engineering.
- B. physical engineering.
- C. human intelligence.
- D. DDOS.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: Social engineering is a collection of techniques used to manipulate people into performing actions or divulging confidential information. While similar to a confidence trick or simple fraud, the term typically applies to trickery for information gathering or computer system access and in most cases the attacker never comes face-to-face with the victim.

QUESTION 440

You are working as a technician at Certkiller .com. You receive a call from a suspicious user that has received an email stating that the company's network administrators are attempting to validate the complexity of login passwords by requesting that users provide the password in a reply email. Which of following actions should recommend the user to take?

- A. Send a reply message with an encrypted signature attached.
- B. Send a reply message containing the password.
- C. Deny the request by deleting the email.
- D. Encrypt the reply and send the reply to the requestor.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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Explanation: This is one of the numerous variants of a social engineering attack where someone asks to get your logon name and password by pretending to be someone who you normally would trust.

QUESTION 441

You work as a technician at Certkiller .com. You receive a telephone call from a user stating that he has forgotten the password and is unable to access company email. What should you answer the calling person?

- A. The password will be reset in several minutes.
- B. The user should remember the password.

- C. The telephone call is being recorded and give the user the password.
- D. Information confirming the user's identity is needed.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

It is easy to remain anonymous over a telephone call and therefore you should not trust the user being who he says he is without the user providing more reliable information concerning his or her identity

QUESTION 442

You work as the network technician at Certkiller .com. The newly hired Certkiller .com trainee wants to know which of the following hacking attack types will take control of a user's session between the server and client computers. What would your reply be?

- A. The attack used would be a session hijacking attack.
- B. The attack used would be an IP spoofing attack.
- C. The attack used would be a Trojan backdoor attack
- D. The attack used would be a Info stealer attack

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 443

Which of the following statements is TRUE regarding the attack which makes data appear to come from somewhere other than the originating point?

- A. The attack of this type is known as a Backdoor Trojan attack.
- B. The attack of this type is known as a spoofing attack.
- C. The attack of this type is a Info Stealer backdoor attack.
- D. The attack of this type is known as a social engineering attack.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 444

You work as a network technician at Certkiller .com. The Certkiller .com trainee has asked you which preventative maintenance should be performed on a computer with access to the Internet. What would your reply be?

- A. You should ensure the user is able to download cookies from the Internet.
- B. You should ensure that the user trust all unsigned ActiveX controls under Internet Explorer properties.
- C. You should make use of your anti-virus software for running a virus scan of the memory and hard disk drives.
- D. You should disable the Windows Firewall and increase the number of web sites visited.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 445

You work as a network technician at Certkiller .com. A Certkiller .com user has asked you what the type of attack is known of which plays on human behavior and how people interact. What would your reply be?

- A. This is known as a social engineering attack.
- B. This is known as an IP Spoofing attack.
- C. This is known as a Denial of Service (DOS) attack.
- D. This is known as a DDOS attack.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 446

A Certkiller .com technician notices that there is a water leak in the ceiling of the server room. Which of the following is the BEST action the technician can take?

- A. Mop up the water on the floor and place a bucket under the leak.
- B. Place a bucket under the leak and continue with his daily tasks.
- C. Notify the janitor and the system administrator.
- D. Shut down all computers in the server room.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 447

A Certkiller .com technician notices that a large amount of water has been spilt on the floor of the server room. Which of the following is the BEST action the technician can take?

- A. Place newspaper over the water and locate the source of the water.
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- B. Mop up the water on the floor and continue with his daily tasks.
- C. Inform the system administrator of this safety hazard.
- D. Shut down all computers in the server room.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 448

You are working as a network technician at Certkiller .com. As you enter a server room you observe water dripping from the ceiling. Which of the following should you do?

- A. Place a bucket under the drip and note the situation in the logs.
- B. Place a bucket under the drip and continue to work.
- C. Notify building services and system administrator.
- D. Send an email to the system administrator.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 449

The FIRST thing a Certkiller .com technician should do when making an on-site call is to _____.

- A. suggest the customer upgrade the system to improve performance
- B. suggest a solution to the problem
- C. ask the customer if he can go ahead and fix the problem
- D. replace the problem part with a new part

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 450

A Certkiller .com technician needs to reinstall the operating system on a customer's computer. How would the technician BEST explain this to the customer?

- A. I will need to rebuild your system.
- B. I will need to restore your system and data loss may occur.
- C. I will need to crash your system and reload it.
- D. I will need to format the hard drive and reinstall all your software.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 451

A Certkiller .com technician needs to repair a customer's computer in a secure area. The technician will have to reboot the computer several times but the computer is password protected. What should the technician do?

- A. Inform the user that he will have to log on after each reboot.
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- B. Create a user account that the technician can use.
- C. Ask for the user's password.
- D. Inform the user that you will be changing the password.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 452

As a Certkiller .com technician you are required to explain some technical concepts to you boss. Which of the following would be the BEST action for you to take?

- A. Use acronyms so the user knows the technician is knowledgeable.
- B. Read the manual to the customer.
- C. Send the customer to an outside training class.
- D. Sit next to your boss.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 453

You are working as a technician at Certkiller .com. You are troubleshooting a computer that is experiencing strange troubles. After a little while you determine that the best solution would be to reload the operating system. Which of the following would be the BEST way to explain to a customer that the computer will need to have the operating system reloaded?

- A. I need to rebuild the system.
- B. I will need to restore the system and data loss may occur.
- C. I need to kill the system and reload it.
- D. I will need to format the hard drive and reload all software.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 454

A Certkiller .com technician needs to service a customer's computer but cannot communicate with the customer as there is a language barrier. What should the technician do?

- A. Inform the supervisor that he cannot service the computer due to the language barrier.
- B. Inform the supervisor and use hand gestures and other visual aids to communicate with the customer.
- C. Inform the supervisor that the customer needs to learn the local language.
- D. Suggest that the supervisor assign the job to another technician.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 455

Which if the following is NOT recommended when explaining a technical concept to

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a customer?

- A. Use visual aids such as graphs and charts.
- B. Use analogies and examples.
- C. Use acronyms and industry accepted jargon.
- D. Do not over elaborate.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 456

Which if the following is the BEST action a Certkiller .com technician can take when explaining a technical concept to a customer?

- A. Use acronyms and industry accepted jargon.
- B. Read from the manual.
- C. Send the customer on a training course.
- D. Sit next to the customer.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 457

You are working as a Network technician at Certkiller .com. Your boss has asked you to explain routing. Which of the following is NOT accepted when explaining a technological concept to your boss?

- A. Using visual aids like graphs and charts.
- B. Using analogies and examples.
- C. Using industry jargon or acronyms.
- D. Limiting the amount of information to what is necessary for the user to know.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: Industry jargon and acronyms are for people with the same level of technological knowledge and in that was the case here you should probably not be requested to explain routing.

QUESTION 458

Which of the following should you avoid when explaining a technological concept to a customer?

- A. Using analogies and examples.
- B. Using industry jargon or acronyms.
- C. Limiting the amount of information to what is necessary for the user to know.
- D. Using visual aids like graphs and charts.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

Industry jargon and acronyms is for other technicians with similar education. Using these when talking to a customer will cause more confusion than explanations.

QUESTION 459

A customer asks a Certkiller .com technician to install an unlicensed application on his computer. What should the technician do?

- A. Notify the local law enforcement authorities.
- B. Inform the customer that he should install the application himself.
- C. Inform the customer that using unlicensed software is a criminal offence.
- D. Install the program and tell the customer purchase a license online.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:**QUESTION 460**

While working on-site, customer asks a Certkiller .com technician to do extra work on his computer. What should the technician do?

- A. Return after hours to perform the extra work.
- B. Contact the supervisor and proceed as directed.
- C. Inform the customer that the extra work would require extra costs.
- D. Perform the work and notify the supervisor afterward.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 461

A Certkiller .com user asks the technician to sort out a network problem but the technician is unable to assist as this is not part of the services he provides. What should the technician do?

- A. Inform the user that his job task does not include fixing this type of problem.
- B. Assist the user to find the appropriate channels to resolve the problem.
- C. Tell the user that the problem should be lodged with someone else.
- D. Inform the supervisor and proceed as directed.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 462

What should the Certkiller .com technician do when a misbehaving child prevents him from working on-site?

- A. Talk sternly to the child in and tell the child to stop misbehaving.
- B. Give the child something to play with.
- C. Demand that the customer send the child to another room.
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- D. Ask the customer to remove the child from the work area.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 463

After a Certkiller .com technician installs an application on a Certkiller .com user's computer, the user asks whether the technician could install another application. What should the technician do?

- A. Report the user to the system administrator.
- B. Inform the supervisor about the request.
- C. Install the requested application.
- D. Consult the company's policy on approved software for the proper course of action.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



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QUESTION 464

A Certkiller .com technician receives an urgent page while working on-site. What should the technician do?

- A. Politely ask to be excused and determining if call is urgent.
- B. Explain to the customer that you have an emergency and return the call.
- C. Return the call but continue working.
- D. Leave the site and determining if call is urgent.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 465

A Certkiller .com technician receives a phone call from a co-worker while working on-site. The call is about a difficult problem that he needs to sort out. What should the technician do?

- A. Politely excuse himself and take the telephone call.
- B. Ask the co-worker to call back later and continue working.
- C. Try and help the co-worker while continuing to work.
- D. Explain to the customer that you have an emergency and take the call.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 466

You have been sent to a Certkiller .com distant workers home in order to help him with setting up a distant workplace with computer, printer and internet connection. The distant worker tells you that he has to leave for a short while but that his 10-year-old child will be home if you need anything. What would your reply to the distant worker be?

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- A. that an adult must be at home while the technician is on-site.
- B. that the technician is not responsible for anything while the customer is gone.
- C. that the child must be in a different room while the customer is out.
- D. that the customer should try to return within 10 minutes.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 467

You receive a call from a co-worker while troubleshooting a Certkiller .com employee's computer. The co-worker has some quite complicated issues that he needs help with. How should you handle this call?

- A. step out of the room to take the telephone call.
- B. ask the co-worker to call back later and continue working.
- C. help the co-worker while continuing work.
- D. tell the employee that you need to take a break.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: Your main focus should always be the one who's computer you are working with at the moment.

QUESTION 468

You are working with a client's computer when your pager beeps. Which of the following actions should you take?

- A. Politely ask to be excused; return the call, and after determining that the call is not urgent, resume work.
- B. Tell the customer that you have an emergency; return the call, and after determining the call is not urgent, finish the conversation before resuming work.
- C. Return the call and talk with the caller while continuing to work.
- D. Leave the site to investigate the details of the situation.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: You are allowed to check out how critical the new errand is but you always have to decide if the new task can wait, and if so continue with what you are doing at the moment.

QUESTION 469

You are a technician at Certkiller .com. You have been called to a user, who works from home, in order to help her with an ADSL connection. What is the FIRST thing you should do when you arrive on-site?

- A. ask the user if you can install an upgraded firmware to improve performance.
- B. ask is the user has a clue about what the problem might be.
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- C. ask whether the user is ready to work on the problem.
- D. swap the faulty ADSL modem with a known-good modem.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: You have to know that the user has the time and possibility to let you start the troubleshooting without having to run away in a short moment.

QUESTION 470

You are asked to install a new version of a anti-virus program on a Certkiller .com user's company laptop. When the installation of the anti-virus program is done, the user provides a CD-ROM disc and requests that you also install the provided software. Which of the following actions should you take?

- A. Confiscate the software's installation media and report the user to the system administrator for use of illegal software.

- B. Install the software and inform the help desk that software was installed on the user's computer.
- C. In order to save time, install the program at the user's request and make sure the license get registered as soon as possible.
- D. Consult the company's policy on approved software for the proper course of action.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: You should always help the user as long as it doesn't break any laws or company policies.

QUESTION 471

You are a technician at Certkiller .com. You have been asked to install some new hardware and software on a computer in a highly secure area. You will be required to reboot the computer multiple times. The computer is password protected and you do not have the right to log on to the workstation with you account. Which of the following should you do?

- A. Ask the user to stay close so that he can log on to the workstation after each reboot.
- B. Ask the user for permission to use the user's password.
- C. Have the user write down the password so that you will be able to use it.
- D. Reset the user's password and then ask the user to change his password again once you are finished password.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: You should never log on as someone else. If you have to work as someone else then make sure that person is around and logs you on when needed.

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QUESTION 472

You are a technician working for Certkiller .com. You have been asked to help a user that works from his home with some software installation. When installing on the workstation at the users home a misbehaving youngster is preventing you from delivering flawless service. What should you do?

- A. ask child to behave in a better way.
- B. take the child to another room by leading her there.
- C. ask the parent to send the child outside until you are done with the work.
- D. ask the child's parent or guardian to remove the child from the work area.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 473

You are working as a technician at Certkiller .com. You are asked to investigate a problem with the network. The request falls out of the scope of service that you as a technician provide. Which of the following actions should you take?

- A. Tell the user that what is requested is not the technician's job but try to fix the problem anyway.
- B. Assist the user to find the appropriate channels to resolve the problem.
- C. Tell the user that the problem should be reported to someone else.
- D. Explain to the user that the problem will be fixed soon and then proceed with the technician's assigned work.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: You should never do anything outside your scope, not even just to be a nice guy. If something goes wrong you'll be blamed AND your employer does not want to pay your salary for doing tasks outside what he gets paid for.

QUESTION 474

You are working as a technician at Certkiller .com. You have been sent to do an on- site service call at an employee's home. What is the first thing you should do?

- A. sell the customer an upgrade to improve performance.
- B. swap the problem unit with a known-good unit.
- C. propose a solution to the problem.
- D. ask whether the customer is ready to work on the problem.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 475

You are working as a technician at Certkiller .com. A customer has requested that you do work outside the original scope of the work order. Which of the following actions should you take?

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- A. Return after the work day is finished and complete the out of scope work.
- B. Contact the supervisor and proceed as directed.
- C. Inform the customer that additional work requires additional cost.
- D. Leave the site and notify the supervisor.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 476

You are working as a technician at Certkiller .com. You have just installed and tested a user's printer. Which of the following should you do next?

- A. Turn off and power on the printer.

- B. Show the user the printer's basic functionality.
- C. Replace the toner cartridge.
- D. Recheck all connections.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 477

As a technician at Certkiller .com, how should you handle if there is a language barrier between you and a user?

- A. request the customer learn the local language.
- B. attempt basic communication using visual aids and hand gestures.
- C. leave the site.
- D. reassign the service call to another technician.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 478

You are currently working at a Certkiller .com customer location as a network technician. During the course of the day the customer informs you that he requires leaving a short time and he's 11-year-old child will be home if he requires anything. You are required to select the correct response to the customer. What should you do?

- A. You should tell the customer that it is required to take the child with him when leaving.
- B. You should tell the customer that you the technician are not responsible for what happens when the customer is gone.
- C. You should tell the customer that the child requires being in another room whilst you work.
- D. You should tell the customer that it is required for an adult to be home whilst the technician is working on-site.

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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 479

You work as the network technician at Certkiller .com. You are currently making repairs to a customer's home computer. During the course of the day a co-worker telephones you whilst working with a complicated question. You are required to select the proper response. What should you do?

- A. You should consider taking the co-workers call whilst performing your work.

- B. You should consider leaving the room to take the co-workers call right now.
- C. You should consider asking the customers approval to take a break and take the call.
- D. You should consider having the co-worker call back later and continue your work.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 480

You have received an e-mail requesting that you provide your user password in a reply e-mail so that the company's network administrators can validate the complexity of your login password.

What should you do?

- A. You should consider replying to the message and sending your password.
- B. You should consider replying to the message and encrypting your reply.
- C. You should consider replying to the message without an encrypted signature attached to your reply.
- D. You should consider deleting the requestors e-mail and informing the network administrator about it.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 481

You work as the network technician at Certkiller .com. During the course of the business day you are working with a customer on a service call when you receive an urgent page. You are required to select what the best action to take would be.

What should you do?

- A. You should consider informing the customer you have an emergency and return the call after determining that the page was not important.
- B. You should consider returning the call whilst still working with the service call.
- C. You should consider leaving the site in order to determine the details about the urgent call.
- D. You should consider politely asking to be excused and return the call when you determined that the call is not urgent and return the call.

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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 482

You work as the network technician at Certkiller .com. You are currently busy with a Certkiller .com customer. You are required to choose the best response when explaining technical concepts to Certkiller .com customers?

- A. You should use acronyms to show the customer you are knowledgeable.

- B. You should avoid using acronyms at all costs.
- C. You should request the customer attend an outside training class.
- D. You should sit next to the Certkiller .com customer when explaining anything.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 483

Which of the following statements are TRUE when you are making an on-site service call to the Certkiller .com customers?

- A. You should first convince the customer an upgrade to improve performance is required.
- B. You should first propose a solution to the problem.
- C. You should first ensure the customer is ready to work on the problem.
- D. You should first have the customer explain the symptoms.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 484

You work as the network technician at Certkiller .com. A newly appointed Certkiller .com trainee wants to know the proper response to use when misbehaving youngsters are stopping you from completing your task. What would your response be?

- A. You should talk to the child and ask that the child stop misbehaving.
- B. You should have the misbehaving child removed from the work area.
- C. You should insist the child be removed till your task is complete.
- D. You should ask the child's parent or guardian to remove the child from the work area.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 485

You work as the network technician at Certkiller .com. The newly hired Certkiller .com trainee has asked you what the best way would be to inform the customer that the computers operating system requires being reloaded. What would your reply be?

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- A. You should tell the customer you require upgrading the operating system.
- B. You should tell the customer that you require restoring the computer and that data loss may occur.
- C. You should tell the customer that the computer should be formatted and Windows should be reloaded.

D. You should tell the customer that all data will be lost no matter what you do.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 486

Which of the following statements is FALSE regarding the explanation of technological terms to the Certkiller .com customers?

- A. You should explain to the customer making use of visual aids like graphs and charts.
- B. You should explain to the customer using analogies and examples.
- C. You should always explain to the customers making use of industry jargon or acronyms.
- D. You should explain to the customer whilst limiting the amount of information necessary for the user to know.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 487

Which of the following statements are TRUE regarding language barriers between the technician and customer?

- A. You should ignore the customer and continue your task. to learn the local language.
- B. You should make use of visual aids, hand gestures and attempt basic communication.
- C. You should abandon the site and inform the supervisor.
- D. You should request the supervisor appoint another technician.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 488

You work as a network technician at Certkiller .com. A Certkiller .com network user has asked you what the proper cause of action would be when entering a server room and observing water dripping from the ceiling in the room.

What would your reply be?

- A. You should immediately acquire a mop and clean the area.
- B. You should immediately start covering the servers with plastic to cover the dropping water.
- C. You should immediately notify building services and system administrator.
- D. You should immediately e-mail a colleague and inform your colleague about the water leaking ceiling.

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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 489

You work as a network technician at Certkiller .com. A Certkiller .com user wants to know the proper cause of action when installing software for the customer and providing a copy of the software and the customer does not have a license for the program.

What would your reply be?

- A. You should immediately contact the Software Piracy division of the local law enforcement authorities.
- B. You should tell the customer to purchase legal software.
- C. You should let the customer know that using unlicensed software is against the law.
- D. You should refuse to install the program for the customer and inform the supervisor.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 490

You work as a network technician at Certkiller .com. A Certkiller .com user wants to know what safety considerations for the computer should be taken when relocating to another location.

What would your reply be?

- A. You should check that you have the proper power adapters for the location chosen.
- B. You should tell the user to sell the computer and purchase one there.
- C. You should make use of surge protection to ensure for the correct voltage.
- D. You should first check the voltage selector on the power supply for correct voltage.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 491

While working at a customer's home, the Certkiller .com technician is informed that the customer has to go out for a few minutes. The customer assures the technician that if he needs anything his ten year old child would be able to assist. What do you suggest the technician should do?

- A. Leave the site and inform the customer that he will return when the customer comes back.
- B. Continue working as the customer should be back within a few minutes.
- C. Inform the customer that the child should not be in the same room as the technician while the customer is away.
- D. Inform the customer that the technician and the company cannot be held liable should anything occur while the customer is away

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 492

You are working as a technician at Certkiller .com. A user requests that you help him to install a word processing program in his workstation and provides you with a CD with the name of the program written in marker. The user can not provide a license for the program when asked. Which of the following actions should you take?

- A. Leave the site and notify local law enforcement authorities.
- B. Tell the customer that the technician cannot install the program but the customer can install the program.
- C. Inform the customer that using unlicensed software is against the law.
- D. Install the program and tell the customer to buy a licensed copy from a local store.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 493

You work as the network technician at Certkiller .com. You are currently working at a customer's location. The customer has later requested you perform tasks outside the original scope as agreed. You are required to select the appropriate approach to the situation?

- A. You should first do out of scope work and return the next day to complete the original task.
- B. You should contact your supervisor and then proceed as directed.
- C. You should let the customer know it will cost additional for out of scope work.
- D. You should abandon the customer and contact the supervisor.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 494

You work as a network technician at Certkiller .com. A Certkiller .com user is unable to access company e-mail because of a forgotten password. You are required to select the proper action to take when responding to the user.

What would your reply be?

- A. You should tell the user that you will reset the password.
- B. You should tell a user to create a new account.
- C. You should tell the user that you cannot give the password over the telephone.
- D. You should tell the user that information confirming the user's identity is needed.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 495

Which of the following utilities should a technician use to display NETBIOS over TCP/IP statistics and other information related to the network?

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- A. NSLOOKUP
- B. IPCONFIG
- C. TRACERT
- D. NBTSTAT

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 496

A technician is building a new computer for a client and installing an IDE hard drive. The technician should attach the new hard drive to:

- A. a 40 pin ribbon cable.
- B. a 6 pin round cable.
- C. a 34 pin ribbon cable.
- D. an 80 pin ribbon cable.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 497

The modem on the laptop will not dial after a PCMCIA network interface card (NIC) is installed. Which of the following should the technician check FIRST?

- A. My Network Places
- B. Communications
- C. Device Manager
- D. IPCONFIG utility

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 498

Before removing a shared folder from a computer on a network, which of the following should be done FIRST?

- A. Close all open files.

- B. Remove share privileges.
- C. Defragment the computer's hard drive.
- D. Notify all users.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 499

A technician is fixing a computer that is running slowly and locking up. The technician identifies the problem as spyware and viruses on the computer. Which of the following actions should the technician take FIRST?

- A. Wipe the customers hard drive and re-install the operating system.
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- B. Install a copy of the technicians personal anti-spyware and anti-virus software.
- C. Inform the customer about the problem and suggest purchasing anti-spyware and anti-virus software from a vendor.
- D. Download freeware and install the freeware on the customers computer which will fix some but not all of the problems.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 500

Which of the following may occur if a computer is plugged directly into the wall outlet?

- A. The monitor could suffer from electromagnetic interference (EMI).
- B. The computer could be damaged by a power surge.
- C. The computers performance could be affected.
- D. The computer could cause radio frequency interference (RFI).

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 501

Which of the following components are parts of the laptop display?

- A. BIOS
- B. inverter
- C. battery
- D. video card

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 502

Before purchasing the new motherboard for an upgrade, verify that the motherboard will support:

- A. the current CPU.
- B. the current CD-ROM drive.
- C. USB 2.0.
- D. the current hard drive.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 503

The BEST defense against viruses on a computer would be to:

- A. install anti-virus software.
 - B. assign a BIOS password.
 - C. disallow downloading.
 - D. install anti-spyware software.
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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 504

Which of the following IEEE standards applies to parallel data transmission?

- A. IEEE 1394
- B. IEEE 1284
- C. IEEE 802.3
- D. IEEE 802.11

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 505

When using a new hard drive, which of the following file systems is the default selection for Windows XP Professional?

- A. VFAT
- B. NTFS
- C. FAT32
- D. FAT

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 506

When replacing an LCD in a laptop with WiFi capabilities, which of the following cables should be disconnected? (Choose TWO).

- A. speaker
- B. keyboard
- C. panel
- D. WiFi
- E. main VGA to Primary Controller Board

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 507

When a technician is questioning a user about a problem, the user appears frustrated and starts explaining the problem in an angry tone of voice. Which of the following would be the BEST action to take?

- A. Start working while the user is talking and solve the problem quickly.
- B. Interrupt and reassure the user that you will find the solution.
- C. Inform the user that the technician will not continue unless the user remains calm.
- D. Listen attentively and allow the user to finish explaining the problem.

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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 508

Which of the following is used to segment a network?

- A. network identification
- B. DHCP
- C. source address
- D. subnet mask

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 509

A computers USB ports are not functioning. Which of the following can be used to verify functionality of the ports?

- A. loop back plug
- B. system monitor
- C. a known good device
- D. multimeter

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 510

A 512MB memory chip upgrade has been done on a laptop but only 480MB is being reported by the operating system. Which of the following is MOST likely the reason?

- A. The memory chip is bad.
- B. The motherboard is bad.
- C. The laptop will only recognize 480MB.
- D. Memory is being shared with the video card.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 511

Which of the following protocols would be appropriate for a user who accesses email from several different computers using a web browser?

- A. POP
- B. HTTP
- C. SMTP
- D. IMAP

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 512

A computer on a LAN would have access to all network resources, but may have problems accessing the Internet, which of the following settings are missing?

- A. DNS
- B. POP3
- C. SMTP
- D. HTTPS

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 513

A computer that can host dual PCI-Express video cards is said to be:

- A. MLI ready.
- B. NVEX ready.
- C. SLI compatible.
- D. NLI compatible.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 514

A user's computer has been replaced with a new computer. Which of the following should be done with the old computer?

- A. Reassign the computer as is to another user in the organization.
- B. Rebuild the computer for another user in the organization.
- C. Store the computer for one month in case user profile or data files are missing on the new computer.
- D. Sanitize the computer and send the computer for disposal.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 515

A user wants to move the computer from one part of the office to another and requests assistance from a technician. Which of the following actions should the technician take FIRST?

- A. Disconnect all the cabling.
- B. Power off the computer.
- C. Unplug the computer from wall.

D. Move the monitor.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 516

A technician is talking with co-workers when a co-worker asks about the technicians day. Which of the following actions would be BEST for the technician to take?

- A. Ignore the co-workers question and ask the same question of the co-worker to see what the response will be.
- B. Change the subject and talk about the weather instead because the technician prefers to forget about the difficult day.
- C. Tell the co-worker about customers visited but leave out any information that identifies who was seen.
- D. Tell the co-worker that all the customers that were visited were stupid because discussing these issues will relieve stress.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 517

In Windows XP, which of the following information does the TRACERT command provide?

- A. The IMAP server location.
- B. The segment of an IP network.
- C. The route a packet takes to reach its destination.
- D. The subnet mask of a network.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 518

Which of the following types of batteries provides the longest running time for portable devices?

- A. lithium ion (Li-ion)
- B. nickel metal-hydride (NiMH)
- C. nickel-cadmium (NiCd)
- D. alkaline

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 519

Which of the following is the location of backup registry files that Windows creates during an install process?

- A. %systemroot%\system
 - B. %systemroot%\system32
 - C. %systemroot%\repair
 - D. %systemroot%\backup
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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 520

Memory using 168 pins is known as:

- A. DDR SDRAM.
- B. RIMM.
- C. SIMM.
- D. DIMM.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 521

Which of the following tools should be used to test whether a power supply is functioning correctly?

- A. multimeter
- B. loopback connector
- C. anti-static wrist strap
- D. cable tester

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 522

Which of the following connections would be BEST for a secure connection to a company's WAN?

- A. Bluetooth
- B. infrared connection

- C. wireless WPA connection
- D. wireless WEP connection

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 523

Which of the following is used to produce the best LCD image on a laptop?

- A. Dual scan
- B. Active scanning
- C. Active matrix
- D. Passive matrix

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 524

A computers system clock runs slowly. Which of the following may be causing the problem?

- A. memory chips
- B. CMOS battery
- C. processor revision level
- D. power supply

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 525

A dual-layer DVD-R disc has a maximum data capacity of:

- A. 9.4GB.
- B. 700MB.
- C. 4.7GB.
- D. 2.1GB.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 526

A computer is displaying an error message stating, Missing NTLDR. Which of the following would be used to resolve this error without losing data?

- A. MSCONFIG
- B. Recovery Console
- C. Registry Editor
- D. FDISK

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 527

A technician is attempting to play an audio file but no audio is heard from the speakers. Which of the following should be done FIRST?

- A. Verify that the speakers are equipped for audio output from the computer.
- B. Install a new sound card.
- C. Verify that the CODEC is installed for the audio file type.
- D. Verify that the sound is not muted in the operating system.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 528

A technician is a software administrator for a company. All computers have a standardized installation password. A co-worker needs an authorized application installed

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on his machine quickly but doesn't have administrative rights to the computer. Which of the following would be the BEST action to take?

- A. Provide the co-worker the installation password so the co-worker can install the application.
- B. Give the co-worker the password and change the password after the co-worker has installed the application.
- C. Go to the co-worker's computer and install the application.
- D. Email the password to the co-worker so the co-worker has the password for future use.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 529

A technician is checking a printer issue in an accounting department and observes that the system is unlocked and payroll records are displayed on the screen. Which of the following actions should the technician take?

- A. Study the payroll records.
- B. Lock the computer and find the user.
- C. Close the program and go on.
- D. Continue on and try to fix the printer issue.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 530

In Windows XP, which of the following commands can be used to access the Registry Editor and make security changes?

- A. REGEDIT
- B. DXDIAG
- C. MSCONFIG
- D. SYSEDIT

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 531

What device should a technician use to test the functionality of a serial port?

- A. anti-static wrist strap
- B. surge protector
- C. loop back plugs
- D. multimeter

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 532

Which of the following represents gigabit Ethernet theoretical speed?

- A. 1,000 Mbps
- B. 100 Mbps
- C. 10 Mbps
- D. 10,000 Mbps

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 533

A computer continuously performs a spontaneous system reboot. Which of the following may be the cause?

- A. overheated CPU
- B. monitor failure
- C. network connectivity
- D. hard disk failure

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 534

Fiber optic technology is MOST commonly used for which of the following topologies?

- A. wireless
- B. Token Ring
- C. LAN
- D. WAN

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 535

After updating a modem software, a user can no longer connect to the Internet. The BEST way to return the modem to an operational state would be to use the:

- A. Roll Back Driver.
- B. System Restore.
- C. Windows Recovery Console.
- D. Last Known Good Configuration.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 536

To reduce the impact of a blackout, a technician should plug critical computer components into:

- A. an uninterruptible power supply (UPS).
- B. a power strip.
- C. a surge protector.
- D. a surge suppressor.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 537

When connecting a laptop to a power adapter, a technician recognizes that the power adapter is too hot to touch. The technician should:

- A. move the power adapter off of the floor.
- B. cool the power adapter with a fan.
- C. replace the power adapter.
- D. ensure the power adapter is connected to the laptop correctly.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 538

Two machines on the same network are unable to communicate. Which of the following can be used to determine whether the router is the problem?

- A. TRACERT
- B. PING 127.0.0.1
- C. IPCONFIG /FLUSHDNS
- D. IPCONFIG /ALL

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 539

Which of the following can be enabled to determine if a user has unauthorized access to a folder?

- A. Performance logs and alerts
- B. Disable user account
- C. Event Auditing
- D. Event Viewer

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 540

Non-critical software upgrades on a company's e-mail server will require that the server be rebooted. Which of the following actions should be taken?

- A. Inform employees by email that the server will be going down for planned maintenance then perform the service and reboot the server.
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- B. Install the upgrades and reboot while the company president is at lunch.
- C. Install the upgrades and reboot at the beginning of the work day.
- D. Schedule the service to be performed after working hours and check all email services after the reboot is complete.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 541

A technician is sent to a user's desk to replace a video card in the user's computer. Once the process is complete, the technician verifies that the computer starts up and the user can log in. The next day, another technician goes to the user's computer to complete the same work order. Which of the following did the first technician fail to do?

- A. Set the default video card location in the BIOS.
- B. Notify the user that the work order was completed.
- C. Document that the work order was completed.
- D. Correctly seat the video card.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 542

In Windows XP, which of the following files are needed to prepare an emergency bootable disk?

- A. MSDOS.SYS; Ntldr and Ntdetect.com
- B. Ntldr; Boot.ini and Ntdetect.com
- C. Ntldr; Boot.ini and Ntdetect.com
- D. IO.SYS; Ntdetect.com and CONFIG.SYS

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:****QUESTION 543**

When moving files from an NTFS hard drive to a new NTFS hard drive, which of the following would explain the reason that the files are not accessible by Windows? (Choose TWO).

- A. The new hard drive is SATA.
- B. The new hard drive is incompatible.
- C. The old hard drive was encrypted with a boot sector password.
- D. The old hard drive was encrypted with Microsoft EFS.
- E. The old hard drive was infected with a virus.

Correct Answer: CD

Section: (none)

Explanation**Explanation/Reference:****QUESTION 544**

A customer telephones reporting difficulty with the Internet connection. The customer is

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upset and yelling. The technician asks the customer to run some tests to determine the problem but the customer becomes angrier and begins cursing. The technician should tell the customer:

- A. that a technician must be sent to the customers house to fix the problem.
- B. to contact the Internet service provider (ISP) to fix the problem.
- C. that the problem is the customer and the customer should not curse.
- D. ask the customer to refrain from cursing and that the technician will try to help.

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:****QUESTION 545**

Upon initial boot of a computer, the system performs:

- A. a power-on self test (POST).
- B. a cyclic redundancy check.
- C. parity testing.
- D. page swapping.

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:**

QUESTION 546

How should thermal grease be applied to a CPU heat sink?

- A. One big dot on the right edge of the processor.
- B. Apply a thin layer to the heatsink fins.
- C. Center of the processor with a small thin layer.
- D. Center of the pin side of the processor.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 547

A technician wants to enable help desk support staff to initiate help desk sessions rather than have users send invitations. Which of the following is the BEST course of action?

- A. Offer training to users about Remote Desktop Support.
- B. Enable Remote Desktop on all computers.
- C. Enable Offer Remote Assistance on the help desk computers.
- D. Enable Offer Remote Assistance on the user computers.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 548

In Windows 2000/XP Professional, which of the following utilities enables mass data recovery when using an unencrypted file system?

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- A. MSCONFIG
- B. NTBACKUP
- C. Automated System Recovery (ASR)
- D. Emergency Repair Disk (ERD)

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 549

A computer running Windows XP is having difficulty connecting to a company's network. Which of the following could be used to determine whether the computer has a connection to the company server?

- A. MSCONFIG
- B. WINIPCFG
- C. FDISK
- D. PING

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 550

To optimize the paging file which of the following is the BEST choice?

- A. Configure it to be three times the amount of physical RAM.
- B. Move it from the system partition to the boot partition.
- C. Set its initial and maximum size to zero on the C drive.
- D. Configure it to be one and a half times the amount of physical RAM.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 551

To resolve a distorted video display in a shared video memory environment, restart the computer:

- A. boot into Windows; right click on My Computer, select Manage and change the shared memory value to maximum setting.
- B. press F8 to enter diagnostic menu; select Safe Mode: Control Panel, Display.
- C. boot into Windows; right click on the desktop, select Properties, Settings.
- D. enter the BIOS settings; locate the video card settings and change the shared memory value to maximum setting.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 552

A user receives a computer from out of the country and reports that the computer will not power on. The technician should FIRST verify that the:

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- A. monitor was not damaged.
- B. correct setting is selected on the power supply.
- C. power supply is connected to the motherboard.
- D. hard drive IDE cable is seated properly.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 553

Which of the following characters allows text to be redirected from a screen command to a file?

- A. >
- B. <<
- C. |
- D. <

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 554

Which of the following TCP/IP Protocol Suite Transport and ports does FTP use as a default?

- A. TCP:20 and TCP:21
- B. TCP:20 and UDP:21
- C. UDP:20 and TCP:21
- D. UDP:21 and UDP:20

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 555

A program is crashing unexpectedly and not providing an error message. Which of the following can a technician use to obtain information about why the program is crashing?

- A. Event Viewer
- B. Windows Management Instrumentation
- C. Active Directory
- D. Performance Logs and Alerts

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 556

Which of the following devices can be used to protect a computer from voltage spikes?

- A. a surge protector
- B. an anti-static mat
- C. a power strip
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- D. a 450 watt power supply

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 557

A technician receives a laptop that is running out of battery power more quickly than expected. Which of the following can the technician do to correct the problem?

- A. Note on the work order that the laptop is losing battery capabilities and the laptop must be replaced.
- B. Stop using the battery and use alternating current (AC) power for the laptop.
- C. Replace the battery by purchasing a new battery from the manufacturer.
- D. Replace the AC adaptor by purchasing a new adapter from the manufacturer.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 558

A computer is able to connect to a website directly when using an IP address but not when using the hostname. The problem may be that there is no:

- A. DHCP assigned.
- B. gateway assigned.
- C. DNS configured.
- D. IP address assigned.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 559

Which of the following tools can be used to check whether a COM port on a computer is communicating?

- A. POST card
- B. loopback plugs
- C. ATX tester
- D. multimeter

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 560

Which of the following utilities will allow the startup items on a computer to be modified? (Choose TWO).

A. MSCONFIG

B. Safe Mode

C. TASKMGR

D. REGEDIT

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E. EVENTVWR

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 561

A laptop user wishes to perform wireless synchronization between a laptop and a personal digital assistant (PDA). Which of the following methods could be used to synchronize the files?

A. Serial

B. Parallel

C. IEEE 1394

D. Bluetooth

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 562

A computer has Windows XP installed but has never had any security updates or patches installed. Which of the following would be the BEST way to install all the most recent updates and patches?

A. Go to the Microsoft Windows Update web site and install all appropriate updates.

B. Download Service Pack 2 from the Microsoft website because all other patches are unnecessary.

C. Use another computer that has all of the patches installed and using the files in the c:\Windows Update directory, burn the patches on a CD.

D. Use a search engine to find the site which will download the patches at the highest speed.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 563

Which of the following is the theoretical transfer speed of an 802.11g wireless LAN?

- A. 54 Mbps
- B. 10 Mbps
- C. 11 Mbps
- D. 100 Mbps

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 564

Which of the following may cause poor color reproduction in a scanned photograph?

- A. Poor connection to the scanner.
- B. Room lighting interfering with scanner.
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- C. Faulty scanner drive motor
- D. Old or dirty scanner lamp.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 565

Which of the following actions should be taken to add an additional IDE hard drive?

- A. Set the jumper on primary hard drive as master and the jumper on secondary hard drive as slave.
- B. Set the jumper on primary hard drive as cable select and leave the jumper on secondary hard drive set to factory default.
- C. Set the jumpers to SCSI ID Zero.
- D. Set the jumper on primary hard drive as slave and the jumper on secondary hard drive as master.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 566

Which of the following is made up of 8 bits?

- A. byte
- B. megabyte

- C. gigabyte
- D. terabyte

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 567

A user reports that when trying to print a document nothing comes out of the printer and states that the only printer in the printer dialog box is 'Microsoft Office Document Image Writer.' The technician should understand that the problem is that the printer:

- A. has not been installed on the user's computer.
- B. is not turned on.
- C. cable is unplugged.
- D. driver is corrupt.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 568

A technician is configuring a wireless network for a user concerned about security. The user has a laptop running Windows XP and has purchased a new WAP. The user wants the most secure method of wireless authentication. Which of the following should the technician configure for the user?

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- A. 64 bit WEP
- B. 128 bit WEP
- C. WPA2
- D. hidden SSID

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 569

A technician is attempting to join a Windows XP Professional computer to a domain, but gets an error message that a domain controller cannot be contacted. Upon further testing, the technician is able to PING the domain controller by IP address. Which of the following is the MOST likely problem?

- A. An improper DNS configuration
- B. The user logged in does not have authority to join a domain
- C. An incorrect subnet mask
- D. A bad network card

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 570

When using a boot disk that does not automatically enable USB support, which of the following should be enabled in the BIOS to enable USB devices?

- A. USB 2.0 Support
- B. USB Boot Device
- C. USB Legacy Support
- D. System BIOS Cacheable

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 571

Which of the following describes the laser printer process?

- A. solid ink process
- B. thermal process
- C. ink jet process
- D. electrostatic indirect process

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 572

Which of the following describes the path to remote resources on a local Windows network?

- A. Universal Naming Convention (UNC)
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- B. Website address
- C. Uniform Resource Locator (URL)
- D. IPX address

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 573

Which of the following standard print languages is host-based and relies on a computer sending the print job to handle the processing?

- A. LPR
- B. GDI
- C. PCL
- D. PostScript

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 574

Which of the following is a printing process of a laser printer?

- A. building
- B. encoding
- C. transmitting
- D. cleaning

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 575

A technician is asked to bring a server that has been replaced from the server room to a computer repair area. Which of the following should the technician consider before doing this job?

- A. What services are running on the server.
- B. The manufacturer of the server.
- C. The width of the server.
- D. Whether the server is on wheels.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 576

A technician has upgraded a video card and when the computer is powered on, a series of beeps is heard. The technician should FIRST:

- A. verify that the video card is seated properly.
- B. verify that the memory and CPU are seated properly.
- C. update the BIOS.

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D. replace the video card.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 577

Which of the following is the default number of incorrect login attempts in Windows XP Professional not connected to a domain before Windows disables the login prompt temporarily?

- A. 4
- B. 2
- C. 6
- D. 3

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 578

To provide the technician with information about a printers settings, (e.g. set up and network settings) most printers will:

- A. email trend analysis statements upon request.
- B. print a configuration sheet.
- C. print a Windows test page.
- D. send information to Printer Monitor on the Task Bar.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 579

An employee sees a co-worker helping a customer in a retail store. The co-worker appears annoyed and unwilling to help the customer and the customer is becoming irritated. The employee should:

- A. approach the co-worker and tell the co-worker to improve the attitude.
- B. talk with the store manager immediately about the co-workers attitude.
- C. wait until the customer leaves and confront the co-worker about the attitude.
- D. approach the customer and co-worker and ask if either need help.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 580

Which of the following servers could be used to filter all Internet traffic?

- A. web
- B. file
- C. proxy
- D. security

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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 581

In an electrically unstable environment where brownouts are a regular occurrence, which of the following would be BEST to protect a computer?

- A. an uninterruptible power supply (UPS)
- B. a surge protector
- C. a power strip
- D. an anti-static pad

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 582

A MAC address resides in the:

- A. processor.
- B. SCSI card.
- C. network interface card (NIC).
- D. hard drive.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 583

Which of the following types of power output does a laptop alternating current (AC) adapter produce?

- A. AC voltage

- B. Both AC and DC voltage
- C. No Voltage
- D. DC voltage

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 584

Which of the following can be done to change a file attribute to read-only? (Choose TWO).

- A. EDIT
 - B. ATTRIB
 - C. MSCONFIG
 - D. File properties in Windows Explorer
 - E. CHANGE
 - F. Double-click the file
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Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 585

If a user is not able to connect to a dial-up Internet account, a technician should FIRST check:

- A. with the Internet Service Provider (ISP)
- B. the modem speaker.
- C. for a dial tone.
- D. the modem INIT string.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 586

Which of the following is the difference between TCP and UDP Transports of the TCP/IP Protocol Suite?

- A. UDP is used for secure transmissions only and TCP is used for any type of transmission.
- B. UDP needs to perform authenticate before data is passed and TCP does not.
- C. TCP acknowledges each bit transmitted and UDP does not use acknowledgements.
- D. TCP works in a type of broadcast mode to all network nodes and UDP does not.

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:****QUESTION 587**

An ATX connector on a motherboard connects the:

- A. SCSI bus to the RAM.
- B. power supply to the motherboard.
- C. PCI BUS to the processor.
- D. processor to the memory.

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:****QUESTION 588**

A user reports that the computer appears to be working more slowly than usual. Which of the following actions should be taken FIRST?

- A. Add a new hard drive and format by creating the same file system.
- B. Backup and recover the hard drive.
- C. Format and re-install the hard drive.
- D. Use the defrag tool from the Properties on the hard drive.

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:**

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QUESTION 589

An employee has asked a technician to check whether a co-worker is using Internet chat programs during work hours. Which of the following actions should the technician take?

- A. Tell the employee that the technician will check the logs but that the employee cannot tell other co-workers about the results.
- B. Inform the employee that the request cannot be accommodated and the employee should talk with the supervisor.
- C. Show the employee how to access the chat program and give the employee the necessary network permissions.
- D. Tell the co-worker that someone else in the company thinks the co-worker is not working hard enough.

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:**

QUESTION 590

Which of the following is a concern when using a peer-to-peer network?

- A. security
- B. DNS may be disabled
- C. hardware damage
- D. MAC address spoofing

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 591

In Windows the Print Test Page function is located in:

- A. Programs > Accessories.
- B. Driver Properties > General tab.
- C. My Computer > Properties.
- D. Control Panel > Administrator.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 592

A customer has told a technician about a problem they are having with their computer. The technician is still unclear about what problem the customer is having. Which of the following steps should the technician take FIRST?

- A. Look at the computer, and try to diagnose the problem using any error messages.
- B. Advise the customer to take a computer training course so that they may communicate the issue in a clearer way.
- C. Ask the customer to explain the problem again, and ask pertinent questions about the problem.
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- D. Tell the customer that the technician cannot understand them and tell them that they are not using the correct terminology.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 593

After placing a new PCI sound card in the PCI slot, the card fails to function. Which of the following actions should be taken? (Choose TWO).

- A. Upgrade the BIOS.

- B. Check Device Manager.
- C. Install the drivers.
- D. Try using the sound card.
- E. Update Windows Media Player.

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 594

After right-clicking on an applications shortcut icon and selecting Properties, which of the following will identify the location of the application?

- A. Run
- B. Shortcut key
- C. Start In
- D. Location

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 595

Which of the following would be the LAST step to take when installing a network printer?

- A. Print the test page.
- B. Reboot the computer.
- C. Ping the printer's IP address.
- D. Print a blank sheet of paper.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 596

An employee at a records management company states that they are spending a lot of extra time searching for documents for a very large volume customer. Which of the following would be the BEST solution to reduce search times?

- A. Enable Disk Defragmenter
- B. Enable Indexing Services
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- C. Run Disk Cleanup
- D. Run CHKDSK

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 597

A CAT5 network cable runs through a manufacturing facility directly above a bank of high capacity welding machines. Computers that are connected to that cable experience frequent network errors. This is an example of:

- A. electromagnetic interference (EMI).
- B. electrostatic discharge (ESD).
- C. cross talk.
- D. packet fragmentation.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 598

A computer running Windows XP Professional SP2 is unable to login to the domain. Which of the following may be the cause?

- A. The computer only accepts smart cards.
- B. The system time did not synchronize with the Internet.
- C. The authenticating server does not recognize the computer.
- D. The system time difference exceeds the time difference threshold of the authenticating server.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 599

A computer running Windows XP was shutdown incorrectly. Upon boot up, Windows will automatically prompt a user to:

- A. defragment the hard drive.
- B. replace the file system.
- C. perform a System Restore and roll back to an earlier save point.
- D. run the CHKDSK utility.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 600

A new hard drive is installed in a computer and while booting, an error message is displayed stating, Disk Not Found. Which of the following is MOST likely the cause?

- A. No operating system is available on the hard drive.
- B. The hard drive is not partitioned.
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- C. The new drive has malfunctioned.
- D. The jumper settings are incorrect on the hard drive.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 601

A computer has become progressively slower when retrieving files from the local hard drive. Which of the following actions should a technician take to correct this problem?

- A. Run a defragmentation program on the affected volume.
- B. Decrease the size of the swap file in 32 MB increments until the problem is resolved.
- C. Increase the size of the registry file until the problem is resolved.
- D. Reformat the hard drive and re-install all programs.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 602

Which of the following contains the CMD.EXE in Windows 2000/XP system?

- A. C:\ProgramFiles
- B. C:\WINDOWS\system
- C. C:\WINDOWS\systemroot
- D. C:\WINDOWS\system32

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 603

When installing expansion cards or memory, which of the following is of the greatest risk to the technician's health?

- A. Electric shock from the monitor
- B. High voltages present in the capacitors on the mainboard

- C. Sharp edges inside the computer case
- D. Static electricity buildup on the components

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 604

When a user would like to access a file server with Universal Name Convention (UNC), which of the following information is needed?

- A. DHCP server information
 - B. HTTP server address on Address Bar
 - C. hostname and path name
 - D. SMTP server address
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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 605

Which of the following actions should a technician take when dealing with a dissatisfied customer?

- A. Ignore the customer because a technician should not have to talk with angry customers.
- B. Maintain integrity and honesty.
- C. Try to hide any mistakes that may have been made.
- D. Ask a supervisor to talk with the customer because this is not an appropriate job for a technician.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 606

Which of the following auditing policies should be used to track a users access to local or network resources?

- A. logon events
- B. object access
- C. privilege use
- D. account logon events

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 607

Which of the following would be the MOST common protocol for exchanging data over the Internet?

- A. Network File Service (NFS)
- B. Samba
- C. Lightweight Directory Access Protocol (LDAP)
- D. FTP

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 608

A technician is replacing a computers internal power supply. Which of the following should be considered when selecting a replacement part? (Choose TWO).

- A. location of the computer
- B. internal fans with LED lights
- C. wattage of the power supply
- D. physical size (e.g. standard or proprietary)
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- E. international voltage switch
- F. heat generated by the computer

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 609

Which of the following should be included in a repair tool kit? (Choose TWO).

- A. battery charger
- B. anti-static wrist strap and mat
- C. acetone
- D. Phillips-head screwdriver

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 610

When plugging an external power source into a device, the MOST commonly overlooked issue is the tip:

- A. angle.
- B. polarity.
- C. shape.
- D. size.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 611

A technician is preparing to upgrade a hard drive on a laptop. Which of the following is important for the technician to consider?

- A. the physical dimensions of the hard drive
- B. whether the laptop has a CD-ROM drive
- C. whether there is an available PCMCIA slot
- D. the quantity of memory in the laptop

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 612

In Windows XP Professional if appropriate logging is enabled, which of the following tools will allow review of all attempted and successful logins on a computer?

- A. The Event viewer application log.
 - B. The local group policy.
 - C. The Event Viewer security log.
 - D. The Event Viewer system log.
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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 613

In Windows XP, which of the following command line functions or utilities will retrieve deleted files?

- A. RECOVER
- B. REPLACE
- C. RD
- D. DISKCOPY

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 614

In Windows XP Service Pack 2, the settings for Data Execution Prevention are accessed by going to Control Panel then:

- A. System > Hardware tab > Performance Settings.
- B. System > Performance Settings.
- C. System > Advanced tab > Performance Settings.
- D. System > Advanced tab > Startup and Recovery Settings.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 615

Which of the following should be changed in the Display Settings to eliminate the monitor flickering?

- A. Monitor Type
- B. Dots Per Inch
- C. Driver Signing
- D. Refresh Rate

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 616

A user can use a TCP/IP network to connect to co-workers computers but cannot browse the corporate Intranet. Which of the following network addresses is likely to be configured incorrectly?

- A. The TCP/IP default gateway.
- B. The DHCP lease time.
- C. The subnet mask.
- D. The TCP/IP address.

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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 617

Which of the following is the correct syntax for the Universal Naming Convention (UNC)?

- A. \\HOST\PATH\TO\SHARE
- B. {HOST}{PATH}{TO}{SHARE}
- C. ~HOST_PATH_TO_SHARE
- D. ../HOST/PATH/TO/SHARE

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 618

While working at a customers home, a technician accidentally breaks a data pin on a CD-ROM drive causing the drive not to function. The customer is not aware of the issue and the computer is 8 years old. Which of the following actions should the technician take?

- A. Inform the customer that the CD-ROM drive is no longer working and because of its age, it is recommended to replace the computer.
- B. Reconnect the broken CD-ROM drive, turn on the computer and inform the customer that the work is complete. Wait for the customer to notice the problem then charge for a service call to replace the CD-ROM drive.
- C. Reconnect the broken CD-ROM drive, turn on the computer and inform the customer that due to its age, the CD-ROM drive is no longer working and that the customer should upgrade to a better CD-ROM drive.
- D. Inform the customer that the CD-ROM drive is no longer working because of a mistake made by the technician. Call the supervisor and request a replacement CD-ROM drive at the cost of the company.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 619

Which of the following tools would create a backup point so that a users computer can be reverted back to a previous state?

- A. Recovery Console
- B. System File Checker
- C. System Restore
- D. Recovery CDs

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 620

There are eight lettered drives on a computer. The customer complains that the USB flash drive is detected but

does not show up in Computer. How can a technician resolve this issue?

- A. Plug the USB flash drive into another USB port.
- B. Reassign the USB flash drive letter using disk management.
- C. Start the USB flash drive service in computer management.
- D. Use Hardware Device Manager under system properties to configure the USB flash drive.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 621

In Windows 2000 Service Pack 4, which of the following commands would allow permissions to be changed within the registry?

- A. SYSEDIT
- B. REGEDIT
- C. MSCONFIG
- D. REGEDT32

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 622

A new users computer was setup incorrectly by a new technician not familiar with user setup procedures. Which of the following actions should a technician take after correctly setting up the computer?

- A. Keep quiet about the problem and hope it doesnt happen again.
- B. Complain to the user about the other technician.
- C. Report to the supervisor that the technician had to fix another technicians work.
- D. Ask the other technician whether the technician would like to learn user setups.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 623

Which of the following can be used to stop a program from running automatically on boot?

- A. Remove the icon from the Users desktop.
- B. Type MSCONFIG on command line and remove the program from STARTUP.
- C. Remove the program from Tasks on the Start Menu.
- D. Delete the service name and port number from the Services file.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 624

Which of the following actions should a technician take FIRST when speaking with a new customer?

- A. Use computer jargon while talking so the customer knows the technician is knowledgeable.
- B. State the technicians name and the companys name.
- C. Escalate the problem if the problem cannot be fixed immediately.
- D. Offer the customer onsite help.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 625

Which of the following may damage a CRT monitor?

- A. direct sunlight
- B. strongly magnetized objects
- C. open airways
- D. windows

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 626

Which of the following would be used to convert some or all of a scanned document to searchable text?

- A. Multivariant Curve Resolution (MCR)
- B. Optical Character Recognition (OCR)
- C. No Carbon Required
- D. Optical Mark Recognition (OMR)

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 627

Setting a computers minimum and maximum virtual memory file size settings to be equal will:

- A. force the file to be an average size and format.

- B. preserve the required space in RAM.
- C. force the file to be created on a non-formatted partition.
- D. preserve the required space on the hard drive for the file.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 628

A technician is troubleshooting a laptop that is not recharging the battery. After replacing the battery, the problem still exists. Which of the following may be the cause?

- A. There is a defective AC/DC converter.
- B. There a problem with the battery contacts.
- C. The BIOS setting is disabled.
- D. The power settings are not configured correctly.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 629

An angry customer has just walked out of a retail store after yelling and cursing at a technician. The technician observes that the customer left ten dollars on the counter. Which of the following actions should the technician take?

- A. Keep the money as compensation for the customers behavior.
- B. Put the money into the stores cash register.
- C. Donate the money to a local charity that purchases computers for children.
- D. Attempt to contact the customer and hold the money for the customer.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 630

To automatically update the accessories of a network printer, both the printer and the computer must support:

- A. NetBEUI.
- B. HTTPS.
- C. SNMP.
- D. LRP/LPD.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 631

Which of the following commands are available in the Windows XP recovery console? (Choose TWO).

- A. DXDIAG
- B. XCOPY
- C. CHKDSK
- D. FIXMBR
- E. MSCONFIG

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 632

A user complains about being unable to install software programs on a computer at work. Which of the following is the MOST likely cause of this issue?

- A. The file system is FAT32.
- B. The user does not have sufficient privileges.
- C. There is not enough virtual memory.
- D. The operating system is corrupted.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 633

A user has purchased a new computer and reports that when trying to install the old laser printer the driver for the printer is on a floppy disk and the new computer does not have a floppy drive. Which of the following would be the BEST to recommend?

- A. Install an internal floppy disk drive on the new computer and install the driver from the new floppy disk.
- B. Use a computer with a floppy driver to transfer the driver from the floppy to a thumb drive and install the driver from the thumb drive.
- C. Download the driver to the new computer from the manufacturers website and install the driver from a file folder.
- D. Purchase a new laser printer that has the drivers on a CD and install the drivers from the CD.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 634

Which of the following is the location where a processor would be installed on a newer model laptop?

- A. ZIF socket
- B. Slot A
- C. Socket 603
- D. Slot 1

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 635

A user reports receiving an email from the user's bank requesting that due to a bank audit, the user must click a link in the email and enter the username, password, and account number.

This may be an example of:

- A. standard bank security practices.
- B. biometric authentication.
- C. bank marketing survey.
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- D. social engineering.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 636

A customer is upset about a problem with the computer. The technician should:

- A. explain to the customer that this is nothing to become upset about.
- B. listen to the customer and remain calm.
- C. instruct the customer to remain calm so the problem can be fixed.
- D. ask the customer why the customer is so angry.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 637

Each time a serial port receives a character, the port has to get the attention of the computer by raising:

- A. an interrupt processor task.
- B. an interrupt request line.

- C. a direct access line.
- D. a direct memory token.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 638

Which of the following can be used to check whether a computers power supply is faulty?

- A. multimeter
- B. loopback plugs
- C. POST card
- D. cable tester

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 639

In Windows XP Professional, which of the following would indicate file or folder encryption? (Choose TWO).

- A. A green colored text for the file or folder name.
- B. A green colored Icon for the file or folder.
- C. Examining the file or folder attributes.
- D. A blue colored text for the file or folder name.
- E. A yellow colored text for the file or folder name.

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Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 640

After installing Service Pack 2 for Windows XP, a computer does not work correctly. During boot, which of the following will start the computer in safe mode?

- A. Press the Ctrl key
- B. Press Ctrl + Alt + Shift
- C. Press Ctrl + Alt + Delete
- D. Press the F8 key

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 641

While at a customers home, a technician has to call a vendor to help fix the problem. Which of the following would be the BEST action for the technician to take?

- A. Ask permission to use the customers telephone and reassure the customer that the telephone call is necessary.
- B. Use the customers telephone to make the call without asking permission and tell the customer that the call is just back to the local office.
- C. Inform the customer that a new service appointment must be set after the technician contacts the vendor.
- D. Explain to the customer that call has to be made to fix the problem and then return to the office to place the call.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 642

Which of the following shortcuts will lock a computer without logging off?

- A. Windows Key + R
- B. Ctrl + Alt + Del and select Standby
- C. Windows Key + W
- D. Ctrl + Alt + Del and select Lock Computer

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 643

Which of the following is considered confidential information that could be found on a companys network? (Choose TWO).

- A. employee health insurance records
- B. regional sales office addresses
- C. employee picnic signup sheet
- D. customer support contact information
- E. product design diagrams

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 644

A customer is unhappy when the computer has not been fixed by the predetermined time. Which of the following would be the BEST way to resolve this problem?

- A. Emphasize that the customer agreement disclaims any liability for delays.
- B. Explain to the customer that the service queue is very long and all repairs have been delayed.
- C. Tell the customer there is nothing that can be done and that the technician will contact the customer when the repair is complete.
- D. Listen attentively to the customers concerns and explain that the repair process will be expedited if possible.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 645

Which of the following offers the BEST compression for image files being transferred over the Internet and archived offsite?

- A. .JPEG
- B. .BMP
- C. G3 Compressed .TIFF
- D. .WMV

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 646

A computers internal power supply fan has stopped running causing the computer to overheat. Which of the following actions should a technician take?

- A. Set up additional case fans for extra cooling of the power supply.
- B. Open the power supply and see whether the power supply fan can be replaced.
- C. Replace the power supply and discard the power supply correctly.
- D. Open the power supply and visually inspect for faulty wiring to the power supply fan.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 647

Which of the following is a static network address?

- A. 255.255.255.255
- B. 255.255.255.0

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- C. 192.168.0.254
- D. 127.0.0.1

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 648

A laptop computer does not respond when using alternating current (AC) power. Which of the following actions should the technician take FIRST?

- A. Swap AC adapters
- B. Verify DC power
- C. Toggle Fn keys
- D. Remove unneeded peripherals

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 649

Which of the following display capabilities supports notebooks connected to external displays?

- A. TriView
- B. BiView
- C. DualView
- D. MultiView

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 650

A technician is asked to recover data from a computer at a customers site. After recovering the data, the technician discovers illegal material on the hard drive. Which of the following actions should the technician take?

- A. Warn the customer that the customer is breaking the law and delete the material.
- B. Notify the supervisor and delete the material.
- C. Notify law enforcement authorities and leave the customer site.
- D. Warn the customer that the customer is breaking the law.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 651

Which of the following would be BEST to increase the speed of a laser printer?

- A. Install a maintenance kit
 - B. Memory Upgrade
 - C. Flash ROM Upgrade
 - D. Optional Paper Tray
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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 652

A technician has completed a new Windows XP Professional image and would like all users to receive standard desktop settings when logging in for the first time. The standard settings have been configured using a temporary user account and the temporary user account profile should be copied to the:

- A. administrators profile.
- B. systems profile.
- C. all users profile.
- D. default users profile.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 653

When removing an AGP card from a computer, which of the following steps should be taken?

- A. Remove the retaining screw; release the clip at the front of the card and use pliers to pull the card out of its socket.
- B. Remove the retaining screw; release the clip at the rear of the card and firmly pull the card out of its socket.
- C. Remove the card from the expansion slot with a chip set puller.
- D. Remove the retaining screw and pry the card out of its socket with a screw driver.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 654

A technician receives a service call for a laptop that is locking up. The user reports that no hardware or

software changes have been made. Which of the following actions should the technician take next?

- A. Re-install the operating system.
- B. Run a hardware diagnostic.
- C. Check the BIOS settings.
- D. Replace the memory.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 655

Which of the following would be the BEST action to take to fix a programming problem with the network interface card (NIC) on a printer?

- A. Install a NIC on the affected printer.
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- B. Upgrade the firmware on the affected NICs.
- C. Replace affected printer with a new printer.
- D. Upgrade the print drivers on the printer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 656

Which of the following utilities can be used to keep online and offline files current?

- A. Synchronize
- B. Files and Settings Transfer Wizard
- C. System Restore
- D. Windows Update

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 657

A technician is trying to connect to a user remotely and is unable to connect using the given IP Address. Which of the following is the MOST likely cause?

- A. Antivirus software is disabled
- B. Pop up blocker is enabled
- C. Messenger service is disabled
- D. Remote desktop is not enabled

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 658

A device that converts light reflected from a document to varying voltages in a scanner is:

- A. a CCD.
- B. a CRT.
- C. an OCR.
- D. a CODEC.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 659

Which of the following components used in a laptop are considered hot-swappable?

- A. an IDE interface hard drive
 - B. a mobile processor
 - C. a SDRAM memory chip
 - D. a USB flash drive
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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 660

Which of the following commands is used to clear the DNS table in Windows XP?

- A. NETSTAT -e
- B. IPCONFIG/renew
- C. NETSTAT -r
- D. IPCONFIG/flushdns

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 661

Intermittent communication problems with printers can be resolved by:

- A. installing optional hardware.
- B. upgrading the firmware.
- C. replacing the CPU.
- D. changing paper type.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 662

A user is unable to access an FTP server after installing a firewall program. Which of the following TCP ports should be opened in the firewall in order to resolve the problem?

- A. 3389
- B. 80
- C. 21
- D. 8088

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 663

Which of the following types of network cable is MOST often used in a high interference area?

- A. Unshielded Twisted Pair (UTP)
- B. RG-58
- C. RG-59
- D. Shielded Twisted Pair (STP)

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 664

When an angry customer voices intent to seek help elsewhere, which of the following actions should a technician take?

- A. Ignore the customer because the customer has decided to seek help elsewhere.
- B. Ask the customer to leave and escort the customer out.
- C. Attempt to calm the customer and find out what went wrong.
- D. Tell the customer goodbye and wish the customer luck with the search.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 665

A technician would like to install a non-hot swappable DVD-ROM drive in a laptop. Which of the following actions must the technician take FIRST?

- A. Reconfigure the system BIOS
- B. Remove the screw securing the DVD-ROM to the laptop case
- C. Completely shut down the computer
- D. Change the drive letter with the computer management snap-in

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 666

In a home network with one router, which of the following BEST describes the gateway?

- A. Acts as the default IP for a computer
- B. Provides a connection to the Internet
- C. Does not provide a firewall between computers and the Internet
- D. Acts as the default IP for a printer

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 667

Which of the following recovery console commands should the technician use to repair a BOOT.INI problem?

- A. FIXMBR
- B. CHKDSK/R
- C. FIXBOOT
- D. BOOTCFG/REBUILD

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 668

Which of the following commands allows editing of startup.ini?

- A. CMD
- B. BOOT.INI
- C. MSCONFIG
- D. DEFRAG

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 669

In Windows XP, which of the following locations can be accessed to view services that are starting up during the boot process?

- A. MSCONFIG
- B. System Properties
- C. Microsoft Management Console
- D. BOOT.INI

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 670

A user reports that after installing a 256MB memory upgrade, to obtain a total of 512MB, only the original 256MB is reported. Which of the following should the technician do FIRST?

- A. Replace with compatible memory.
- B. Assume that the memory slot is bad and replace the motherboard.
- C. Conduct diagnostics.
- D. Check the power supply.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 671

Which of the following types of numbers are displayed in a bluescreen error?

- A. 10 digit binary dump code
- B. 10 digit decimal number
- C. 10 digit binary number
- D. 10 digit hexadecimal number

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 672

When configuring a computer for use on a network using DHCP, the computer does not acquire an IP address. Which of the following may be the cause? (Choose TWO).

- A. The gateway address is incorrectly configured.
- B. The DHCP service is not running.
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- C. The WINS server has not been specified.
- D. The switch that the computer is connected to is unplugged.
- E. The DHCP server address is incorrect.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 673

Which of the following media provides the most storage capacity for creating a backup?

- A. DVD
- B. dual-layer DVD
- C. 1.4 inch floppy disk
- D. CD

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 674

Which of the following is a standard power connection on a motherboard? (Choose TWO).

- A. AGP
- B. ATX
- C. AT
- D. ATM
- E. ASP

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 675

Which of the following utilities is used to speed up hard drive access?

- A. Disk Cleanup
- B. Disk Defragmenter
- C. CHKDSK
- D. SCANDISK

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 676

A technician is called to look at a computer. The customer is angry and states that this is not the first time the same problem has occurred. Which of the following actions should the technician take?

- A. Explain that previous experiences by the customer are not the technician's responsibility.
- B. Assure the customer that an attempt will be made to resolve the issue and question the Actualtests.com - The Power of Knowing 220-602 customer about the problem.
- C. Tell the customer that there is a design flaw in the computer and the computer should be replaced.
- D. Explain that until the customer is calm, that nothing can be done.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 677

Safe mode, Emergency Repair Disk (ERD), and Recovery Console are examples of:

- A. Windows XP restore programs.
- B. Windows 2000, Windows XP saving processes.
- C. Windows 2000 startup procedures.
- D. Windows 2000, Windows XP boot options.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 678

In Windows XP, which of the following will CTRL+C do when running a command line utility?

- A. CD

- B. CHCP
- C. BREAK
- D. CALL

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 679

A customer engages a technician in conversation about the competition. Which of the following actions should the technician take?

- A. Tell the customer that the technicians company is a better place to work than any of the competitors companies.
- B. Inform the customer that you refuse to talk about the competition.
- C. Remain respectful of competing companies when talking with the customer.
- D. Inform the customer that competitors are unable to provide the same excellent level of service as the technicians company.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 680

In Windows XP, which of the following command line functions or utilities would be the BEST choice to duplicate one or more files and place the files in another location?

- A. COPY
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- B. MOVE
- C. RECOVER
- D. DISKCOPY

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 681

Which of the following will prevent the Windows messenger service from displaying any messages?

- A. Start > Run > type service.msc > right click on the messenger service > Properties > Start-up type > Automatic
- B. Start > Run > type CMD > type NET START msg.exe
- C. Start > Run > type CMD > type NET START messenger
- D. Start > Run > type service.msc > right click on the messenger service > Properties > Start-up type > Disable

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 682

On the way to a customers home, a technicians car has a flat tire. It is 30 minutes before the scheduled appointment. Which of the following actions should the technician take?

- A. Telephone your supervisor and request a ride to the customers home.
- B. Telephone the customer and tell the customer about the situation. Offer to reschedule the appointment.
- C. If the customers home is within walking distance, leave the car at the side of the road and walk to the customers home.
- D. The technician can change the flat tire, so there is no need to notify the customer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 683

Damage caused by electrostatic discharge (ESD) can be prevented by:

- A. wearing an anti-static coat.
- B. using an electromagnetic interference (EMI) strap.
- C. using an anti-static mat.
- D. wrapping all computer components in aluminum foil.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 684

When scanning a document, which of the following affects the size of the file?

- A. The speed of the scanner.
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- B. The font used.
- C. The scanning resolution.
- D. The scanner driver.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 685

Which of the following command line utilities can be run to determine what patches a computer needs?

- A. HFNETCHK.EXE
- B. MSCONFIG.EXE
- C. TRACERT.EXE
- D. NBSTAT.EXE

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 686

A basic Input/Output System is stored as firmware on which of the following types of memory?

- A. Electronically Erasable Programmable Read Only Memory (EEPROM)
- B. Programmable Read Only Memory (PROM)
- C. Erasable Programmable Read Only Memory (EPROM)
- D. Read Only Memory

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 687

Which of the following file systems is recommended for Windows XP Home?

- A. FAT32
- B. NTFS
- C. VFAT
- D. FAT

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 688

A user reports that each time a specific program is used the program locks up. Which of the following actions should a technician take FIRST?

- A. Verify that the program is compatible.
 - B. Check for other nonworking programs.
 - C. Upgrade the memory in the computer.
 - D. Uninstall and re-install the program.
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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 689

A technician is installing a 168 pin DIMM. Which of the following describes how the memory module is installed on the motherboard?

- A. Snapped into the retaining clips then pushed into the socket.
- B. Straight down into one of the memory sockets on the motherboard.
- C. Initially at a 45 degree angle into the socket then snapped into place.
- D. Into Socket A with retention arm snapped into place.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 690

Which of the following should a technician do FIRST to troubleshoot a users network connectivity problem?

- A. PING the users workstation.
- B. Replace the network interface card (NIC).
- C. Run TRACERT from the users workstation.
- D. Start with the Last Known Good Configuration and reboot the computer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 691

In Windows XP, which of the following paths can be used to stop a particular service program?

- A. Start > Programs > Accessories > System Tools
- B. Start > Control Panel > Administrative Tools > Services
- C. Start > My Network Places > Properties > Local Area > Local Area Connection > Services
- D. Start > Control Panel > System > Advanced > Performance Settings > Advanced

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 692

A technician has installed a second hard drive and needs to make the new hard drive usable in Windows XP. Which of the following can be used?

- A. REGEDIT command
 - B. Device Manager
 - C. CHKDSK command
 - D. Computer Management console
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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 693

In Windows XP, which of the following must be done to enable a second monitor?

- A. My Computer > Properties > Manage Computer > Device Manager > verify that the correct video drivers are installed
- B. Display Properties > Settings > Secondary Monitor > 'Extend my Windows Desktop onto this Monitor'
- C. Download the newest CODEC from the manufacturer's website and verify that the driver has dual monitor support capabilities.
- D. My Computer > Properties > Display Properties > Settings > verify that both monitors are enabled

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 694

A small business is migrating from Ethernet to 801.11b wireless and will be using a small wireless access point for all laptops and computers. To ensure security on the network, the access point should be set to:

- A. allow connections on 801.11a wireless cards only.
- B. allow access to listed MAC addresses only.
- C. maximum range and the access point given an obscure network name.
- D. deny all wireless connections.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 695

A user has moved a laser printer from one office to another and attached the printer to a new computer. When trying to print, unrecognizable characters print out on the paper. Which of the following actions should a technician take?

- A. Move the laser printer back to the original location.

- B. Install the correct drivers on the new computer.
- C. Update the printer to the IP address of the new office.
- D. Remove the packing tape from the printers head.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 696

Parallel cables should be kept to a length of no more than:

- A. 150 feet (45 meters).
- B. 6 feet (1.8 meters).
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- C. 15 feet (4.5 meters).
- D. 30 feet (9 meters).

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 697

A customer asks what type of extra power supply to purchase for their laptop. Which of the following is the BEST response?

- A. The power supply has to have the proper output voltage and equal or greater wattage than the original.
- B. The power supply has to have the proper output voltage and equal or lesser amps as the original.
- C. The power supply has to have the same watts and equal or greater voltage than the original.
- D. The computer should only be powered by OEM equipment.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 698

Which of the following gives the proper sequence for installing master and slave

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IDE drives?

- A. Mount the drive in the carrier, connect the cable to the drive, install the drive in the computer, and configure the drive
- B. Mount the drives in the carrier, connect the 40-pin cable to the drives, set the drive at the end of the cable to master, set the drive in the middle of the cable to slave, install the drives in the computer, and configure the

drives.

- C. Mount the drive in the carrier, connect the master drive after the twist in the cable, connect the slave drive before the twist in the cable, install the drives in the computer, and configure the drives.
- D. None of the above.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: The basic steps for installing IDE Drives are: Mount the drive in the carrier, connect the cable to the drives, set the drive at the end of the cable to master, set the drive in the middle of the cable to slave, install the drives in the computer, and configure the drives.

Incorrect Answers:

A: The sequence is plausible except that it does not make provision for the installation of master and slave drives.

C: The sequence is not correct since you need to first mount the drives in the carrier, then connect the cable to the drives and not as suggested by this option.

D: This is irrelevant. You got to have a basic sequence to install drives.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 173 & 174.

QUESTION 699

You are working as a technician at Certkiller .com. You have been asked to install an IDE CD-ROM drive in a workstation. The workstation is currently equipped with an IDE hard drive on the primary chain configured as master. There are no other drives are installed in the workstation. Which of the following would be the recommended installation setting for the CD-ROM drive?

- A. secondary controller, master
- B. secondary controller, slave
- C. primary controller, cable select
- D. primary controller, slave

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: The workstation can use both controllers at the same time but it can't use both the master and slave on one controller at the same time. As there is no master at the secondary controller this would be the recommended position for the new IDE CD-ROM.

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QUESTION 700

Which of the following is a passive device that protects electrical components from spikes in the power line?

- A. A power conditioner.
- B. A surge protector.
- C. A generator.
- D. An Uninterruptible Power Supply (UPS).

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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: Surge protectors are passive devices that are used to protect electrical components from spikes in the power line. Surge protectors usually utilize Metal Oxide Varistors (MOVs) to shunt the voltage spike to ground.

Incorrect Answers:

A: Power conditioner devices assist in keeping the electrical service constant by monitoring and regulating the power in the building. These devices can activate backup power supplies.

C: A generator is used when a continuous power supply is needed in power loss situations and is activated when a loss in power is detected. It does not protect electrical components from spikes in the power line.

D: An Uninterruptible Power Supply (UPS) system is a backup power system that utilizes batteries to provide short-term power when a power loss is detected. It also protects against spikes but is not passive.

References:

Mike Pastore and Emmett Dulaney, Security+ Study Guide, 2nd Edition, Sybex, Alameda, 2004, p 249.

Andy Ruth and Kurt Hudson, Security+ Certification Training Kit, Microsoft Press, Redmond, 2003, Chapter 9, Lesson 1

Todd Bill, The Security+ Training Guide, QUE Publishing, Indianapolis, 2003, Chapter

QUESTION 701

You are working as a technician at Certkiller .com. All computers at Certkiller .com uses hard disks formatted with NTFS. You have been asked to investigate if it is possible to track and control the amount disk space used in the computer in the research department. Which of the following tools could you use in order to accomplish this?

- A. Disk Cleanup
- B. Disk Dump
- C. Disk Quotas
- D. Disk Defragmenter

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: A disk quota is a limit set by a system administrator that restricts certain aspects of file system usage on modern operating systems.

QUESTION 702

As a Certkiller .com technician you are troubleshooting an error code on a laser printer, that indicates there is some problem with the fuser. Which of the following actions should the you take first to solve the issue?

- A. Replace the printer's fuser unit.
- B. Change the type of paper being used in the printer.
- C. Replace the printer's corona wire.
- D. Turn the printer off and on until the problem resolves.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: The paper passes through a fuser assembly with rollers that provide heat and pressure (up to 200 Celsius), bonding the plastic powder to the paper.

QUESTION 703

As a Certkiller .com technician you are required to explain some technical concepts to you boss. Which of the following would be the BEST action for you to take?

- A. Use acronyms so the user knows the technician is knowledgeable.
- B. Read the manual to the customer.
- C. Send the customer to an outside training class.
- D. Sit next to your boss.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 704

Which of the following actions should a technician take when dealing with a dissatisfied customer?

- A. Ignore the customer because a technician should not have to talk with angry customers.
- B. Maintain integrity and honesty.
- C. Try to hide any mistakes that may have been made.
- D. Ask a supervisor to talk with the customer because this is not an appropriate job for a technician.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 705

Which of the following file systems is recommended for Windows XP Home?

- A. FAT32
- B. NTFS
- C. VFAT
- D. FAT

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 706

Parallel cables should be kept to a length of no more than:

- A. 150 feet (45 meters).
- B. 6 feet (1.8 meters).

- C. 15 feet (4.5 meters).
- D. 30 feet (9 meters).

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 707

Which of the following is the SCSI ID number generally recommended for the CD-ROM?

- A. ID 0.
- B. ID 5.
- C. ID 2.
- D. ID 3.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: Every other device can be set to any number as long as it's not in use. It is a recommended practice in IT community to set the SCSI ID number for CD-ROM drives to 3.

Incorrect Answers:

A: Setting the bootable (or first) hard disk to ID 0 is the accepted IT community recommendation.

B: ID 3 would be the better choice to assign to the CD-ROM drive. C:

ID 2 is usually set aside for the Floppy drive.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, p. 183.

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QUESTION 708

You are working as a technician at Certkiller .com. A user has requested that an additional hard drive is installed in his workstation. The workstation is a typical ATX desktop computer. How many IDE devices can be installed in his workstation?

- A. 8
- B. 1
- C. 3
- D. 4

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: The normal ATX motherboard has 2 IDE connectors and each cable can be connected to 2 IDE devices, totaling 4 IDE devices per motherboard.

QUESTION 709

Which of the following statements regarding PC cards and what they are also known as are TRUE?

- A. The PC cards of a computer are known as SATA devices.
- B. The PC cards of a computer are known as SCSI devices.
- C. The PC cards of a computer are known as PCMCIA.
- D. The PC cards of a computer are known as USB HID devices.

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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 710

A Certkiller .com technician has successfully upgraded the CPU on a Certkiller .com computer but now the Certkiller .com user reports that it is overheating. What is the MOST probable cause of this problem?

- A. The CPU was not properly seated.
- B. No thermal compound was used.
- C. The thermocouple was not seated.
- D. The wrong CPU cable was used.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 711

Which of the following is used to check for a break in a Cat5 cable?

- A. A multimeter
- B. A wire crimper
- C. An optical tester
- D. A punch down tool

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: A multimeter is a device that is used to measure voltages and resistances in electronic components. It can also be used to test for continuity in a wire. A continuity test will indicate if there is a break in the wire.

Incorrect Answers:

A: A wire crimper is used to attach RJ-45 connectors to a cable by using pressure to press some kind of metal teeth into the inner conductors of the cable. It is not used to test for faults in the cable.

C: An optical tester is a device that measures the quality of strength of light signals passing through an optical cable.

D: A punch down tool is used to insert the wire in the IDC (insulation displacement connector).

References:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda CA, 2001, pp. 30-34.

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 270, 271-272.

QUESTION 712

You are working as a technician at Certkiller .com. You receive a workstation that needs to have its memory upgraded. When opening the case you find extensive amounts of dust on the inside. Which of the following should be done in order to clean the computer?

- A. Disassemble the power supply and remove the dust.
- B. Use a household vacuum cleaner and attachments.
- C. Use a surface cleaning solution for built up dust.
- D. Use a can of compressed air.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 713

What should a Certkiller .com technician do to determine the right amperage of the alternating current (AC) adapter for a Certkiller .com laptop? (Choose TWO.)

- A. Check in the Power Options applet in Control Panel.
- B. Consult the user's manual.
- C. Use a Multi meter.
- D. Consult the vendor's website.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 714

Which of the following statements is TRUE regarding a network user being unable to access any network resources?

- A. You should first check for a link light on the NIC.
- B. You should reconfigure TCP/IP settings.
- C. You should ensure the network connections service is started.
- D. You should reinstall the network interface card (NIC) drivers.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 715

A computer on a LAN would have access to all network resources, but may have problems accessing the Internet, which of the following settings are missing?

- A. DNS
- B. POP3

- C. SMTP
- D. HTTPS

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 716

A technician receives a service call for a laptop that is locking up. The user reports that no hardware or software changes have been made. Which of the following actions should the technician take next?

- A. Re-install the operating system.
- B. Run a hardware diagnostic.
- C. Check the BIOS settings.
- D. Replace the memory.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 717

Which of the following components used in a laptop are considered hot-swappable?

- A. an IDE interface hard drive
- B. a mobile processor
- C. a SDRAM memory chip
- D. a USB flash drive

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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 718

In Windows XP, which of the following will CTRL+C do when running a command line utility?

- A. CD
- B. CHCP
- C. BREAK
- D. CALL

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 719

On the way to a customers home, a technicians car has a flat tire. It is 30 minutes before the scheduled appointment. Which of the following actions should the technician take?

- A. Telephone your supervisor and request a ride to the customers home.
- B. Telephone the customer and tell the customer about the situation. Offer to reschedule the appointment.
- C. If the customers home is within walking distance, leave the car at the side of the road and walk to the customers home.
- D. The technician can change the flat tire, so there is no need to notify the customer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 720

In Windows XP, which of the following paths can be used to stop a particular service program?

- A. Start > Programs > Accessories > System Tools
- B. Start > Control Panel > Administrative Tools > Services
- C. Start > My Network Places > Properties > Local Area > Local Area Connection > Services
- D. Start > Control Panel > System > Advanced > Performance Settings > Advanced

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 721

Which of the following gives the proper sequence for installing master and slave

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IDE drives?

- A. Mount the drive in the carrier, connect the cable to the drive, install the drive in the computer, and configure the drive
- B. Mount the drives in the carrier, connect the 40-pin cable to the drives, set the drive at the end of the cable to master, set the drive in the middle of the cable to slave, install the drives in the computer, and configure the drives.
- C. Mount the drive in the carrier, connect the master drive after the twist in the cable, connect the slave drive before the twist in the cable, install the drives in the computer, and configure the drives.
- D. None of the above.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: The basic steps for installing IDE Drives are: Mount the drive in the carrier, connect the cable to the drives, set the drive at the end of the cable to master, set the drive in the middle of the cable to slave, install the drives in the computer, and configure the drives.

Incorrect Answers:

A: The sequence is plausible except that it does not make provision for the installation of master and slave drives.

C: The sequence is not correct since you need to first mount the drives in the carrier, then connect the cable to the drives and not as suggested by this option.

D: This is irrelevant. You got to have a basic sequence to install drives.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (2nd Edition), Sybex, Alameda, CA, 2001, pp. 173 & 174.

QUESTION 722

You need to implement fault tolerance for the disk subsystem on a Certkiller .com computer. Which of the following could you implement? (Choose TWO.)

- A. RAID 0
- B. RAID 1
- C. RAID 2
- D. RAID 3
- E. RAID 5

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 723

You are working as a technician at Certkiller .com. The marketing department has purchased a color laser printer, and recently users have started to notice that when printing multicolored designs, the printer takes a long finish the printout. Which of the following would be the BEST way to decrease printing time and maintain quality?

- A. Return the laser printer and purchase an ink jet printer.
- B. Use higher capacity print toners.
- C. Increase the amount of memory in the printer.
- D. Set the printer to only print in monochrome.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: Color laser printers typically require four times as much memory as a monochrome printer to print the same size document, because each of the four CMYK color separations needs to be rasterized and stored in memory before printing can begin.

QUESTION 724

The prints from a Certkiller .com laser printer appear smudged image and rubs off easily. Which of the following is the MOST probable cause of this problem? What problem can be caused by the fusing assembly?

- A. The pickup assembly is worn.
- B. The fusing assembly is faulty.

- C. The wrong paper is being used.
- D. The erasure lamp is faulty.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: When the paper comes out with a smudged image, and toner rubs off, the problem is in the fusing assembly.

Incorrect Answers:

A: A worn pickup assembly can cause a paper jams.

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C: Laser printers do not require special paper, but if low quality paper is used, a paper jam might occur.

D: If the erasure lamp is faulty, the previous electrostatic discharges aren't completely wiped away and ghost images will appear in the print.

Reference:

James G. Jones and Craig Landes, A+ Exam Cram 2 (2nd Edition), QUE Publishing, Indianapolis, 2003, p. 379

QUESTION 725

As a Certkiller .com technician you are troubleshooting an error code on a laser printer, that indicates there is some problem with the fuser. Which of the following actions should the you take first to solve the issue?

- A. Replace the printer's fuser unit.
- B. Change the type of paper being used in the printer.
- C. Replace the printer's corona wire.
- D. Turn the printer off and on until the problem resolves.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: The paper passes through a fuser assembly with rollers that provide heat and pressure (up to 200 Celsius), bonding the plastic powder to the paper.

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QUESTION 726

You need to implement fault tolerance for the disk subsystem on a Certkiller .com computer. Which of the following could you implement? (Choose TWO.)

- A. RAID 0
- B. RAID 1
- C. RAID 2
- D. RAID 3
- E. RAID 5

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 727

You are working as a technician at Certkiller .com. The marketing department has purchased a color laser printer, and recently users have started to notice that when printing multicolored designs, the printer takes a long finish the printout. Which of the following would be the BEST way to decrease printing time and maintain quality?

- A. Return the laser printer and purchase an ink jet printer.
- B. Use higher capacity print toners.
- C. Increase the amount of memory in the printer.
- D. Set the printer to only print in monochrome.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation: Color laser printers typically require four times as much memory as a monochrome printer to print the same size document, because each of the four CMYK color separations needs to be rasterized and stored in memory before printing can begin.

QUESTION 728

The prints from a Certkiller .com laser printer appear smudged image and rubs off easily. Which of the following is the MOST probable cause of this problem? What problem can be cause by the fusing assembly?

- A. The pickup assembly is worn.
- B. The fusing assembly is faulty.
- C. The wrong paper is being used.
- D. The erasure lamp is faulty.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: When the paper comes out with a smudged image, and toner rubs off, the problem is in the fusing assembly.

Incorrect Answers:

A: A worn pickup assembly can cause a paper jams.

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C: Laser printers do not require special paper, but if low quality paper is used, a paper jam might occur.

D: If the erasure lamp is faulty, the previous electrostatic discharges aren't completely wiped away and ghost images will appear in the print.

Reference:

James G. Jones and Craig Landes, A+ Exam Cram 2 (2nd Edition), QUE Publishing, Indianapolis, 2003, p. 379

QUESTION 729

As a Certkiller .com technician you are troubleshooting an error code on a laser printer, that indicates there is some problem with the fuser. Which of the following actions should the you take first to solve the issue?

- A. Replace the printer's fuser unit.
- B. Change the type of paper being used in the printer.

- C. Replace the printer's corona wire.
- D. Turn the printer off and on until the problem resolves.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: The paper passes through a fuser assembly with rollers that provide heat and pressure (up to 200 Celsius), bonding the plastic powder to the paper.

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QUESTION 730

What is the maximum data transfer rate that USB 2.0 offers?

- A. 512 Mbps
- B. 480 Mbps
- C. 100 Mbps
- D. 128 Mbps

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 731

In Windows 2000, where would you optimize virtual memory?

- A. Control Panel/Computer Management.
- B. Control Panel/System/Device Manager.
- C. Control Panel/System/Performance.
- D. Control Panel/System/Advanced.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: You can configure the size and placement of the virtual-memory swap

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file in Windows 2000 and Windows XP in the Advanced Tab of the System applet in Control Panel.

Incorrect Answers:

- A: Computer Management is located in Control Panel/Administrative Tools and is used to manage the System Tools, Storage space, and Services and Applications. It does not manage virtual memory.
- B: Device manager is used to manage devices, not virtual memory.
- C: You can configure the size and placement of the virtual-memory swap file in Windows 9x in the Performance Tab of the System applet in Control Panel.

Reference:

David Groth and Dan Newland, A+ Complete Study Guide (Second Edition), Sybex, Alameda, CA, 2001, pp. 609-617.

QUESTION 732

Which of the following is responsible for resolving a fully qualified domain name to the IP address?

- A. ARP
- B. DNS
- C. DHCP
- D. WINS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation: The DNS service resolves fully qualified domain names and host names to IP addresses.

Incorrect Answers:

A: The Address Resolution Protocol (ARP) resolves an IP address to the MAC address. The MAC address is a Data Link layer address that is hard-coded to each network interface.

C: DHCP is responsible for assigning IP addresses and other IP configuration options to hosts on a network. It does not provide any form of name resolution.

D: WINS resolves NetBIOS names to IP addresses.

References:

David Groth and Toby Skandier, Network+ Study Guide (4th Edition), Sybex, Alameda CA, 2005, pp. 82, 84, 112-113, 138-144.

QUESTION 733

You work as a technician at Certkiller .com. You receive a telephone call from a user stating that he has forgotten the password and is unable to access company email. What should you answer the calling person?

- A. The password will be reset in several minutes.
- B. The user should remember the password.
- C. The telephone call is being recorded and give the user the password.
- D. Information confirming the user's identity is needed.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

It is easy to remain anonymous over a telephone call and therefore you should not trust the user being who he says he is without the user providing more reliable information concerning his or her identity

QUESTION 734

In Windows XP, which of the following files are needed to prepare an emergency bootable disk?

- A. MSDOS.SYS; Ntосkernel and Ntdetect.com
- B. Ntldr; Boot.ini and Ntdetect.com
- C. Ntосkernel; Boot.ini and Ntdetect.com
- D. IO.SYS; Ntdetect.com and CONFIG.SYS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 735

Which of the following actions should a technician take FIRST when speaking with a new customer?

- A. Use computer jargon while talking so the customer knows the technician is knowledgeable.
- B. State the technicians name and the companys name.
- C. Escalate the problem if the problem cannot be fixed immediately.
- D. Offer the customer onsite help.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 736

A technician is installing a 168 pin DIMM. Which of the following describes how the memory module is installed on the motherboard?

- A. Snapped into the retaining clips then pushed into the socket.
- B. Straight down into one of the memory sockets on the motherboard.
- C. Initially at a 45 degree angle into the socket then snapped into place.
- D. Into Socket A with retention arm snapped into place.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 737

As a Certkiller .com technician you are troubleshooting an error code on a laser printer, that indicates there is some problem with the fuser. Which of the following actions should the you take first to solve the issue?

- A. Replace the printer's fuser unit.
- B. Change the type of paper being used in the printer.
- C. Replace the printer's corona wire.
- D. Turn the printer off and on until the problem resolves.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation: The paper passes through a fuser assembly with rollers that provide heat and pressure (up to 200 Celsius), bonding the plastic powder to the paper.

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QUESTION 738

Which of the following components on the motherboard usually house the IDE connectors?

- A. PCI bus.
- B. North Bridge.
- C. ISA bus.
- D. South Bridge.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: The South Bridge is generally used for slower devices such as USB ports, IDE drives, and ISA slots.

Incorrect Answers:

A: The PCI bus is a sort of bridge between the processor and ISA bus.

B: The North Bridge is generally used for high-speed interface cards, such as video accelerators, Synchronous RAM (SRAM), and memory.

C: The ISA bus does not house the IDE connectors.

Reference:

James G. Jones and Craig Landes, A+ Exam Cram 2 (2nd Edition), QUE Publishing, Indianapolis, 2003, p. 80.

QUESTION 739

When installing an IDE CD-ROM drive on a computer with a single IDE hard drive on the primary chain already configured as master, which of the following would be the best configuration for the CD-ROM drive?

- A. Master on the secondary IDE controller.
 - B. Slave on the primary IDE controller.
 - C. Master on the primary IDE controller.
 - D. Slave on the secondary IDE controller.
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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 740

You are working as a technician at Certkiller .com. A user has requested that an additional hard drive is installed in his workstation. The workstation is a typical ATX desktop computer. How many IDE devices can be installed in his workstation?

- A. 8
- B. 1
- C. 3
- D. 4

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation: The normal ATX motherboard has 2 IDE connectors and each cable can be connected to 2 IDE devices, totaling 4 IDE devices per motherboard.



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