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CompTIA 220-701



A+ Essentials Exam

Version: 12.1
CompTIA 220-701 Exam

Topic 1, Volume A

Exam A

QUESTION 1

A technician is adding a company video from a video cassette to the company's website. Which of the following devices should be used to complete this task?

- A. Video capture card
- B. Video card
- C. Windows Easy Transfer cable
- D. Super I/O card

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 2

Corrupt Windows XP system files are keeping a PC from booting. Which of the following is the BEST option to resolve this issue?

- A. Automated System Recovery
- B. Emergency Repair Disk
- C. Recovery Console
- D. NT Repair Disk

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 3

Which of the following boot devices would a technician use for RIS?

- A. Tape drive
- B. Zip drive
- C. Network
- D. HDD

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 4

Which of the following ports would Windows Firewall need to make an exception for in order to allow FTP access?

- A. 21
- B. 80
- C. 443
- D. 3389

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 5

80mm and 120mm are common sizes for which of the following PC components?



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- A. Processors
- B. Case fans
- C. Heat sinks
- D. Video cards

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 6

Which of the following is the MOST common way to cool a CPU?

- A. Water cooling
- B. Heat sink
- C. Case fan
- D. Air conditioning

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 7

Which of the following connections must be paired FIRST with the device before use?

- A. Bluetooth
- B. Infrared
- C. Wi-Fi
- D. Ethernet

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 8

A user reports that they walked away from their laptop for 30 minutes and when they came back the screen was very dim. The user tried moving the mouse and increasing the brightness setting, but neither worked. Which of the following should the technician do FIRST?

- A. Plug in an external monitor to test the video card.
- B. Run a check disk scan to verify there is no corruption.
- C. Check if the laptop is now on battery power.
- D. Have the LCD screen replaced with a known good screen.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 9

Which of the following connectors is commonly used on a coaxial cable?

- A. RJ-45
- B. HDMI
- C. BNC
- D. RJ-11

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 10

Which of the following BEST describes a situation that would require STP cable?

- A. Installation in an area with low EMI
- B. Installation in an area with high EMI
- C. Installation in an air handling space
- D. Installation in an area with high humidity

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 11

Which of the following will allow the use of BitLocker if the computer does not have a TPM chip?

- A. External hard drive
- B. SCSI hard drive
- C. USB key
- D. CD-ROM drive

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 12

A user notices that the battery light on the laptop is flashing when the laptop is on a docking station. Which of the following should the technician perform FIRST?

- A. Reseat in the docking station
- B. Reinstall the operating system
- C. Remove and reseat the battery
- D. Replace the laptop battery

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 13

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Which of the following is considered social engineering?

- A. Taking advantage of faults in the design of software to gain access
- B. Claiming to be someone else and asking for a reset of a login password
- C. Designing a computer virus which collects credit card information from files
- D. Asking a customer for information about a problem with their computer

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 14

Which of the following is considered social engineering?

- A. Forging a login account on a server in order to gain access to a system
- B. Posting confidential information on a public website
- C. Entering a facility by posing as a telecommunications contractor
- D. Sending a computer virus by email

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 15

Which of the following is the purpose of thermal compound?

- A. To facilitate the transfer of heat from the CPU to the heat sink
- B. To facilitate the adhesion of the CPU to the heat sink
- C. To facilitate the reduction of heat to the heat sink
- D. To assist in insulating the CPU from electrical damage

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 16

A technician takes notes while a customer explains the potential issue. Which of the following parts of the troubleshooting process does this represent?

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- A. Establish a theory
- B. Document findings
- C. Identify the problem
- D. Verify full system functionality

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 17

A customer reports that their computer is displaying 'operating system not found' while booting. The technician confirms that the computer booted fine the previous day and that no devices were added. The technician also confirms that no software changes were made to the system from the previous day. Which of the following is the problem?

- A. The network cable is unplugged.
- B. A diskette was placed in the disk drive.

- C. The keyboard is unplugged.
- D. The system has been infected with spyware.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 18

The portion of a disk or drive that contains the MBR is known as the:

- A. boot sector.
- B. primary partition.
- C. extended partition.
- D. boot partition.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 19

A customer's system is infected with a virus. The technician removes the virus and updates the antivirus definitions. Which of the following steps of the troubleshooting process has the technician performed?

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performed?

- A. Document findings, actions, and outcomes.
- B. Establish a plan of action to resolve the problem.
- C. Verify full system functionality and implement preventative measures.
- D. Test the theory to determine the cause of the problem.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 20

Which of the following describes a Quad Core processor?

- A. A CPU with four direct channels to the FSB.
- B. Four CPU cores operating off one CPU package.
- C. A PC with four unique processors.
- D. A CPU with four cache memory locations.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 21

Which of the following is the form factor of a VGA connector?

- A. 15-pin D shell
- B. BNC connector
- C. 25-pin D shell
- D. Yellow RCA connector

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 22

Which of the following is the purpose of a monitor's degauss feature?

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- A. Automatically adjusts the display settings for optimal performance
- B. Increases the monitor brightness to reduce glare
- C. Removes stray magnetic fields
- D. Resets the monitor to factory default settings

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 23

A user reports their laptop has just been powered on and there is no display, but the power indicator is still on. The technician suspects that the laptop display is bad. Which of the following troubleshooting steps should be performed to confirm the display is bad?

- A. Press and hold the Fn-toggle key several times.
- B. Change the brightness of the display to see if anything appears on the laptop.
- C. Plug an external monitor into the video output port, and then Fn-toggle key several times.
- D. Press the power button until the unit shuts down, then press and hold the Fn-toggle key as power is reapplied.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 24

A new video card requires a 600 watt power supply. The power supply should have how many pins on the main cable?

- A. 12
- B. 20
- C. 24
- D. 26

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 25

A 400GB IDE hard disk drive with a Molex connector uses how many volts?

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- A. 3.3
- B. 5
- C. 12
- D. 14

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 26

The highest quality video will generally be obtained using which of the following connector types?

- A. VGA
- B. RGB
- C. DVI
- D. HDMI

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 27

In which of the following is a 2032 CMOS battery MOST often found?

- A. Desktops
- B. Portable printers
- C. Bluetooth Mice

D. Notebooks

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 28

Which of the following printer types has the LOWEST cost per page?

A. Inkjet

B. Thermal

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C. Laser

D. Impact

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 29

A customer reports that their laptop is unable to print a document from a word processing application. A technician confirms that the printer settings are correct. Which of the following is the NEXT step?

A. Print a test page from Printer Properties

B. Restart the print spooler service

C. Re-load the printer drivers

D. Direct the user to another printer

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 30

A client's spreadsheet is not printing all the columns. Which of the following can be done to fix this?

A. Use the Print Landscape option under the File menu

B. Push the landscape button on the printer

C. Change the document orientation in printing preferences

D. Adjust the document's formatting in the device's Control Panel

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 31

Which of the following should be used when cleaning up printer toner?

- A. Wet cloth and a paper cloth
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- B. Dry cloth and a paper bag
- C. Dry cloth and compressed air
- D. Wet cloth and a plastic bag

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 32

Which of the following should be used when cleaning toner inside a laser printer?

- A. Lint free gloves
- B. Static wrist bands
- C. Rubber gloves
- D. Protective eyewear

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 33

Which of the following is the MOST secure method to use when setting up a wireless network?

- A. WPA
- B. WEP
- C. Hidden SSID
- D. WPA2

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 34

Which of the following describes the purpose of encryption?

- A. Prevents unauthorized users from deleting data stored on computers.
- B. Prevents unauthorized users from viewing or reading data.
- C. Prevents unauthorized users from posing as the original source sending data.
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D. Prevents unauthorized users from posing as the intended recipient of data.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 35

Which of the following are encryption technologies? (Select TWO).

- A. ATA
- B. DES
- C. AES
- D. DOS
- E. FAT

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 36

Which of the following should be performed during a hard drive replacement to BEST maintain data privacy?

- A. Format the new hard drive twice prior to installation.
- B. Completely erase the old drive prior to disposal.
- C. Install antivirus software on the computer before removing the old hard drive.
- D. Only use FAT32 file systems when formatting the new drives.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 37

Which of the following is the BEST example of social engineering?

- A. Posting confidential company information on a public social networking website.
- B. Searching through trash cans and dumpsters to find users' passwords and confidential information.
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- C. Calling random phone numbers and asking customers to purchase a product.
- D. Posing as a member of an IT department and asking a user for their login account information.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 38

The process of a virus or worm copying itself, then propagating to multiple systems is known as:

- A. repudiation.
- B. replication.
- C. duplication.
- D. redundancy.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 39

Which of the following is the BEST way to ensure that a hard drive is secure for disposal?

- A. FDISK the drive multiple times.
- B. Magnetically erase the drive.
- C. Format the drive.
- D. Convert the drive to NTFS.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 40

Which of the following characteristics and port numbers are associated with POP3?

- A. Sends outbound email, Port 25
 - B. Receives inbound email, Port 25
 - C. Receives inbound email, Port 110
 - D. Sends outbound email, Port 110
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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 41

Which of the following is characterized by the creation of a secure tunnel into a known server location?

- A. HTTPS
- B. FTP

- C. SSL
- D. VPN

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 42

Which of the following is an advantage of HDMI over DVI?

- A. Transmits high definition content
- B. More resistant to EMI
- C. Allows for greater cable length
- D. Transmits audio and video

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 43

Which of the following options is the BEST way to fix a CRT monitor that has suffered from magnetic interference?

- A. Replace the power cord.
- B. Turn it off, wait several minutes, and restart.
- C. Plug it into a different outlet.
- D. Perform a degauss.

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Correct Answer: D

Section: (none)

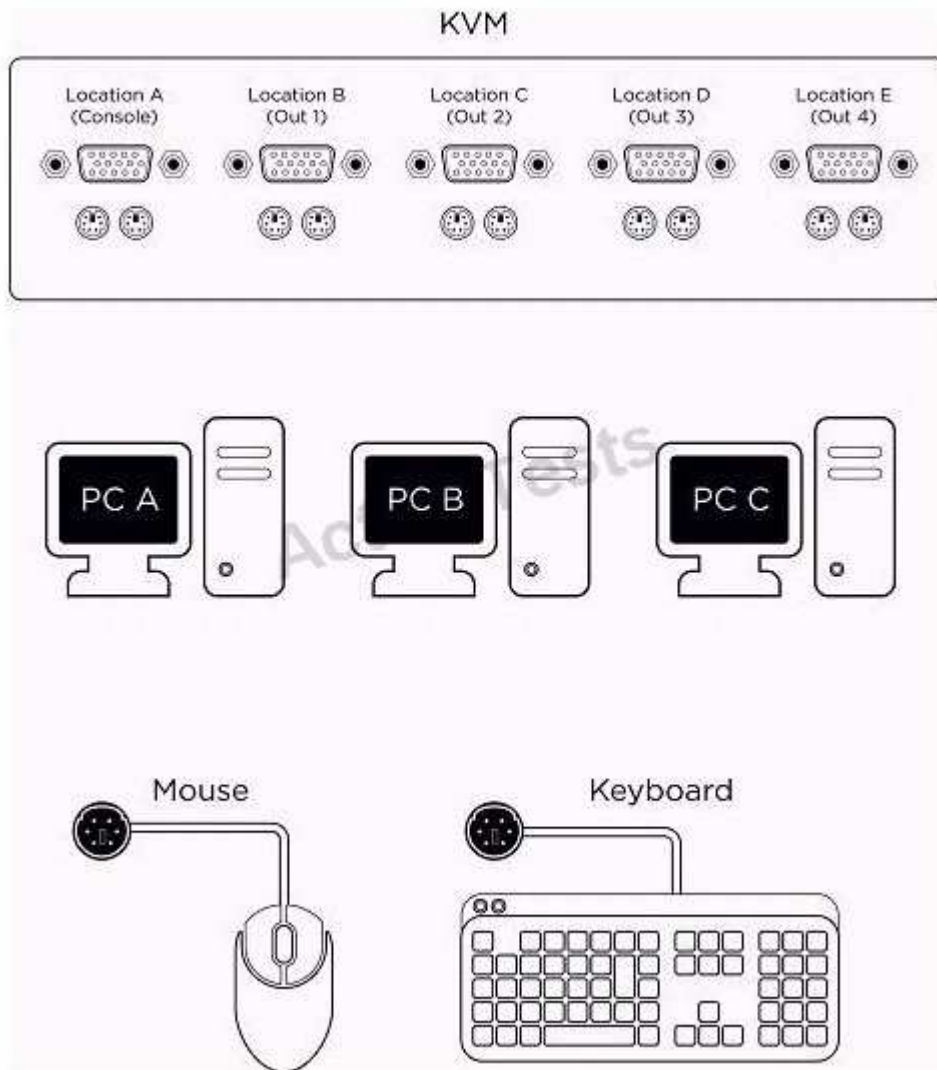
Explanation

Explanation/Reference:

Explanation:

QUESTION 44

Please refer to the attached graphic.



In which of the following locations should the keyboard and mouse be installed in the pictured setup?

- A. Location A
- B. Location B
- C. Location C

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- D. Location E

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 45

Which of the following is the default location for 32-bit applications when installed on Windows 7 64-bit?

- A. C:\Program Files (x86)\

- B. C:\Windows\system32\
- C. C:\Program Files (32)\
- D. C:\Program Files\

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 46

Which of the following are features of Windows 7 that are not in Windows Vista?

- A. Application Dock
- B. UAC
- C. Aero
- D. SideBar

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 47

Which of the following features is in Windows Vista but not Windows XP?

- A. User account control
 - B. 64-bit processor support
 - C. File and folder encryption
 - D. Dual monitor support
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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 48

Which of the following is an advantage of NTFS over FAT32?

- A. Dual OS functionality
- B. File encryption support
- C. Drive size exceeding 128GB
- D. Support for Windows XP

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 49

Which of the following occurs during POST?

- A. OS loads
- B. Safe Mode starts
- C. RAM check
- D. MBR check

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 50

Assuming the Windows XP installation disc is in the CD drive, Recovery Console can be run in which of the following ways?

- A. Windows Restore application
- B. %cd%\i386\spuninst.exe
- C. Booted from installation disc
- D. Windows Support website

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 51

Which of the following cable types supports a transmission speed no greater than 100 Mbps per the IEEE specification?

- A. CAT3
- B. CAT4
- C. CAT5
- D. CAT6

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 52

Which of the following is the MOST appropriate question to ask a customer first when attempting to troubleshoot an input device over the phone?

- A. "Are you sure that the device is plugged in?"
- B. "Have you verified all PS/2 plugs are secure?"
- C. "Can you describe the steps you have taken?"
- D. "Have you tried turning it off and on again?"

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 53

A user cannot print a document to a locally connected laser jet printer connected to a Windows 7 desktop. The technician opens the print queue and locates the print job. The technician is unable to delete the print job. Which of the following should the technician do?

- A. Restart the print spooler.
 - B. Restart the printer.
 - C. Reinstall the printer drivers.
 - D. Reseat the printer cables.
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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 54

Which of the following adapter types would provide the BEST performance for high end graphics?

- A. PCI
- B. AGP
- C. EISA
- D. IEEE 1394

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 55

Which of the following commands can be used to verify the gateway IP address on a local computer?

- A. net use
- B. telnet
- C. ping
- D. ipconfig

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 56

Which of the following commands can be used to establish a connection to a remote computer?

- A. telnet
- B. ipconfig
- C. ping
- D. tracert

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 57

Which of the following protocols uses port 143 by default?

- A. POP
- B. HTTPS
- C. TELNET
- D. IMAP

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 58

Which of the following protocols uses port 443 by default?

- A. HTTPS
- B. IMAP
- C. TELNET
- D. POP

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 59

Which of the following devices can be used to setup a WAN?

- A. Hub
- B. Repeater
- C. Router
- D. Switch

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 60

Which of the following IP addresses is in a class A range?

- A. 15.26.2.1
- B. 156.10.2.5
- C. 192.168.0.1
- D. 202.45.16.8

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 61

Which of the following IP addresses is in a class B range?

- A. 10.0.3.50
- B. 123.25.10.1
- C. 172.16.1.54
- D. 192.168.0.7

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 62

Which of the following uses pair authentication to provide a wireless connection between two devices?

- A. 802.11n
- B. Bluetooth
- C. Infrared
- D. Cellular

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 63

Which of the following is an example of EMI?

- A. Degraded LAN performance due to too many Bluetooth devices being used in close proximity.
- B. Degraded LAN performance due to CAT5 cable being wound too tightly.
- C. Degraded LAN performance due to a cellular phone being used in close proximity.
- D. Degraded LAN performance due to CAT5 and AC power cables in close proximity.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 64

After the BIOS message disappears, which of the following would a technician press to boot a PC into Safe Mode?

- A. Press F1
- B. Press F2
- C. Press F5
- D. Press F8

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 65

A user is trying to use their laptop with a video projector and cannot get the projector to display the computer screen. Which of the following should the technician try FIRST?

- A. Check the power cable to the projector.
- B. Put a new bulb in the projector.
- C. Replace the video cable to the projector.
- D. Toggle the function key for the display in the laptop keyboard.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 66

Which of the following should a technician do to protect exposed hardware from ESD?

- A. Touch a piece of metal to discharge any static electricity.
- B. Touch one of the computer expansion cards to discharge any static electricity.
- C. Touch the motherboard to discharge any static electricity.
- D. Touch the floor to discharge any static electricity.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 67

Which of the following is the BEST way to provide power to a laser printer?

- A. Directly to a UPS
- B. Directly to a computer via USB cable
- C. Directly to a power strip
- D. Directly to a grounded wall outlet

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 68

A first level help desk support technician receives a call from a customer and works with the customer to resolve the call for several minutes unsuccessfully. Which of the following should the technician do NEXT?

- A. Continue working with the customer until the problem is resolved.
- B. Explain to the customer that they will receive a call back when someone more qualified is available.
- C. Explain to the customer that the problem cannot be resolved and end the call.
- D. Escalate the call to another technician.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 69

A technician wants to prevent anyone from logging into a computer that is running in a common area unless they are authorized. The technician has locked the case. Which of the following should actions should the

technician take NEXT to prevent access?

- A. Create user accounts for only the authorized users.
- B. Add a BIOS password.
- C. Disconnect the keyboard and the mouse.
- D. Add a privacy screen to the monitor.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 70

A user's laptop has a PATA controller. The user wishes to add a SATA hard drive for storage. Which of the following would be the BEST method to solve this issue?

- A. Use an external USB enclosure.
- B. Change the BIOS settings to support SATA drives.
- C. Exchange the drive for a PATA hard drive.
- D. Replace the motherboard with one that supports SATA drives.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 71

A technician needs to upgrade several Windows XP Professional 64-bit computers to Windows 7 Professional 64-bit. The technician wants to retain the user settings. Which of the following tasks should the technician perform?

- A. Upgrade the 64-bit Windows XP Professional to 64-bit Windows VISTA Professional, and then upgrade the 64-bit Windows VISTA Professional to 64-bit Windows 7 Professional.
- B. Do a clean install of 32-bit Windows VISTA Professional, and then an upgrade to 64-bit Windows 7 Professional.
- C. Do a clean installation of 64-bit Windows 7 Professional.
- D. Upgrade from 64-bit Windows XP Professional to 64-bit Windows 7.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 72

A technician has a customer with a Windows 7 Home Basic machine who wants to play movies through the Media Center program. Which of the following should the technician do to allow this to happen?

- A. Upgrade the Media Player program to the Media Center program.
- B. Enable the Media Center program.
- C. Upgrade the system to Windows 7 Business.
- D. Upgrade the system to Windows 7 Home Premium Edition.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 73

The most effective use of clusters on a hard drive is in which of the following file systems?

- A. FAT12
- B. FAT16
- C. FAT32
- D. NTFS

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 74

A Windows directory is also referred to as a:

- A. folder.
- B. cluster.
- C. volume.
- D. partition.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 75

The smallest unit of data that a Windows operating system can access is called a:

- A. folder.
- B. file.
- C. volume.
- D. partition.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 76

A technician has determined that there is constant interference from other wireless devices over the wireless network. Which of the following should the technician do FIRST to resolve the problem?

- A. Change the admin password on the wireless router.
- B. Change the encryption type on the wireless router.
- C. Change the channel being used by the wireless router.
- D. Change the SSID on the wireless router.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 77

A user wants to try a live version of another operating system that is on a DVD. In order to use this, the user must do which of the following?

- A. Authorize the boot DVD in Windows.
 - B. Install a live version to the hard drive first.
 - C. Edit the boot.ini in Windows to allow the DVD to boot.
 - D. Ensure the DVD-ROM is placed first in the boot priority.
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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 78

The user reports to the help desk that a UPS trips the internal circuit breaker each time the laser printer is powered on. The technician should do which of the following?

- A. Advise the user that the laser printer needs to be replaced.
- B. Move the printer's power cable to a surge only socket.
- C. Put the UPS on a separate power circuit.
- D. Order a UPS with a slightly lower wattage.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 79

Which of the following printer types requires the use of special paper to print?

- A. Thermal
- B. Inkjet
- C. Laser
- D. Dot Matrix

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 80

A remote user is disconnected from the network for long periods of time and does not have a local printer. The laptop is configured to queue up the print jobs when the computer is connected to the network. Once plugged into the network, the user cannot print and the print jobs seem to be stuck in the queue. Which of the following needs to be done so the user can print?

- A. Reboot the printer
- B. Set the printer to work online
- C. Reset the print queue
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- D. Reset the network service account

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 81

Which operating systems use the c:\WINNT\ directory?

- A. Windows 7
- B. Windows Vista Home
- C. Windows Vista Ultimate
- D. Windows 2000

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 82

Which of the following ports is the default port for HTTPS?

- A. 80
- B. 125
- C. 443

D. 8080

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 83

Which of the following memory types has a clock speed of 400MHz?

A. PC1600

B. PC2700

C. PC3200

D. PC5200

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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 84

Which of the following provides the LOWEST level of wireless security protection?

A. Use WPA

B. Disable SSID broadcast

C. Use RADIUS

D. Enable WEP on the access point

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 85

Which of the following utilities can be scheduled to run on boot to verify file system integrity?

A. DEFRAG

B. CHKDSK

C. MSCONFIG

D. TSKMGR

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 86

Which of the following commands will take a FAT32 file system and make it an NTFS file system?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 87

During a laptop start up, a technician is able to see the Windows splash screen as the OS loads. Shortly after reboot, the technician experiences a black screen. The technician can plug in an external monitor and the display works correctly. Which of the following is a MOST likely cause of the display issue?

- A. The video card on the laptop is faulty
- B. There are unneeded peripherals that should be removed
- C. The function key needs to be pressed to toggle monitors
- D. The motherboard on the laptop is faulty

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 88

A user reports that their computer seems to be running slow and frequently reboots on its own. Which of the following is the FIRST thing the technician should check to address this issue?

- A. Check for newly installed software on the system
- B. Check to determine if the graphics card is faulty
- C. Reinstall antivirus software and run a scan
- D. Check for newly added peripherals to the system

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 89

Which of the following items is listed in the control panel of a Windows 7 PC?

- A. Disk Defragmenter
- B. Device Manager

- C. System Log files
 - D. Task Manager
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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 90

A technician wants to setup a network printer on a print server to default to duplex printing for all users. Which of the following will allow default duplex printing?

- A. Configure the settings from the user's printer properties.
- B. Configure settings through the printer's web interface.
- C. Configure the printer from the user's page setup menu.
- D. Configure the settings through the computer's control panel.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 91

A technician finds the inside of a desktop computer completely covered in almost 1 inch (2.54 centimeters) of dust. Which of the following would be the BEST solution to clean out the inside of the case?

- A. Wet rag
- B. Compressed air
- C. Lint free cloth
- D. Dry rag

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 92

A help desk technician receives a phone call from a user reporting a computer problem. During the phone call, the user starts a conversation with the technician asking detailed information about personnel in upper management. The technician then asks the user's name again, after which the user promptly hangs up. Which of the following attacks did the technician experience?

- A. Phishing attack
 - B. Eavesdropping attack
 - C. Social engineering attack
 - D. Spyware attack
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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 93

Utilizing a WSUS or testing new updates on a non-critical PC is an example of which of the following?

- A. Virtualization
- B. Patch management
- C. A host-based firewall
- D. Application baselining

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 94

Which of the following printers would be the BEST choice for printing on multi-part forms?

- A. Impact printer
- B. Thermal printer
- C. Inkjet printer
- D. Laser printer

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 95

Please be aware that if you do not accept these terms you will not be allowed to take this CompTIA exam and you will forfeit the fee paid.

- A. RETURN TO EXAM
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- B. EXIT EXAM

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 96

A technician is setting up a small office home office (SOHO) wireless router and needs to provide Internet

access to five PCs on the network. Which of the following options should the technician enable on the router?

- A. NAT
- B. WPS
- C. MAC filtering
- D. Port forwarding

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 97

After a technician installs a video card, which of the following should the technician configure NEXT?

- A. Resolution
- B. Bit rate
- C. Clock speed
- D. Screen saver

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 98

Which of the following is the MAXIMUM transfer speed of USB 2.0?

- A. 100 Mbps
 - B. 400 Mbps
 - C. 420 Mbps
 - D. 480 Mbps
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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 99

A customer is looking to purchase a PC to be used to share music, movies, and pictures. Which of the following should a technician recommend?

- A. Virtual workstation
- B. A high performance desktop
- C. Thin client
- D. Media center PC

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 100

Which of the following cable types has the MAXIMUM transfer rate of 1 Gbps?

- A. CAT3
- B. CAT5
- C. CAT5e
- D. CAT6

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 101

Which of the following features of Windows allows a device to have a default IP address if a DHCP server is not available?

- A. APIPA
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- B. ARP
- C. IPv6
- D. DNS

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 102

Which of the following wireless standards is backwards compatible with 802.11g?

- A. 802.11a
- B. 802.11b
- C. 802.11n
- D. 802.1q

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 103

A technician is installing a small office home office (SOHO) router that will be used to route traffic to a surveillance system. Which of the following will the technician need to set up in order to view the device from outside the network?

- A. Port mirroring
- B. WPS
- C. Port forwarding
- D. QoS

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 104

Which of the following is a correct IPv6 address?

- A. 7241:01KD:1001::FFBC:319A
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- B. 1234:6D4C::1010:72DB::1523
- C. A62F::0001
- D. AG2F::B701

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 105

Which of the following tools are commonly used to remove dust and debris from a computer? (Select TWO).

- A. Cotton and alcohol
- B. Vacuum
- C. Compressed air
- D. Anti-bacterial surface cleaner
- E. Feather duster

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 106

Which of the following is representative of a class C address type?

- A. 10.15.1.4

- B. 169.254.125.15
- C. 172.20.15.5
- D. 192.168.1.15

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 107

A single office with five computers and a server is an example of which of the following?

- A. PAN
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- B. MAN
- C. SAN
- D. LAN

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 108

A client wants a technician to install more RAM on their graphics workstation. The client has provided a 4 GB SODIMM and had problems installing it. Which of the following is the probable reason for this?

- A. Graphic workstations require flash memory
- B. The memory is incompatible for the workstation
- C. Graphic workstations require solid state memory
- D. The workstation has no available memory slots

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 109

Which of the following **MUST** be performed when installing a PCI sound card for use instead of the onboard sound?

- A. Install drivers
- B. Install additional memory
- C. Configure the jumpers
- D. Flash the BIOS

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 110

Which of the following drive types would be considered the MOST likely to survive a fall?

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- A. SCSI
- B. Solid State
- C. IDE
- D. SATA

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 111

Which of the following are the MOST important factors to address when a technician is choosing the components for a CAD workstation? (Select THREE).

- A. Large drive space allocation
- B. Powerful sound card
- C. Multiple network cards
- D. Multiple large HD monitors
- E. Powerful video card
- F. Maximum RAM
- G. Powerful processor

Correct Answer: EFG

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 112

Which of the following is the speed limitation for CAT3 wiring?

- A. 1 Mbps
- B. 10 Mbps
- C. 100 Mbps
- D. 1000 Mbps

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 113

If a technician is trying to remote into a computer through a firewall, which of the following ports,

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by default, MUST be forwarded?

- A. 21
- B. 25
- C. 110
- D. 3389

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 114

Which of the following wireless network standards provides the FASTEST throughput?

- A. A
- B. B
- C. G
- D. N

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 115

Which of the following should be used to restrict access to a wireless network?

- A. Port forwarding
- B. Disable SSID broadcast
- C. Wireless encryption
- D. Port triggering

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 116

Which of the following are PCIe slot types? (Select TWO).

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- A. 2x
- B. 3x
- C. 4x
- D. 16x
- E. 32x

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 117

Which of the following supports data transfer rates at a MAXIMUM of 3 Gbps?

- A. SATA1
- B. SATA2
- C. SATA3
- D. PATA

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 118

Which of the following connectors from a power supply should be used with a graphics expansion card?

- A. 8-pin 12 volt
- B. PCIe 6-pin
- C. 20-pin
- D. SATA

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 119

An end user requires a computer to support computer aided drafting and computer aided modeling. Which of the following component packages should a technician recommend to the end user?

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- A. Powerful processor, high-end graphics card, and maximum RAM
- B. File streaming, printer sharing, and a RAID array
- C. Surround sound audio, compact form factor, HDMI output
- D. Processor and RAM that meets minimum Windows requirements

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 120

Which of the following standards specifies that the orange pair is placed on pins 1 and 2?

- A. T-568A
- B. IEEE1284
- C. IEEE1394
- D. T-568B

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 121

Which of the following input devices allows multiple PCs to share a common display?

- A. Router
- B. Bridge
- C. KVM
- D. Wireless keyboard

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 122

Which of the following connectors would be found on a twisted pair cable?

- A. RJ-45
- B. BNC
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- C. SC
- D. ST

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 123

Which of the following allows for the FARTHEST transmission distance for data?

- A. Bluetooth
- B. Single-mode fibre
- C. RG-6 cable
- D. CAT6 cable

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 124

Which of the following is MOST likely found on laptops running on a 33 MHz bus?

- A. AGP 4x
- B. PCI
- C. MiniPCI
- D. AGP 2x

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 125

Which of the following connector types would be used to transfer voice communication to and from a dial-up modem?

- A. Parallel
 - B. RJ-45
 - C. RJ-11
 - D. DVI
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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 126

Which of the following interfaces are used to simultaneously transfer video and audio at high rates?

- A. HDMI
- B. Serial
- C. VGA
- D. DVI

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 127

A user is requesting assistance in purchasing a custom made mobile laptop for gaming purposes. The user plans to connect their new laptop to their existing 4G hot-spot device. Which of the following components should MOST likely be recommended? (Select TWO).

- A. High-end video
- B. Powerful processor
- C. TV tuner
- D. Gigabit Nic
- E. Surround sound audio components
- F. HTPC compact form factor

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 128

Which of the following devices might need drivers installed so that it can be recognized by the operating system and function properly?

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- A. Speakers
- B. Monitors
- C. Scanners
- D. Projectors

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 129

Which of the following properties of TCP/IP is used to differentiate the network and the host portions of an IP address?

- A. DNS address
- B. Default gateway
- C. Subnet mask
- D. DHCP lease

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 130

A user is trying to setup a small office home office (SOHO) wireless network and does not want any neighbors to be able to discover the network. Which of the following parameters would MOST likely be configured?

- A. Configure a proxy server address
- B. Enable WEP encryption
- C. Disable SSID broadcast
- D. Configure DMZ settings

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 131

A user is trying to setup a new small office home office (SOHO) network by configuring a wired router to connect a private network of four computers and a cable modem for Internet connection.

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Which of the following features would need to be configured on the router to allow the private network to connect to the Internet?

- A. NAT settings
- B. Wireless encryption
- C. DHCP settings
- D. QoS

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 132

Which of the following devices would need to be configured to block specific ports and protocols from entering the network?

- A. Modem
- B. Firewall
- C. Hub
- D. NAS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 133

Which of the following is the appropriate interface to connect an optical mouse and keyboard to a computer?

- A. DC jack
- B. USB
- C. Serial
- D. Mini PCI

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 134

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Which of the following would provide continuous power to various devices connected to it during a power surge or outage?

- A. Line conditioner
- B. Power strip
- C. Battery backup
- D. Surge suppressor

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 135

Which of the following network topologies would MOST likely be used to provide redundancy at each network device to support data transmissions?

- A. Mesh
- B. Ring
- C. PBX
- D. Bus

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 136

Which of the following memory types is MOST commonly found in Pentium 4 class and newer desktop PCs?

- A. SIMM
- B. SDRAM

- C. SODIMM
- D. DIMM

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 137

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A 20-pin ATX power connector is generally used to power which of the following devices?

- A. RAID controller card
- B. Motherboard
- C. Hard drive
- D. PCI Express x16 video card

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 138

Primary system functions like basic boot priorities, voltage parameters for the processor, and SATA options are configured in which of the following areas of a PC system?

- A. MBR
- B. CMOS
- C. VRAM
- D. BIOS

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 139

A workstation would MOST likely be connected to an office network using which of the following cable types?

- A. eSATA
- B. IDE
- C. FireWire
- D. Ethernet

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 140

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Which of the following storage media would be used to build a RAID 5 array?

- A. Dual layer DVDs
- B. SATA HDDs
- C. Flash drives
- D. Blu-ray discs

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 141

Which of the following interfaces would provide an external hard drive with the MOST theoretical throughput?

- A. USB 2.0
- B. SCSI
- C. eSATA
- D. FireWire 800

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 142

Which of the following video cable types would be MOST likely to experience gradual, degraded signal quality?

- A. HDMI
- B. DisplayPort
- C. VGA
- D. DVI

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 143

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A DVI-D cable is generally used for which of the following computer functions?

- A. Delivering audio only

- B. Delivering audio & video
- C. Delivering video only
- D. Delivering an analog signal

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 144

An IP address of 10.10.1.180 would be considered part of which of the following address classes?

- A. Class A
- B. Class B
- C. Class C
- D. Class D

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 145

Which of the following 802.11 wireless standards provides the LOWEST maximum theoretical throughput?

- A. A
- B. B
- C. G
- D. N

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 146

An IP address of 192.168.1.157 would be considered part of which of the following ranges?

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- A. Public
- B. Class A
- C. APIPA
- D. Private

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 147

Which of the following technologies allows for wireless connection to a printer at the SHORTEST maximum distance?

- A. 802.11g
- B. 802.11a
- C. Bluetooth
- D. Infrared

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 148

Which of the following protocols would be MOST important in preserving digital evidence of criminal activity during an investigation?

- A. Change control management
- B. Chain of custody
- C. Channel escalation
- D. MSDS documents

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 149

Which of the following is the voltage required for a DDR3 memory module?

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- A. 1.5V
- B. 1.8V
- C. 2.5V
- D. 3.3V

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 150

At which of the following times should manufacturer software and drivers be loaded, when installing a new

video card?

- A. Before inserting the new video card in the case
- B. After inserting the new video card in the case
- C. They will be automatically loaded after installation
- D. Load them concurrently with the new video card

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 151

When designing a gaming PC, which of the following components would help a game load the FASTEST?

- A. Solid state drive
- B. 8 GB RAM memory
- C. High-end graphics card
- D. Dual core CPU

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 152

After installing a new serial port card in a computer, the communication parameters need to be configured. Which of the following is the MOST common communication configuration for a serial port?

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- A. Eight data bits, even parity, two stop bits
- B. Seven data bits, no parity, one stop bit
- C. Eight data bits, no parity, one stop bit
- D. Seven data bits, even parity, one stop bit

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 153

Which of the following is an advantage of a DVI-D cable versus a DVI-A cable?

- A. No requirement to convert the signal
- B. Higher bandwidth to the display
- C. Support for a dual display configuration
- D. Longer cable length to the display

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 154

Which of the following is the MAIN difference between the TIA/EIA 568-A specification and the TIA/EIA 568-B specification?

- A. The placement of the orange and blue wire pairs
- B. The placement of the orange and green wire pairs
- C. The placement of the green and brown wire pairs
- D. The placement of the blue and brown wire pairs

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 155

Which of the following describes the use of the DNS protocol as it relates to a TCP/IP network?

- A. Provides remote connectivity to resources on the network "Pass Any Exam. Any Time." - www.actualtests.com 53
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- B. Provides separate control and data connections between network resources
- C. Provides mapping of user friendly names to network resources
- D. Provides automated addressing to resources on the network

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 156

Which of the following wireless protocols is limited to operating in the 5 GHz range ONLY?

- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11n

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 157

Which of the following describes the expected properties of an asynchronous digital subscriber line service?

- A. The data upload speed is faster than the data download speed.
- B. The data download speed is faster than the data upload speed.
- C. The data upload speed is the same as the data download speed.
- D. The data throughput speed direction can be selected based on the user's discretion.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 158

When installing a printer in Windows, which of the following is the purpose of the Additional Drivers button on the Sharing tab in the printer's properties?

- A. To add additional drivers to emulate a different printer "Pass Any Exam. Any Time." - www.actualtests.com
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- B. To add additional drivers for other printers on the computer
- C. To add additional drivers for other operating systems
- D. To add additional drivers for different printing modes

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 159

A technician is assigned to troubleshoot a small business that is having issues with a server that reboots at intermittent times. Upon observation, the technician notices that the server is plugged into a surge suppressor from a wall outlet. In addition to the server, there is network equipment, a dehumidifier, and a small window air conditioner in the space. The server logs show no software errors causing the reboots. Which of the following is the MOST likely reason for the server reboots?

- A. When the air conditioner and dehumidifier run at the same time they cause a power drop.
- B. When the air conditioner comes on it causes a power spike in the circuit.
- C. The dehumidifier is making the air in the server room too dry.
- D. The electromotive force from the dehumidifier is interfering with the server.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 160

Which of the following devices is MOST likely associated with MIDI?

- A. Keyboard

- B. Modem
- C. Webcam
- D. Microphone

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 161

Which of the following connector types is associated with a fiber connection?

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- A. RJ-45
- B. RJ-11
- C. LC
- D. HDMI

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 162

Which of the following media types is LEAST likely to be affected by electromagnetic interference?

- A. Coaxial
- B. Fiber
- C. Wireless B
- D. HSPA

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 163

Which of the following is an advantage that IPv6 has over IPv4?

- A. Larger address space
- B. Better device compatibility
- C. Greater transmission distances
- D. Faster connection speeds

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 164

Which of the following network types BEST represents a network centered around one individual?

- A. LAN
- B. PAN
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- C. Cloud
- D. MAN

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 165

Which of the following expansion slots can ONLY be found on a desktop computer?

- A. PCI express
- B. Express Card 34
- C. Express Card 54
- D. PCMCIA

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 166

Which of the following laptop accessories would MOST likely be used to support multiple displays when the laptop hardware does not have multiple video outputs?

- A. Docking station
- B. VGA to DVI converter
- C. Adjustable monitor arm
- D. PCMCIA card

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 167

Which of the following is MOST likely to be reset during a standard printer maintenance?

- A. Print job cache

- B. Paper and tray settings
- C. Page count
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- D. Job queue

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 168

Which of the following settings, when enabled, is MOST likely to result in an IP address conflict on a local network?

- A. Custom DNS address
- B. QoS enabled
- C. UPnP enabled
- D. Static IP address

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 169

A user downloads a 4.1 GB ISO image from a website. Which of the following has the MINIMUM storage space required for the user to burn the image from a PC?

- A. CD+R
- B. BD-R
- C. DVD-ROM
- D. CD-ROM

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 170

Which of the following transmits a digital signal?

- A. VGA
- B. XGA
- C. Component video
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- D. Display port

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 171

Which of the following is typically installed by connecting multiple DVI and USB cables to it?

- A. Touch screen
- B. LCD panel
- C. Webcam
- D. KVM

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 172

Which of the following would be the MINIMUM cable type that would be required to connect two PCs to each other 250 meters (820 feet) apart?

- A. Multi-mode fiber
- B. CAT6
- C. CAT5e
- D. Single-mode fiber

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 173

A user on a wireless network has the IP address 169.254.155.2 but cannot connect to the Internet. Which of the following should the user check on the wireless router?

- A. WPA
 - B. DHCP
 - C. WINS
 - D. DNS
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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 174

Which of the following wireless standards provides the FASTEST speed?

- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11n

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 175

Which of the following devices on a home network should be placed in a DMZ?

- A. Backup server
- B. Gaming server
- C. Smartphone
- D. Wireless printer

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 176

Which of the following devices converts digital signals to analog ones?

- A. Modem
- B. Switch
- C. Hub
- D. Router

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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 177

A user discovers that color laser prints are printing slightly off-color. Which of the following should help restore the appropriate colors?

- A. Use different paper
- B. Replace the fuser
- C. Replace the duplexer
- D. Calibrate the printer

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 178

ECC memory is primarily used in which of the following computers?

- A. Tablet
- B. Desktop
- C. Server
- D. Laptop

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 179

Which of the following protocols is used to assign an IP address to a host?

- A. FTP
- B. ATAPI
- C. DNS
- D. DHCP

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 180

Which of the following protocols would be used to upload files to a web server?

- A. IMAP
- B. FTP
- C. SMTP
- D. ICMP

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 181

Which of the following encryption types would be the MOST secure?

- A. WPA2 TKIP
- B. WEP
- C. WPA2 AES
- D. WPA

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 182

A DSL modem uses which of the following media?

- A. Cable TV coax
- B. Fiber optic cable
- C. Wireless adapter
- D. Household telephone lines

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 183

A technician is making a network cable using CAT5 cable and RJ-45 connectors. Which of the following tools is BEST used to make this cable?

- A. Cable tester
- B. Crimper
- C. Pliers
- D. Soldering iron

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 184

Which of the following printer types uses an imaging drum?

- A. Laser
- B. Impact
- C. Inkjet

D. Thermal

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 185

Which of the following network media types uses laser light to carry the information?

- A. Coaxial
- B. Twisted pair
- C. RG-6
- D. Fiber

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 186

In order to increase security on a wireless network, which of the following should be turned off?

- A. Encryption
- B. DNS
- C. SSID broadcast
- D. Firewall

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 187

A PC technician must upgrade memory from 2 GB to 4 GB in twenty Windows 7 notebook computers. Some of the laptops have DDR2 memory, and some have DDR3. The memory purchased for the upgrade is DDR3. Which of the following is the MOST likely outcome of this upgrade?

- A. The DDR2 notebooks will work with DDR3 provided the DDR2 is installed in the first DIMM positions.
- B. The DDR3 notebooks are the only ones that will accept the new memory.
- C. The DDR2 memory will fit into the DIMM positions and work.
- D. The DDR3 memory will not work correctly unless the CAS (CL) values are the same.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 188

A customer wants to use a Microsoft virtual solution on an existing high-end graphics workstation. Which of the following is required to accomplish this task?

- A. The motherboard must support PCI version 2.3 or above to use virtual technology.
- B. The motherboard BIOS must support virtual technology.
- C. The CPU L1 cache must have a minimum of 1 MB to support virtual technology.
- D. The chipset of the motherboard must have digitally signed drivers to work with virtual technology.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 189

Which of the following are components of an "active" CPU cooling solution?

- A. A heatsink and thermal compound.
- B. A heatsink, radiator, and thermal compound.
- C. A heatsink, attached fan, and thermal compound.
- D. A heatsink, case fan, and thermal compound.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 190

When replacing a print head in an impact printer, special care MUST be given to adjusting.

- A. the ribbon drive assembly
- B. the form thickness
- C. the platen gap
- D. the form length

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 191

Which of the following expansion cards can be installed into an AGP slot?

- A. Sound

- B. Network
- C. Video
- D. USB port

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 192

Which of the following memory form factors is MOST commonly found in laptops?

- A. SDRAM
- B. SODIMM
- C. RAMBUS
- D. DIMM

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 193

Which of the following ports is used for FTP by default? (Select TWO).

- A. 20
- B. 21
- C. 23
- D. 25
- E. 53

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 194

Which of the following motherboards would fit in an ATX case?

- A. BTX
- B. ITX
- C. Ultra ATX
- D. Micro ATX

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 195

A technician is asked to recommend hardware for a new computer for a graphic artist company that regularly uses 3-D animation software. Which of the following components should be chosen to BEST meet the customer's needs?

- A. Specialized video card
- B. Multi-core processor
- C. TV tuner/recorder
- D. Tape backup drive

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 196

A technician is helping to purchase a new system to be used to roll out virtualized workstations. Which of the following components should be chosen to BEST meet the customer's needs? (Select TWO).

- A. Specialized video card
- B. Maximum memory
- C. Maximum-core processor
- D. Dual monitors
- E. Surround sound audio

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 197

Which of the following has color codes that match on both ends (e.g. orange-white, orange, green- white, blue, blue-white, green, brown-white, brown)?

- A. UTP straight-through
- B. UTP crossover
- C. Multi-mode fiber
- D. Single-mode fiber

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 198

Which of the following channels should a technician choose when installing multiple wireless access points for a small office home office (SOHO) network to provide the MINIMAL interference?

- A. 1, 6, 11
- B. 2, 5, 10
- C. 3, 7, 9
- D. 4, 5, 8

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 199

Which of the following should a technician configure to limit access to a small office home office (SOHO) wireless network by the computer's NIC hardware identification?

- A. Encryption
- B. MAC filtering
- C. SSID broadcast
- D. DHCP

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 200

A computer turns on and a "Date and Time Not Set" message appears on the screen after the manufacturer logo. Which of the following is the MOST possible cause?

- A. The computer was not shut down properly.
- B. The CMOS battery needs to be replaced.
- C. The OS has stopped synching with the NTP server.
- D. The system BIOS is corrupted.

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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 201

A technician is not able to boot to Windows OS. A "Non-bootable device found" message appears on the screen when the computer restarts. Which of the following is the MOST possible cause of the error message?

- A. MBR is corrupt on the HDD.
- B. The time and date have not been set on the system.
- C. The operating system is corrupt.
- D. A bootable HDD is not recognized in the BIOS.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 202

Which of the following RAID types writes data identically to multiple drives at the same time?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 203

After print head replacement on a printer, it needs:

- A. alignment.
- B. lubrication.
- C. cleaning.
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- D. driver reinstallation.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 204

Which of the following ports are commonly used to send/receive email? (Select TWO).

- A. 25
- B. 53
- C. 80

- D. 110
- E. 443

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 205

Which of the following connection types use the existing phone line as a carrier to provide access to the Internet? (Select TWO).

- A. Cable
- B. Satellite
- C. Dial-up
- D. WiMAX
- E. DSL

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 206

Which of the following can be increased after a BIOS firmware upgrade?

- A. CPU
- B. USB capacity
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- C. Optical drive
- D. RAM

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 207

Which of the following are common hard drive speeds? (Select TWO).

- A. 5200 rpm
- B. 7200 rpm
- C. 8400 rpm
- D. 10,000 rpm
- E. 16,000 rpm

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 208

Which of the following is the FIRST component to transfer heat away from a processor?

- A. Thermal paste
- B. Case fan
- C. Liquid cooling
- D. Heatsink

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 209

Which of the following connector types is used on a CAT5 cable?

- A. RJ-45
- B. DB-9
- C. RJ-11
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- D. RS-232

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 210

Which of the following cables is fire retardant?

- A. UTP
- B. PVC
- C. STP
- D. Plenum

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 211

Which of the following PC expansion cards needs to be installed to record from a game console?

- A. Video capture

- B. High-end graphics
- C. Network
- D. RAID controller

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 212

Which of the following is the correct pin out for T568B?

- A. Orange/white, orange, green/white, blue, blue/white, green, brown/white, brown
- B. Green/white, green, blue, blue/white, green/white, green, brown/white, brown
- C. Green/white, green, orange/white, blue, blue/white, orange, brown/white, brown
- D. Orange/white, orange, green/white, green, blue, blue/white, brown/white, brown "Pass Any Exam. Any Time." - www.actualtests.com 72
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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 213

Which of the following is the correct pin out for T568A?

- A. Blue/white, blue, brown/white, green, green/white, brown, orange/white, orange
- B. Green/white, green, orange/white, blue, blue/white, orange, brown/white, brown
- C. Orange/white, orange, green, brown, brown/white, green/white, blue/white, blue
- D. Brown/white, brown, blue/white, orange, orange/white, blue, green/white, green

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 214

Which of the following 802.11 standards can operate at both 2.4 GHz and 5.0 GHz?

- A. A
- B. B
- C. G
- D. N

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 215

A technician installs a new sound card but no sound can be heard. Which of the following tools can be viewed to see an error code?

- A. Disk Management
- B. Device Manager
- C. Task Manager
- D. REGEDIT

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 216

A technician has a PC that has no Internet connection. The IP address for the PC is 169.254.XXX.XXX. Which of the following should be checked FIRST?

- A. Ethernet cable
- B. BIOS settings
- C. DHCP settings
- D. Power adapter

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 217

A home user working outside an office reports that their laptop is no longer connecting to the Internet. Which of the following would a technician recommend to check FIRST?

- A. Power light
- B. DHCP settings
- C. Hard drive light
- D. Wireless on/off switch

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 218

A user is unable to connect to their coworker's network share at \\workstation\share, but can connect via IP

address. Which of the following ports is blocked on the router?

- A. 21
- B. 53
- C. 80
- D. 110

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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 219

A technician suspects the power adapter is faulty. Which of the following tools should be used to check this?

- A. Loopback plug
- B. Cable tester
- C. Toner probe
- D. Multimeter

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 220

Which of the following connectors is used to connect a DSL modem to a wall outlet?

- A. RJ-45
- B. LC
- C. RJ-11
- D. SC

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 221

A client has a laptop screen and an external screen. Which of the following is the BEST way to toggle between the two or show both at the same time?

- A. Function keys on keyboard
- B. Task Manager
- C. Display settings in Control Panel
- D. Turn the monitors on and off

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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 222

A user's monitor has both DVI and VGA connections. One morning the user cannot see a display even after a reboot. Which of the following should the technician check FIRST?

- A. Power supply
- B. Monitor settings
- C. BIOS display settings
- D. Graphics drivers

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 223

Which of the following should a technician recommend for a user with intensive application usage in need of a multitasking solution? (Select TWO).

- A. Large quantity of RAM
- B. Smaller form factor
- C. Hard drive space
- D. Dual monitors
- E. High-end video card

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 224

An automatic private Internet protocol address is assigned to a client when DHCP:

- A. has no subnet mask.
- B. is on a Class C network.
- C. is not responding.
- D. is disabled on the PC.

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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 225

Which of the following network types would be used for a large college campus spanning several buildings in the same geographic area?

- A. MAN
- B. PAN
- C. WAN
- D. LAN

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 226

Which of the following network devices would be MOST likely to perform Network Address Translation (NAT)?

- A. Router
- B. Switch
- C. Hub
- D. Modem

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 227

Which of the following printer types has the HIGHEST page per minute (PPM) count without requiring any special type of paper?

- A. Impact
- B. Laser
- C. Dot Matrix
- D. Thermal

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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 228

Which of the following expansion slots allows for the FASTEST data throughput?

- A. miniPCI
- B. PCIe
- C. PCI-X
- D. PCI

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 229

Parity RAM includes error checking by which of the following methods?

- A. Adding an extra bit per byte of data stored
- B. Storing redundant data on an identical memory bank
- C. Storing parity information on a separate channel
- D. Processing each memory allocation twice

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 230

When assembling a new machine, which of the following drive types would allow for the LEAST amount of latency?

- A. Internal DVD-ROM
- B. External eSATA HDD
- C. External USB 2.0 Drive
- D. Internal SSD

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 231

Which of the following is BEST for providing network security?

- A. Firewall
- B. Hub
- C. Switch
- D. Bridge

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 232

Which of the following provides the LEAST network security?

- A. Firewall
- B. Router
- C. Hub
- D. Switch

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 233

Which of the following RAID levels extends the size of a volume without providing reliability or mirroring?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 234

Which of the following is an example of a MAC address?

- A. 192.17.2.1
- B. <http://www.comptia.org>
- C. 00-00-00-1B-02-55
- D. 4309:FD21:ACB3:0012

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 235

Which of the following wireless standards provides the GREATEST throughput speed?

- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11n

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 236

A service technician suspects the fuser assembly needs to be replaced. Which of the following is MOST likely the type of printer being repaired?

- A. Inkjet
- B. Laser
- C. Impact
- D. Dot Matrix

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 237

Which of the following helps protect a laptop from overheating?

- A. CPU
- B. Power supply
- C. Surge suppressor
- D. Thermal compound

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 238

Best business practices in IT include:

- A. always suggesting the fastest route to fix the problem
- B. following up with a customer to verify satisfaction
- C. always suggesting the least expensive option
- D. offering many choices to a customer

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 239

Which of the following would be required to setup a wireless small office home office (SOHO) network?

- A. Switch
- B. Modem
- C. Access point
- D. Firewall

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 240

A technician needs to configure a wireless small office home office (SOHO) network to provide IP addresses to devices on the network. Which of the following features should the technician configure?

- A. MAC filtering
- B. DHCP
- C. SSID broadcast
- D. Port forwarding

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 241

A technician needs to harden a wireless small office home office (SOHO) network so that internal IP addresses are hidden from Internet users. Which of the following should the technician configure?

- A. Configure NAT
- B. Configure port forwarding
- C. QoS
- D. SSID broadcast

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 242

Which of the following ports MUST be open to transport files across a network using FTP?

- A. 21
- B. 53
- C. 110
- D. 443

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 243

Which of the following protocols is used to resolve an IP address to domain name?

- A. DHCP
- B. SMB
- C. LDAP
- D. DNS

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 244

A technician needs to configure a computer with an external storage drive. Which of the following interfaces would provide the FASTEST throughput?

- A. USB 2.0
- B. eSATA
- C. Ethernet
- D. Parallel

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 245

A technician needs to configure a computer system for MAXIMUM safety of stored data while staying cost effective. Which of the following RAID levels should be used?

- A. RAID 0
- B. RAID 1

- C. RAID 3
- D. RAID 5

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 246

Which of the following connectors are typically used for wired Ethernet? (Select TWO).

- A. Mini DIN
- B. 9-pin D connector
- C. RJ-11
- D. BNC
- E. RJ-45

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 247

A technician is looking to install a 3.5 inch desktop hard drive into an external enclosure. Which of the following input interfaces would provide the MOST throughput for the drive?

- A. USB 2.0
- B. IEEE 1394
- C. Bi-Directional Parallel
- D. eSATA

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 248

A consultant has been asked to install the brightest possible projector into an office conference room that has a lot of natural sunlight. Which of the following specifications would BEST meet the client's needs?

- A. Highest possible resolution
- B. High lumens
- C. High contrast
- D. HDMI 1.4 compatibility

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 249

Which of the following cable types delivers a signal over a single pin connector?

- A. Ethernet
- B. Coaxial
- C. S-video
- D. DVI

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 250

Which of the following devices would allow a technician to utilize a single mouse, keyboard, and display to control numerous tower PCs?



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- A. EIDE
- B. MIDI
- C. SCSI
- D. KVM

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 251

A technician is diagnosing a laser printer that is consistently having issues picking up paper from the first tray. Which of the following items would the technician replace FIRST?

- A. Toner
- B. Transfer belt
- C. Rollers
- D. Imaging drum

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 252

Which of the following types of Ethernet should be used if a technician has no choice but to run cable along fluorescent lighting arrays in a suspended ceiling?

- A. STP
- B. RG-6
- C. PVC
- D. UTP

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 253

The T568B wiring standard is MOST commonly associated with which of the following cable types?

- A. Coaxial
- B. CAT5
- C. Fiber
- D. CAT3

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 254

A company is replacing two older desktop PCs with new Windows 7 PCs. Each will have a DVD- RW drive for support use. The PCs will be used for Point of Sales (POS) transactions and everything will be password protected or disabled. Which of the following is the BEST way to disable the DVD-RW drives?

- A. The Registry
 - B. Device Manager
 - C. Disk Management
 - D. The BIOS
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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 255

Which of the following is a function of the Northbridge in a chipset?

- A. Directly connects to USB control
- B. Directly connects to PCI Audio
- C. Directly connects to all NIC devices
- D. Directly connects to AGP video

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 256

The process of voltage control to limit the volume of liquid delivered is used in:

- A. laser printers.
- B. thermal printers.
- C. impact printers.
- D. inkjet printers.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 257

A technician servicing a user's computer notices the user has a lot of desktop icons linking to inappropriate websites. Which of the following should the technician do NEXT?

- A. Report through proper channels
 - B. Track the evidence
 - C. Document all changes to the computer
 - D. Preserve the data and device
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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 258

A technician has just finished installing a new NIC into a customer's desktop. Which of the following should the technician do NEXT?

- A. Provide proper documentation on the services provided.
- B. Follow up with the customer at a later date, verifying satisfaction.
- C. Ask their manager to contact the customer.
- D. Offer different applicable repair/replacement options.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 259

A technician servicing a computer notices it contains a lot of dust. Which of the following should the technician use to remove the dust?

- A. Damp cloth
- B. ESD strap
- C. Household vacuum
- D. Compressed air

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 260

A technician needs to replace a computer's processor. Which of the following should the technician use to minimize static when installing the processor?

- A. ESD strap
 - B. Antistatic bag
 - C. Multimeter
 - D. Compressed air
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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 261

Which of the following should a technician configure on a small office home office (SOHO) wireless router so IP addresses are automatically assigned to devices on the wireless network?

- A. MAC filtering
- B. DHCP
- C. NAT
- D. DNS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 262

Which of the following is the default subnet mask for Class C IP addresses?

- A. 0.0.0.0
- B. 255.0.0.0
- C. 255.255.0.0
- D. 255.255.255.0

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 263

Which of the following is a Class B IP address?

- A. 10.4.0.1
- B. 128.10.0.1
- C. 192.168.0.1
- D. 254.200.0.1

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 264

A technician has just installed two memory modules on a motherboard that supports DDR3 RAM with the bus speed up to 1600 MHz. The specifications of memory are DDR3 1066 MHz for one module and DDR3 1333 MHz for another. On which of the following bus speeds will the system function?

- A. 800 MHz
- B. 1000 MHz
- C. 1066 MHz
- D. 1600 MHz

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 265

The webcam on a laptop stopped working. Which of the following should the technician do FIRST to troubleshoot the problem?

- A. Replace the laptop display bezel.
- B. Reinstall the driver for the webcam.
- C. Reseat the data cable on the webcam and the motherboard.
- D. Replace the webcam with a newer model.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 266

A customer states that since the new firewall has been installed, the customer has not been able to send email. Which of the following ports on the firewall should be checked?

- A. 21
 - B. 25
 - C. 110
 - D. 443
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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 267

Which of the following configurations BEST meets the specifications for media streaming, file sharing, and print sharing?

- A. Thin client
- B. Home theater
- C. Home server
- D. Gaming

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 268

A client wants to store video and music in one central location and stream it to multiple devices. Which of the following computers would BEST fill this need?

- A. Home theater
- B. Virtualization workstation
- C. Home server
- D. Gaming

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 269

A technician needs to make several patch cables. Which of the following tools would the technician use to attach the RJ-45 ends to the cables?

- A. Loopback plug
- B. Punch down
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- C. Crimpers
- D. Cable tester

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 270

If a server is in the DMZ, it receives Internet traffic before which of the following network devices?

- A. Firewall
- B. Router
- C. Gateway
- D. Bridge

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 271

A standard Internet mail account receives incoming messages on which of the following ports?

- A. 80
- B. 110
- C. 143
- D. 443

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 272

Which of the following network standards was the FIRST to use Multiple In Multiple Out (MIMO) technology?

- A. 802.11a
- B. 802.11b
- C. 802.11g
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- D. 802.11n

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 273

Which of the following network types would a group of interconnected Bluetooth devices be considered?

- A. MAN
- B. WLAN
- C. LAN
- D. PAN

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 274

A user has a new printer they want setup in their home. The user wants all their PCs as well as any guests with laptops to be able to print to it. Which of the following connection methods would be the MOST effective for meeting these requirements? (Select TWO).

- A. 802.11x
- B. USB
- C. Ethernet
- D. Bluetooth
- E. Serial

Correct Answer: AC

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 275

Which of the following special function keys might prevent a user from connecting to the Internet?

- A. Wireless
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- B. Screen lock
- C. Volume
- D. Bluetooth

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 276

A user states that their laser printer keeps jamming with paper getting stuck as it feeds past the top tray. Which of the following components MOST likely needs replacing?

- A. Pickup assembly
- B. Toner
- C. Tray rollers
- D. Fuser

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 277

When connecting a PC to a television in order to stream a movie, which of the following connector types would only need one cable?

- A. DVI-D
- B. VGA
- C. HDMI
- D. DVI-A

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 278

Which of the following fiber connector types uses a twist-on/twist-off mechanism?

- A. SC
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- B. LC

- C. ST
- D. MTP

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 279

Which of the following features would MOST commonly be configured for QoS on a small office home office (SOHO) router?

- A. Web video
- B. NAS
- C. VoIP
- D. Email

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 280

Which of the following should be recommended for cooling a high-end gaming PC? (Select TWO).

- A. Power saving NIC
- B. Passive cooling
- C. Additional case fans
- D. Liquid cooling system
- E. Lower wattage power supply

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 281

When selecting a thin client, which of the following is MOST important?

- A. Drive expansion bays
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- B. Network adapter speed
- C. Portable case design
- D. Hard drive capacity

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 282

When selecting a computer to provide streaming video for several computers, which of the following would be the BEST choice?

- A. Virtualization workstation
- B. Standard thick client
- C. Home Server PC
- D. Graphics CAD/CAM workstation

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 283

When configuring a firewall to allow secure web traffic through, which of the following ports MUST be open?

- A. 21
- B. 25
- C. 103
- D. 443

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 284

The wireless antenna is typically located inside the laptop's:

- A. rear panel.
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- B. keyboard.
- C. display bezel.
- D. bottom bezel.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 285

Which of the following connection types would MOST commonly be found on a laptop to display out to an external monitor? (Select TWO).

- A. PS/2
- B. Serial
- C. VGA
- D. RCA
- E. HDMI

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 286

A user's laptop does not produce sound even though the volume settings are at maximum in the operating system. Which of the following would MOST likely resolve this issue?

- A. A new sound card
- B. A new driver
- C. A BIOS update
- D. A hardware volume control

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 287

Which of the following printers utilizes exposing as part of the printing process?

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- A. Thermal
- B. Laser
- C. Impact
- D. Inkjet

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 288

A user has a parallel printer and wants to share it on the company network. Which of the following devices would the user need?

- A. A port replicator
- B. A splitter
- C. A wireless router
- D. A print server

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 289

Which of the following cable types uses a 9-pin connector?

- A. Parallel
- B. Ethernet
- C. USB
- D. Serial

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 290

Which of the following is the range of SCSI IDs?

- A. 0-15
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- B. 0-255
- C. 1-16
- D. 16-32

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 291

Thermal paste is used between the CPU and heatsink to:

- A. make the heatsink easier to remove when replacing the CPU.
- B. aid in the transfer of energy from the CPU to the heatsink.
- C. act as a fire retardant should the CPU overheat.
- D. keep the heatsink in place on the CPU.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 292

Which of the following devices would allow a laptop to utilize a full array of external devices and receive power through a single physical connection?

- A. Docking station
- B. KVM switch
- C. USB hub
- D. PCMCIA card

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 293

Which of the following devices is necessary to provide power to a laptop LCD screen?

- A. PCMCIA card
- B. Backlight
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- C. Inverter
- D. PCI-E card

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 294

A user would like to share a local USB printer with several users in the office. Which of the following methods would BEST accomplish this?

- A. Install shared PCL drivers
- B. Install a USB hub
- C. Install a print server
- D. Enable print sharing

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 295

Which of the following printers includes a fuser replacement as part of preventative maintenance?

- A. Laser
- B. Impact
- C. Thermal
- D. Inkjet

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 296

Which of the following is the only place where initial boot settings can be configured?

- A. CPU
- B. BIOS
- C. MBR
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- D. TPM

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 297

Which of the following would benefit MOST from the use of dual monitors?

- A. Gaming PC
- B. Home theater PC
- C. A/V editing station
- D. Thin client

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 298

Which of the following cable types carries a digital signal?

- A. Component
- B. VGA
- C. DisplayPort
- D. S-video

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 299

Which of the following would a technician use to enable a physical second monitor that is connected to a laptop over HDMI?

- A. PCMCIA device
- B. Physical on/off switch
- C. FN toggle keys
- D. Touchpad gesture

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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 300

Which of the following laptop display types would theoretically consume the LEAST amount of power during normal usage?

- A. LED LCD
- B. Plasma
- C. CCFL LCD
- D. CRT

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Topic 4, Volume D

QUESTION 301

A technician is installing a new laser printer on a workstation that has Windows 7 Professional x86 installed. Which type of printer driver is needed to complete the installation?

- A. 16-bit
- B. 32-bit
- C. 64-bit
- D. 86-bit

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 302

A user notices the print quality of a department laser printer is poor. Which of the following items should a technician do FIRST to fix this issue?

- A. Remove and clean the fuser assembly with an alcohol based cleaner.

- B. Install a maintenance kit and reset all page counts to zero.
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- C. Check the manufacturer's recommendations for maintaining the printer.
- D. Clean the paper path with a damp cloth and canned air to remove any debris.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 303

A technician has performed preventative maintenance on a laser printer. This involved replacement of rollers, fuser, and debris removal. Which of the following should be verified before placing the printer to online status?

- A. Maintenance page count should be set to zero.
- B. The printer must be powered off and on to check for bad fans.
- C. The printer total and fuser page counters should be zeroed.
- D. The maintenance and total counters must be decreased.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 304

A user states that a heavily used laser printer is jamming paper and the print quality is poor. Which of the following items would address the problem?

- A. Replace toner cartridge
- B. Maintenance kit
- C. Fuser assembly
- D. Clean paper path

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 305

Before installing a new expansion card, which of the following should a technician consider? (Select TWO).

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- A. CPU type
- B. Free hard drive space
- C. Power supply wattage
- D. Amount of RAM

E. Bus type

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 306

A technician wants to install a printer to use port LPT1, but the computer does not currently have such a port. Which of the following expansion cards should the technician install and configure to create an LPT1 port?

- A. Serial
- B. Video
- C. Audio
- D. Parallel

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 307

A technician wants to have a RAID array in a server with two hard drives where one drive can fail, and the server will still work without having to take it offline for repair. Which of the following RAID levels should the technician use?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 308

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A user wants to convert their current computer into an audio/video editing workstation by upgrading components. They want to start by upgrading the hard drive. Which of the following hard drives should be chosen to maximize read/write speed?

- A. Solid state
- B. 15,000 rpm SATA
- C. 7,200 rpm IDE
- D. USB flash

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 309

A user wants to replace their 17" CRT monitor with the thinnest possible 17" monitor available. Which of the following monitors should the user purchase?

- A. LCD
- B. DLP
- C. HDMI
- D. Plasma

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 310

Which of the following peripheral devices **MUST** be calibrated before using?

- A. Touchscreen
- B. KVM
- C. Joystick
- D. Printer

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 311

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Which of the following wireless encryption types is the **MOST** secure?

- A. TKIP
- B. AES256
- C. WPA2
- D. WEP

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 312

A technician has recently purchased a maintenance kit to be installed in a laser printer. Which of the following will be included in the maintenance kit?

- A. Pickup rollers
- B. Paper tray
- C. Toner
- D. Compressed air

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 313

A technician needs to replace a desktop computer's power supply. Which of the following should the technician do FIRST?

- A. Check for environmental concerns
- B. Review local regulations for disposal procedures
- C. Read MSDS documentation
- D. Remove watch and all jewelry

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 314

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A technician observes another technician trying to steal a company laptop. Which of the following should the first technician do NEXT?

- A. Confront the technician stealing the laptop
- B. Preserve the laptop for evidence
- C. Report through proper channels
- D. Document the incident

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 315

A faster CPU has been installed on a desktop PC. During the initial boot an "Unknown Type of Processor" error message is received on the screen. Which of the following MOST likely needs to be done in order for the CPU to be recognized by the system correctly?

- A. The system needs the latest version of BIOS firmware.
- B. The CPU needs to be reseated on the motherboard.
- C. The system needs the latest CPU drivers installed.

D. The system needs a new CPU fan and heatsink.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 316

Which of the following MOST likely can be installed on CNR expansion slot?

- A. CPU
- B. RAM
- C. Modem
- D. Video adapter

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 317

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A user needs a new gaming computer which can be both fast and quiet. Which of the following should MOST likely be installed to meet the user's requirements?

- A. Liquid-based cooling system
- B. Passive cooling system
- C. Thermal paste
- D. Low RPM fans

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 318

Which of the following should a technician do NEXT, if the laptop's internal speakers do not work, after replacing the motherboard due to a video issue?

- A. Update the video drivers
- B. Replace the speakers
- C. Check the speaker's connection to the motherboard
- D. Verify that the speakers are compatible with the replacement motherboard

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 319

A user is trying to connect a smartphone to a laptop via Bluetooth. The smartphone cannot find any Bluetooth devices in range. Which of the following is the MOST likely reason that the laptop is not visible to any Bluetooth devices?

- A. The Bluetooth SSID on the laptop is disabled.
- B. The Bluetooth discovery setting on the laptop is set to off.
- C. The Bluetooth SSID on the smartphone is disabled.
- D. The Bluetooth discovery setting on the smartphone is set to off.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 320

Which of the following is the MAIN purpose of cleaning the printer during the imaging process?

- A. It prolongs the toner cartridges lifecycle
- B. It takes off any residual toner left after development
- C. It keeps the printer clean and prolongs its usable life
- D. It increases the speed of the print process

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 321

Which of the following are the MOST common speeds for desktop IDE hard drives? (Select TWO).

- A. 5400 rpm
- B. 7200 rpm
- C. 9800 rpm
- D. 10,000 rpm
- E. 15,000 rpm

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 322

Which of the following is MOST critical when installing a new processor in an existing system?

- A. Thermal paste
- B. Fans
- C. Speeds
- D. Heatsink

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 323

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Which of the following are examples of output devices? (Select TWO).

- A. Biometric devices
- B. MIDI enabled devices
- C. Printers
- D. Game pads
- E. Display devices

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 324

Which of the following encryption types is the MOST secure for wireless networking?

- A. WEP
- B. AES
- C. TKIP
- D. WPA

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 325

A client wants to take their old VCR tapes and put them on a DVD. Which of the following expansion cards would need to be installed in a computer to perform this task?

- A. TV tuner
- B. Video graphics
- C. Sound
- D. Video capture

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 326

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Which of the following 802.11 standards has the MAXIMUM throughput of 54 Mbps and uses 5.0 GHz frequency range?

- A. A
- B. B
- C. G
- D. N

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 327

Which of the following is the FIRST thing a technician should do before putting their hand inside a computer case?

- A. Acquire the appropriate tools that are going to be used.
- B. Remove loose jewelry.
- C. Put on an ESD strap.
- D. Refer to manufacturer documentation.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 328

Which of the following socket types is for an Intel CPU?

- A. F
- B. 940
- C. AM3
- D. 1156

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 329

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Which of the following socket types is for an AMD CPU?

- A. 940
- B. 775
- C. 1155
- D. 1366

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 330

Besides the CPU, which of the following components might have their own heatsink?

- A. Audio card
- B. RAID controller
- C. Graphics card
- D. Hard drive

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 331

A manager calls with an urgent issue and needs their machine fixed as soon as possible. The technician arrives and the office is empty, however there are several confidential papers on the desk. Which of the following should the technician do NEXT?

- A. Wait for the manager to return to clear the papers.
- B. Move the papers and then begin work on the machine.
- C. Leave the work area and return at a later time.
- D. Begin work on the manager's machine immediately.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 332

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A customer calls to say the network printer is printing out random characters when sending a job to the printer. Which of the following is the MOST likely cause?

- A. Crosstalk is occurring on the LAN cable
- B. The client's PC needs to be rebooted

- C. The printer drivers are corrupted
- D. The RAM on the printer is failing

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 333

The wattage rating is determined by which of the following? (Select TWO).

- A. Amperage
- B. Resistance
- C. Capacitance
- D. Voltage
- E. Current

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 334

A CAD/CAM user requires faster onscreen refresh rates. Which of the following slots allows for faster graphic performance?

- A. AGP
- B. AGP x8
- C. PCIe
- D. PCI

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 335

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A company recently installed a new network printer for 25 users in the marketing department. Some users are reporting they cannot print to this printer after they have connected to it but there are no errors on the printer itself. Which of the following is the MOST likely cause of the issue?

- A. Too many users are connected to the network printer
- B. The printer does not have enough memory
- C. The printer driver does not support all operating systems
- D. Some users are printing with the wrong paper size

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 336

A customer, who continually moves around the office on a daily basis, calls to ask for the best way to add USB ports to their laptop while making it as convenient to use an external display. Which of the following would meet the user's requirements?

- A. Docking station
- B. Self powered USB hub
- C. KVM switch
- D. Non-powered USB hub

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 337

Which of the following display types provides very thin displays by using charged transistors for backlighting?

- A. LCD
- B. LED
- C. Plasma
- D. CRT

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 338

Which of the following prevents static discharge from damaging sensitive computer components?

- A. MSDS
- B. Cooling fans
- C. ESD mat
- D. Liquid cooling system

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 339

A technician encounters prohibited materials on a computer located in a common area that is used by several employees. Which of the following should be done FIRST?

- A. Remove the item from the computer
- B. Show to others so they can be a witness
- C. Copy the item to an external website
- D. Report the incident to management

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 340

A company has upgraded their printers and no longer has any impact printers. Which of the following items should be removed from their maintenance inventory?

- A. Ink cartridges
- B. Fusers
- C. Printer ribbons
- D. Toner cartridges

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 341

A technician is preparing to install a new wireless printer for use in an environment with several wireless networks installed. Which will be used to determine the wireless network that the printer will be available from?

- A. DNS
- B. SSID
- C. WPA
- D. VPN

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 342

Which of the following enhances the quality of a display?

- A. Inverter
- B. Backlight

- C. VGA cable
- D. Bezel

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 343

Which of the following RAM modules has a PC rating of 10600?

- A. DDR
- B. SDRAM
- C. DDR3
- D. DDR2

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 344

Which of the following types of RAM is typically used to improve reliability?

- A. Double sided
- B. ECC
- C. SODIMM
- D. RDRAM

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 345

Which of the following uses Intel's core i CPUs? (Select TWO).

- A. F
- B. 1366
- C. 775
- D. 1155
- E. AM3

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 346

Which of the following are types of front panel connectors? (Select TWO).

- A. BNC
- B. VGA
- C. AC 97
- D. PCIe
- E. IEEE 1394

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 347

Which of the following drives requires the use of jumpers? (Select TWO).

- A. USB
- B. SATA
- C. IDE
- D. eSATA
- E. SCSI

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 348

Which of the following hard drives has the BEST shock resistance?

- A. IDE
- B. NAS
- C. SATA
- D. SSD

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 349

Which of the following RAID configurations uses mirroring AND striping at the same time?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 350

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An IDE hard drive can have a MAXIMUM transfer rate of:

- A. 54 Mbps.
- B. 100 Mbps.
- C. 133 Mbps.
- D. 160 Mbps.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 351

The maximum transfer rate of eSATA is:

- A. 1.5 Gbps.
- B. 2.0 Gbps.
- C. 3.0 Gbps.
- D. 6.0 Gbps.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 352

When a power supply does not meet minimum requirements for a motherboard, which of the following can happen?

- A. Computer will not POST
- B. Keyboard will not work
- C. The monitor will not power on
- D. Mouse cursor will jump

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 353

A user reports poor picture quality with a laptop connected to an LCD. Which of the following

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should the technician check FIRST for optimal picture quality?

- A. Native resolution
- B. Standard refresh rate
- C. Minimum brightness
- D. Maximum brightness

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 354

Older video cards used S-video to output to a TV. This standard has been replaced by:

- A. component.
- B. Ethernet.
- C. coaxial.
- D. HDMI.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 355

IEEE 1394 has a maximum transfer rate of:

- A. 400 Mbps.
- B. 480 Mbps.
- C. 800 Mbps.
- D. 1024 Mbps.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 356

A customer asked the technician to upgrade the RAM in a laptop. Upon inspection of the RAM bay, the technician only found one RAM slot, however the laptop is specified to have two. Where

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would the other memory slot be typically located?

- A. Inside the display bezel
- B. Second hard drive bay
- C. Above the PC card slot
- D. Under the keyboard

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 357

Which of the following typically cannot be upgraded in a laptop?

- A. Video card
- B. Hard drive
- C. RAM
- D. Wireless card

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 358

A user calls the helpdesk because a solution that was previously suggested by another technician did not solve the user's issue. Which of the following is the MOST appropriate response?

- A. "Please hold while I transfer you to the previous technician, so a proper solution can be met."
- B. "Please explain the issue and I will work to resolve it."
- C. "My supervisor is the appropriate person to speak with about your issue."
- D. "Let me help you to resolve this issue, since that technician does not know how to fix it."

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 359

A user calls to report that a notice keeps appearing on their screen whenever they try to pull down

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video clips from a website. The notice says "This category is being blocked because it is streaming media. Please click continue to use your assigned quota time". The technician is aware that a new web filtering application was recently implemented which assigns a 120 minute quota on streaming media and a message appears allowing the user to continue. Which of the following is the BEST response for the technician to give the user?

- A. "If you read the entire notice screen it clearly states that you should click continue. Did you read the entire notice?"
- B. "Since video takes a large amount of bandwidth, management has implemented a policy to limit what each user can download and watch."
- C. "A new application was introduced to help improve and manage the network. The video should appear once you select continue on the message."
- D. "Are these video clips work related? What specific website are you trying to download the videos from?"

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 360

A user has been having difficulty with their PC. Which of the following is the BEST response a technician should give when a user asks for the definition of a particular bluescreen message?

- A. "It is a message that informs the technician of what hardware needs to be replaced."
- B. "A bluescreen message is just another name for an error."
- C. "It is difficult to know what is wrong without accessing the Microsoft Knowledge Base."
- D. "It is a complex message that is very difficult to explain to those who are not familiar with computers."

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 361

Which of the following is the BEST method for a technician to use to overcome language barriers with a client?

- A. Have the client reschedule with a different technician.
- B. Ask to get an interpreter to assist in the transaction.
- C. Repeat the issues to the client for validation.
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- D. Use a language to language dictionary to help understand.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 362

A customer calls the help desk to report that their computer is making a strange loud noise. Which of the

following should the technician do FIRST after arriving at the site?

- A. Ask another technician who has worked with this computer previously to learn about any other prior issues.
- B. Ask the customer open-ended questions to attempt to narrow down the issue, then repeat the issue to the customer for validation.
- C. Ask the customer close-ended questions to attempt to narrow down the issue while not using technical jargon to avoid overwhelming the customer.
- D. Run preliminary diagnostic tests to narrow down the issue and then ask the customer about any changes they have made to the computer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 363

Which of the following is the FIRST step a technician should take to replace a network printer?

- A. Unplug the network printer then notify users.
- B. Notify all users before unplugging the printer.
- C. Save all print jobs, replace the printer and print all saved files.
- D. Delete all print jobs before replacing the printer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 364

Which of the following describes the BEST course of action a technician should take when a user continuously calls with computer issues?

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- A. Put all other work orders on hold and assist the user with all their computer issues.
- B. Have another technician take over support calls for this user.
- C. Explain that the user needs to fill out a work order for the computer problems.
- D. Ask the user to call another technician for more in-depth assistance.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 365

A user is unsatisfied with the quality of the repair that another technician has completed on their PC. Which of the following should be done to help the user?

- A. Argue with the user about the repairs

- B. Clarify the user's statements
- C. Minimize the user's criticism
- D. Defend the other technician

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 366

Which of the following is the proper way to remove a PCMCIA card from a laptop running Windows XP?

- A. Click on the safely remove hardware icon, stop the device, and remove the card
- B. Push the eject button on the card slot
- C. Grasp the card firmly and slowly pull it from the slot on the laptop
- D. In the Control Panel, stop the device service, and then remove the card

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 367

Which of the following components would MOST likely be utilized in a virtualization server? (Select TWO).

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- A. Maximum memory
- B. High-end sound card
- C. High-end video card
- D. Dual-rail 1000w PSU
- E. Quad core CPU

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 368

On a new laptop, where are the reception ends of 802.11x wireless cabling routed?

- A. In a symmetrical loop around the battery
- B. Up through the bezel of the display
- C. Up through the inverter of the laptop
- D. Under the palm rest, closest to the touchpad

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 369

Which of the following laptop hardware components requires a re-soldering process in order to replace properly?

- A. Mini PCIe wireless card
- B. Memory chip
- C. DC jack
- D. Li-Ion battery

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 370

A company would post official MSDS documentation for which of the following purposes?

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- A. Chain of custody information in the event of a digital breach
- B. Escape plan information in the event of a building emergency
- C. Guidance on proper disposal and handling of chemicals
- D. Guidance on proper disposal and handling of sensitive documents

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 371

Before beginning repair work on a PC, which of the following is the FIRST step?

- A. Install an uninterruptible power supply (UPS).
- B. Disconnect power from the PC.
- C. Put on an ESD strap.
- D. Install a surge protector.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 372

Which of the following activities should a technician avoid when working onsite with a customer?

- A. Taking personal phone calls related to other jobs
- B. Discussing options for the repair with the customer
- C. Discussing symptoms of the situation with the customer
- D. Documenting all changes and important information

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 373

Which of the following is a laptop monitor technology that uses a backlight to produce an image on the screen?

- A. OLED
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- B. Plasma
- C. LED
- D. LCD

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 374

Which of the following displays has the HIGHEST hertz frequency?

- A. Plasma
- B. LED
- C. DLP
- D. LCD

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 375

A technician is working on a multi-part form printer. The first page of each form has light print while the remaining form parts are legible. Which of the following is the FIRST procedure the technician should perform?

- A. Clean the print path
- B. Lubricate the print head
- C. Change the ribbon
- D. Replace the print head

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 376

Which of the following technologies is MOST susceptible to image burn-in?

- A. CRT
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- B. DLP
- C. LED
- D. LCD

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 377

Which of the following, working in tandem, are used in an LCD panel to produce an image on the screen? (Select TWO).

- A. Inverter module
- B. Cache module
- C. Video processor
- D. Video chipset
- E. Backlight

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 378

A small wired Windows workgroup needs a printing solution that all users can print to quickly and is always available. Which of the following solutions meets these requirements?

- A. An inkjet printer connected by 802.11n.
- B. A USB 2.0 printer connected to the administrator's PC.
- C. A serial printer connected to the administrator's PC.
- D. A laser printer with an internal 10/100 print server.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 379

A technician installs a CD-RW drive into a desktop computer. The computer sees the drive as a CD-ROM drive, not a CD-RW. Which of the following should the technician do NEXT?

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- A. Reboot the computer
- B. Remove the drive and reinstall
- C. Install the device driver
- D. Flash the BIOS

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 380

Which of the following ports on the back of a computer can a device with an RS-232 connector plug into?

- A. Serial
- B. Parallel
- C. DVI
- D. VGA

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 381

A technician is installing a new power supply into a computer. One of the power supply connectors that the technician needs to connect to the motherboard is square and contains 4-pins. This connector is known as which of the following?

- A. SATA
- B. Molex
- C. IDE
- D. ATX

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 382

In a laser printer, which of the following components grabs the paper from the tray?

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- A. Pickup roller
- B. Transfer roller
- C. Fuser assembly
- D. Imaging drum

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 383

Which of the following wired printers will require a static IP address to be assigned as part of the installation process?

- A. Parallel
- B. Ethernet
- C. Serial
- D. USB

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 384

A computer's case fan protects against which of the following environmental concerns?

- A. Static
- B. Heat
- C. Brown out
- D. Humidity

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 385

Which of the following expansion cards would a technician MOST likely install to allow a user to record a television program?

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- A. FireWire
- B. Wireless
- C. Sound
- D. Video capture

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 386

A technician replacing a CRT monitor and the battery inside of a UPS wishes to dispose of the replaced hardware. Which of the following should the technician do to BEST ensure proper disposal?

- A. Store equipment in IT inventory.
- B. Take equipment home for personal usage.
- C. Follow local government regulations for disposal.
- D. Place trash stickers on items and throw in dumpster.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 387

Which of the following panel types consumes the MOST power?

- A. Plasma
- B. LCD
- C. LED with no backlight
- D. LED with backlight

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 388

Which of the following is set in the BIOS when the user is prompted to enter their password every time the laptop powers on?

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- A. Power User access
- B. User access
- C. Administrator access
- D. User Profile access

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 389

A technician has installed a new CPU fan into a computer. The fan is working fine and the CPU is not overheating, but the monitoring tab does not show the option to control the current RPM of the CPU fan. Which of the following components is MOST likely the cause of the issue?

- A. The replacement fan cable has a 3-pin header.
- B. The replacement fan is defective.
- C. The replacement fan cable has a 4-pin header.
- D. The BIOS firmware needs to be updated.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 390

Which of the following is the BEST method to reset the system BIOS on the motherboard to default settings if the reset jumpers are not available on PCB?

- A. Remove the CPU from the motherboard for 5 seconds.
- B. Disconnect the AC power cable from the back of the computer for 5 seconds.
- C. Disconnect 24-pin and 4-pin power cables from the motherboard for 5 seconds.
- D. Remove the CMOS battery for 5 seconds.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 391

Which of the following RAM types is used if it is labeled as 4 GB PC1333?

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- A. RAMBUS
- B. DDR3
- C. DDR2
- D. DDR

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 392

A technician has built a custom computer with dual monitors, and a large fast hard drive. Which of the following computers did the technician MOST likely build?

- A. Thick client
- B. Audio/Video editing workstation
- C. Gaming PC
- D. Virtualization workstation

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 393

Which of the following in the BIOS would need to be enabled for BitLocker to work?

- A. EPP
- B. TPM
- C. PXE
- D. AHCI

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 394

Which of the following would be used to help protect against brown outs, power surges, and blackouts?

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- A. ESD mats
- B. Surge suppressor
- C. Battery backup
- D. Redundant power supply

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 395

A user is suspected of engaging in prohibited activity on their workstation. Which of the following should be done FIRST?

- A. Inform a supervisor or management.
- B. Disable network access for the user.
- C. Search the workstation for evidence.
- D. Call the authorities to question the user.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 396

Which of the following cleaning methods is BEST for sensitive computer circuitry?

- A. Dry lint-free cloth
- B. Vinegar and water solution
- C. Shop vacuum
- D. Compressed air

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 397

A network card was purchased without documentation or driver discs. Which of the following is the BEST way to install it into a newly built machine?

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- A. Download and install the drivers
- B. Burn drivers to disc and install
- C. Copy drivers to flash drive and install
- D. Purchase the disc online and install

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 398

Which of the following methods would cool a CPU with the LEAST potential for moving parts to break?

- A. Liquid cooling
- B. 40 mm fan
- C. Heatsink
- D. Ventilation slats

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 399

When configuring a retail cash register, which of the following peripheral devices would MOST likely need to be installed? (Select TWO).

- A. Optical mouse
- B. Handheld digitizer
- C. Barcode reader
- D. Touch screen
- E. Flatbed scanner

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 400

In order for a memory module to fit in a laptop, it should have which of the following?

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- A. 100 pins
- B. 144 pins
- C. 168 pins
- D. 184 pins

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Topic 5, Volume E

QUESTION 401

Which of the following describes the process laser printers use to secure toner to paper?

- A. Bonding
- B. Transferring
- C. Duplexing
- D. Fusing

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 402

A customer needs to run 2-3 virtual machines on their software design workstation. Which of the following CPUs would be BEST for this task?

- A. 3 Core
- B. 4 Core
- C. 8 Core
- D. 12 Core

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 403

In addition to the LCD and backlight, which of the following are typically installed in a laptop display? (Select TWO).

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- A. Hard drive
- B. Web cam
- C. Wireless antennas
- D. Wiring harness
- E. RAM

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 404

A user has a color USB printer that coworkers need to print to. Which of the following would enable the coworkers to print? (Select TWO).

- A. Print server
- B. IPX/SPX
- C. Windows printer sharing
- D. PCI wireless card
- E. NetBIOS

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 405

Which of the following drives has very high read speeds but much slower write speeds and a limited number of write cycles?

- A. SAS
- B. SATA

- C. SSD
- D. IDE

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 406

Which of the following media has a capacity of 8.6 GB?

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- A. CD
- B. DL DVD
- C. DL Blu-ray
- D. DVD

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 407

A technician was installing a part in a laptop and got shocked by touching it incorrectly. Which of the following parts is the MOST likely cause of the current?

- A. Motherboard
- B. An LCD inverter
- C. SODIMM
- D. DC jack

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 408

Which of the following laptop expansion areas will be compatible with the installation of a second hard drive?

- A. Optical
- B. SD
- C. Floppy
- D. PCMCIA

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 409

The technician has identified prohibited content on a PC. Which of the following would be the FIRST action that the technician should take?

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- A. Walk away
- B. Turn off the PC
- C. Report it
- D. Search for more

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 410

Which of the following would a user MOST need for a home theater PC? (Select TWO).

- A. HDMI connection
- B. Network card
- C. TV tuner card
- D. CPU
- E. RAM
- F. Specialized audio card

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 411

A technician installs a biometric device using the manufacturer supplied driver. After confirming the device functions properly, the technician performs Windows and antivirus updates. Which of the following would BEST explain why the biometric device no longer functions?

- A. The recently updated antivirus scanning software is interfering with the proper operations of the biometric device.
- B. A virus that specifically targets retinal scanning software infected the PC because the user was late applying new definitions.
- C. The recently installed Windows updates overwrote the manufacturer's supplied biometric device driver.
- D. The biometric device needs to be recalibrated due to environmental conditions involved with the installation.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 412

Which of the following describes the MAIN difference between a plenum rated cable versus a non-plenum rated cable?

- A. A reduced production of hazardous fumes when subjected to fire
- B. The ability to be bent into tighter turning radiuses within conduit
- C. A reduced noise level when bundled in groups of 20 or more
- D. The ability to transmit data with fewer cross-talk interruptions

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 413

Which of the following describes the function of a switch in a network?

- A. Transmits packets it receives to specific connections
- B. Converts a packet for transmission from one network to another network
- C. Determines whether a packet belongs on an internal or external network
- D. Broadcasts packets it receives to all connections

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 414

A user has reported that they witnessed a fellow coworker viewing inappropriate material on their workstation. Which of the following would a technician complete FIRST upon arrival, after the employee has left the area?

- A. Turn off the workstation
- B. Document all noticeable facts
- C. Format the hard drive
- D. Unplug the network cable

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 415

A technician is repairing a printer in the payroll department that includes employees' sensitive information. Which of the following should the technician do with the printed sensitive information documents that were used for testing?

- A. Keep printed items for future reference.
- B. Shred the printed documents.
- C. Leave the documents on the printer.
- D. Recycle all printed documents.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 416

Which of the following should be done when using specialized chemicals to clean printer rollers?

- A. When finished chemicals should be discarded.
- B. Review the MSDS on all chemicals that will be used.
- C. Cleaned equipment should be washed with water in a wash bay.
- D. Chemicals should be placed in a red biohazard bag after use.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 417

Which of the following connector types would indicate a CAT5 network connection?

- A. DB-9
- B. RJ-45
- C. DB-25
- D. RJ-11

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 418

Which of the following video types has a DB-15 connector?

- A. S-video
- B. DVI-A

- C. DVI-D
- D. VGA

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 419

Which of the following BIOS settings is MOST likely to speed up the boot process when disabled?

- A. IDE Auto Detect
- B. BIOS Password
- C. Advanced Configuration and Power Interface
- D. Plug and Play

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 420

Which of the following features of a CPU socket is designed to make installation of a CPU easier?

- A. Plug and Play
- B. Lower latency
- C. Zero insertion force
- D. Heatsinks

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 421

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Which of the following voltages is MOST likely to be supplied from a PC power supply unit? (Select TWO).

- A. 1V
- B. 1.7V
- C. 3.3V
- D. 5V
- E. 9V

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 422

Which of the following display types is MOST likely to have a panel made from glass?

- A. OLED
- B. LCD
- C. Plasma
- D. LED

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 423

When comparing analog display inputs to digital display inputs, which of the following is an advantage that digital has over analog?

- A. Allows for higher brightness
- B. Less crosstalk
- C. Sustains higher resolutions
- D. Supports widescreen resolutions

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 424

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A user is present when a technician is troubleshooting their workstation. They insist on showing the technician, step by step, what occurred. The user becomes confused and angry. How should the technician deal with this situation?

- A. Explain to the user that the technician can diagnose the problem on their own.
- B. Do not argue, agree about their cause of frustration and offer to help.
- C. Ask the user to watch as the technician diagnoses and corrects the problem.
- D. Suggest returning later to finish the conversation.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 425

Which of the following should be documented when transferring ownership of a PC suspected of prohibited activity? (Select TWO).

- A. Supervisor's name
- B. Date
- C. Age
- D. Prohibited activity
- E. Time

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 426

A technician needs to set up a new network printer that will connect to a print server. Which of the following would the technician need to do to perform this task?

- A. Plug the printer into a network jack and rename the printer.
- B. Install the print driver and connect to a PC.
- C. Configure the IP, subnet mask, and gateway.
- D. Rename the printer and install the print driver.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 427

A technician is tasked with having to connect a printer on a print server to a user's PC. Which of the following would be the BEST methods to complete this task? (Select TWO).

- A. Add the printer by connecting a USB cable
- B. Add the printer through TCP/IP
- C. Add the printer by installing the drivers
- D. Add the printer by connecting to a parallel cable
- E. Add the printer through the UNC path of the print server

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 428

Which of the following should be considered when building a standard PC?

- A. Capacity of the hard drive
- B. RAID level that will be used

- C. Requirements for applications
- D. Amount of RAM

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 429

After swapping an internal wireless card on a laptop, the technician notices that the wireless does not work. Which of the following would be the MOST likely cause?

- A. Antennae is not connected
- B. Wireless card is defective
- C. Drivers needs to be updated
- D. OS needs to be updated

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 430

To which of the following would a wireless PC connect?

- A. Bridge
- B. Hub
- C. Access point
- D. Switch

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 431

A technician is trying to trace a line back to an unmarked block of cables. Which of the following tools will the technician need to complete this task?

- A. Loopback plug
- B. Toner probe
- C. Cable tester
- D. Multimeter

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 432

A technician is working on a PC but does not have their grounding strap. Which of the following would be the BEST method the technician should use to ground themselves?

- A. Hold the metal of the case
- B. Hold on to the power cord
- C. Take off their shoes
- D. Unplug the PC

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 433

A home user would like to connect their laptop to their home HD television. Which of the following BEST accomplishes this issue?

- A. Connecting the laptop's VGA output to an HDMI adaptor
- B. Connecting the laptop's VGA output to the television's VGA input
- C. Connecting the laptop's USB output to the HD television's HDMI adaptor
- D. Connecting the laptop's USB output to the television's USB input

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 434

A display port connection is used to connect a computer to:

- A. the Internet.
- B. a monitor.
- C. a home surveillance system.
- D. a video camera.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 435

A technician has been asked to ensure a PC is supplied with power for a short time, during a power failure. The technician should install which of the following devices to ensure this requirement is easily met?

- A. Backup generator
- B. Uninterruptable power supply
- C. Line conditioners
- D. Surge protectors

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 436

A customer states their inkjet printer is not printing as clearly as it once did. The technician should FIRST perform which of the following functions to rectify this?

- A. Replace ink packs
- B. Calibrate the printer
- C. Use a different type of paper
- D. Replace the USB cable

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 437

A technician is dispatched to a location. While working, the technician's cell phone rings. Which of the following actions should the technician take?

- A. Answer the call, it may be important.
- B. Ask the client if it's permissible for them to use the phone.
- C. Answer the call and leave the location in order to talk.
- D. Silence the phone and allow the call to go to voice mail.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 438

A technician is dispatched to install additional RAM in a computer. The technician unplugs the system from the power source, and removes the cover of the PC. Which of the following should the technician do NEXT?

- A. Install and test the RAM.
- B. Put on an ESD strap.

- C. Use an anti-static bag to hold the RAM while installing.
- D. Clean out the PC with compressed air.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 439

Which of the following connector types does CAT5e require to connect it from a PC to a switch or router?

- A. RJ-45
- B. RJ-11
- C. HDMI
- D. VGA

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 440

A technician has been tasked with building a CAD/CAM workstation. After researching the recommendations from the software manufacturer, the technician decides on using triple channel memory for best performance. Which of the following process/socket types will support the memory?

- A. Socket 1155
- B. Socket 1366
- C. Socket AM2
- D. Socket AM3

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 441

A printer connected to a Windows XP machine, is being shared within a workgroup. The workgroup contains Windows XP machines and Windows 7 machines. Which of the following describes how the print drivers will need to be installed? (Select TWO).

- A. Windows 7 machines will pull drivers from the host computer
 - B. Windows XP machines will pull drivers from the host computer
 - C. Windows XP machines will require a manual driver install
 - D. Windows 7 machines will require a manual driver install
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E. All machines will need to be set for PCL 5

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

Explanation:



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QUESTION 442

Which of the following cable types is rated to transmit a MAXIMUM of 100 Mbps?

- A. CAT3
- B. CAT5
- C. CAT5e
- D. CAT6

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 443

A user has a new laptop with a quad-core processor, and wants to increase the memory of the unit. Which of the following memory types would be the BEST choice?

- A. SDRAM
- B. DDR3
- C. DDR2
- D. SODIMM

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 444

After a technician replaces a laptop display, the technician now notices that the Wi-Fi no longer works. Which of the following would be the MOST likely cause?

- A. The Wi-Fi switch was damaged during the display installation.
- B. The network card has failed.
- C. The new display is interfering with the Wi-Fi signal.

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D. The Wi-Fi connecter was not reconnected.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 445

A corporate technician has been tasked with providing a thin client PC for a new employee. Which of the following configurations would be the MOST appropriate?

- A. A PC with the maximum amount of supported RAM
- B. A PC equipped with high end audio and video cards
- C. A PC that meets the minimum requirements for running Windows
- D. A PC with the most powerful processor

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 446

Which of the following is the MOST critical component related to removing heat from the CPU?

- A. Heatsink
- B. Number of fans
- C. Thermal paste
- D. Liquid cooling

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 447

User 1 has a printer connected to a PC. User 2 is requesting the ability to print large documents to that printer. Which of the following is the BEST way for User 2 to gain access to the printer?

- A. Use infrared to print remotely.
- B. Unplug the printer and install it on the new PC.
- C. Share the Printer in Windows.
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- D. Send the documents to User 1 through email.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 448

A user currently running Windows 7 has a printer installed, and confirms it is working correctly. Another user running Windows 7 is attempting to install the same driver but is getting an error.

Which of the following is the MOST likely cause?

- A. The printer is unable to share drivers with multiple clients.
- B. The connection speed is running at half-duplex.
- C. One PC is running Windows 7 Professional.
- D. One PC is running a 64-bit OS.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 449

A user's laptop screen is extremely dim. A technician attempts to alter the brightness using function keys and the BIOS, but the screen never changes in brightness. Which of the following is MOST likely the cause?

- A. Battery failure
- B. Bulb failure
- C. Display driver is corrupted
- D. Backlight failure

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 450

A technician is going to install a gigabit Ethernet adapter into a laptop for a customer. Which of the following technologies is MOST likely being used in this installation?

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- A. Express card 54
- B. USB
- C. PCIe
- D. Port replicator

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 451

A technician needs to replace both RAM modules in a laptop. Which of the following RAM types is MOST likely to be installed?

- A. RAMBUS
- B. DIMM
- C. SODIMM
- D. NVRAM

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 452

Which of the following settings is controlled by jumpers?

- A. Chassis detection threshold
- B. Fan speed
- C. USB voltage
- D. Drive hierarchy

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 453

Which of the following connection types are MOST likely to be found in the front of a PC case? (Select TWO).

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- A. VGA
- B. Serial
- C. Ethernet
- D. USB
- E. Audio out

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 454

Which of the following connection types is used to display Digital Video? (Select TWO).

- A. USB 3.0
- B. HDMI

- C. VGA
- D. DVI
- E. FireWire 800

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 455

Which of the following connection types has the LONGEST transmission limitation in terms of distance?

- A. USB 3.0
- B. CAT6
- C. Fiber
- D. CAT5

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 456

Which of the following features is typically built into the display frame of a laptop? (Select TWO).

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- A. Solid State Drive
- B. Wireless antenna
- C. Webcam
- D. Expansion slot
- E. RAM

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 457

Which of the following BEST describes the purpose of a NAS device?

- A. To connect extra storage space directly to the network
- B. To enable faster storage transfers through the network
- C. To prevent accidental data wipes on local PCs
- D. To allow faster transfer speeds of data over the network

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 458

Which of the following PCs would BEST be used as a gaming PC?

- A. Fast CPU, specialized video card, maximum amount of RAM
- B. Fast CPU, large storage space, high-end video card
- C. Fast CPU, maximum amount of RAM
- D. Fast CPU, high-end video card, high-end cooling

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 459

Which of the following could be the number of cores contained within AMD processors that utilize AM3 sockets? (Select TWO).

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- A. 3
- B. 4
- C. 5
- D. 6
- E. 7

Correct Answer: BD

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 460

Which of the following ISP types requires a hard line connection to the PC?

- A. Cellular
- B. Line of sight wireless internet service
- C. Dial-up
- D. WiMAX

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 461

Which of the following ISP types, by design, allows for wireless connectivity?

- A. ISDN
- B. Cellular
- C. Dial-up
- D. Fiber

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 462

Which of the following is the difference between a switch and a hub?

- A. A switch can have up to 48 ports, while a hub can only have up to 4.
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- B. A hub has 4 ports, a switch has 24.
- C. A hub allows a user to throttle bandwidth to specific ports; a switch does not provide this functionality.
- D. A switch allows a user to throttle bandwidth to specific ports; a hub does not provide this functionality.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 463

A motherboard contains four memory slots. Two of the slots are colored blue and two of the slots are colored black. Which of the following would be the correct way to populate memory in the slots for best performance?

- A. Slower memory in both blue slots and faster memory in both black slots
- B. Memory that matches in speed and size in either both blue slots and both black slots
- C. Faster memory in both blue slots and slower memory in both black slots
- D. Place memory in either both black slots or both blue slots but not both at the same time

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 464

Which of the following RAM types are compatible with PC2700 and maintain the same performance?

- A. PC 2400
- B. PC 3200
- C. PC2 4200
- D. PC2 5300

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 465

Which of the following should be the FIRST items to be removed when replacing the system board

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on a laptop? (Select TWO).

- A. Keyboard
- B. Battery
- C. LCD
- D. Palm rest
- E. AC power adapter

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 466

A user would like to share a local USB printer connected to a Windows 7 workstation on a home network. Which of the following Windows 7 settings would easily allow a user to share the local printer with other Windows 7 workstations?

- A. Add the same printer multiple times on the host workstation.
- B. Assign the local printer with a TCP/IP printer port.
- C. Add the printer to the HomeGroup.
- D. Connect the printer using the IEEE 1394 port.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 467

A technician is setting up a small office home office (SOHO) wireless inkjet printer that has a broken LCD screen. Which of the following would the technician do FIRST to enable wireless printing?

- A. Reboot the workstation in order to successfully print a test page.
- B. Order an LCD to replace the broken one on the printer.
- C. Connect the printer via USB and then use the device's software to setup the wireless connection.
- D. Use the SOHO wireless router web interface to find the printer to configure the network settings.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 468

A user states that when printing to the duplex color printer they get an error that the device does not support front to back printing. Which of the following is the MOST likely cause?

- A. The color printer is out of magenta toner.
- B. The color printer's drum kit has reached its end of life.
- C. In the printer drivers the duplex unit option is not activated.
- D. The duplex unit has not been calibrated on the printer.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 469

A user states that when printing to a shared printer nothing happens and the user has verified that the printer is turned on. Which of the following is the MOST likely cause?

- A. The print server does not have network connectivity.
- B. The ISP service is currently not available.
- C. The user's print drivers are corrupted.
- D. The printer is low on toner.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 470

A technician has found illegal content on a workstation and reported it to the proper channels. Which of the following needs to be implemented to avoid tampering of the workstation?

- A. Enable the BIOS password
- B. Activate the TPM chip
- C. Enable hard drive encryption
- D. Implement the chain of custody

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 471

The security team has implemented new guidelines on how to handle sensitive information stored on workstations based on a past incident involving information found on donated workstations. Which of the following should be completed by technicians before donating the workstations?

- A. Install a new operating system
- B. Delete users' data before donation
- C. Format the drive with 1's and 0's three times
- D. Delete all partitions of the hard drive

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 472

A technician is helping set up a new networking closet and notices that the humidity level is low in the room. Which of the following should be installed FIRST before rack mounting equipment?

- A. A dehumidifier
- B. A fire suppression system
- C. ESD strap
- D. Grounding bars

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 473

A technician has installed a new motherboard in a workstation, but after hardware tests, the motherboard has failed. Which of the following should the technician do FIRST before replacing the motherboard?

- A. Unplug and remove all cables from inside the case.
- B. Remove the CMOS battery.
- C. Install the graphics card.
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- D. Ground to the case.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 474

Which of the following is MOST likely needed when installing a new POS thermal printer?

- A. RJ-11
- B. Operating system disk
- C. RG-58
- D. Drivers

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 475

A user wants to connect their mobile device with their laptop on a PAN but there are no available cables to use. Which of the following MOST likely will be used to connect the devices?

- A. Infrared
- B. Bluetooth
- C. RJ-11
- D. RG-58

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 476

Which of the following memory types have speed limits above 1066MHz?

- A. DDR3
- B. RDRAM
- C. DDR2
- D. DDR

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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 477

Which of the following cable types has the farthest transmission distance without the use of a repeater? (Select TWO).

- A. CAT6
- B. RG-59
- C. CAT5e
- D. CAT3
- E. RG-6

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 478

Which of the following tools would be the MOST appropriate for identifying a single cable out of a large bundle of terminated CAT5 cables?

- A. Cable tester
- B. Loopback plug
- C. Toner probe
- D. Multimeter

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 479

Which of the following laptop display types relies on a backlight for the display presentation?

- A. LCD
- B. LED
- C. CRT
- D. Plasma

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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 480

Which of the following connection types is MOST commonly used to connect external hard drives to a PC? (Select TWO).

- A. SATA
- B. PATA
- C. IDE
- D. eSATA
- E. USB

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 481

Which of the following terms is MOST likely associated with an Ethernet connection?

- A. 802.11g
- B. IEEE 1394
- C. RJ-45
- D. RJ-11

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 482

Which of the following BEST represents a hardware requirement for building a workstation that will specialize in video and audio editing? (Select TWO).

- A. Large hard drive space
 - B. 2.1 speaker system
 - C. Gigabit Ethernet connection
 - D. Dual monitors
 - E. USB hub
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Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 483

Which of the following BEST represents a hardware requirement for building a PC that will specialize in gaming? (Select TWO).

- A. Large hard drive space
- B. Specialized cooling
- C. HDMI output
- D. TV tuner
- E. High-end graphics card

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 484

Which of the following BEST represents a hardware requirement for building a PC that will specialize in home theatre? (Select TWO).

- A. Small form factor
- B. Powerful CPU
- C. HDMI output
- D. Additional expansion bays
- E. Touch screen interface

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 485

Which of the following BEST represents a hardware requirement for building a PC that will specialize in being a Home Server? (Select TWO).

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- A. Virtualization support
- B. Touch screen interface
- C. Gigabit Ethernet
- D. RAID array
- E. Dual monitors

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 486

Which of the following BEST determines whether a laptop can utilize dual displays?

- A. Presence of a video output
- B. Laptop's native resolution
- C. Operating system version
- D. Available RAM

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 487

Which of the following is LEAST likely to be considered a field replaceable part in a laptop?

- A. RAM
- B. LCD screen
- C. Optical drive
- D. Hard drive

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 488

Which of the following wireless networking standards operates at the SHORTEST distance?

- A. 802.11a
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- B. 802.11b
- C. 802.11g
- D. 802.11n

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 489

Which of the following wireless networking standards operates at the LOWEST data speed compared to the available wireless networking standards?

- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11n

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 490

Which of the following motherboard form factors is MOST likely to be found in a standard desktop?

- A. Mini-ATX
- B. ATX
- C. ITX
- D. BTX

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 491

Which of the following speeds BEST represents the speed of the memory when installing 1 GB DDR2 at 800 Hz and 1 GB DDR2 at 600 Hz?

- A. 600 Hz
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- B. 700 Hz
- C. 800 Hz
- D. 1400 Hz

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 492

Which of the following RAM types is LEAST likely to work optimally when installed in dual channel mode?

- A. SDRAM
- B. RAMBUS
- C. DDR2
- D. DDR3

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 493

Which of the following RAID types will give a user data redundancy using the FEWEST possible drives?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 494

A user would like to ensure that only their family and their laptops can access a newly installed wireless router. Which of the following BEST accomplishes this?

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- A. MAC filtering

- B. Hardware firewall
- C. QoS
- D. Port forwarding

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 495

A user is requesting that port forwarding be setup on their home network for an application. Which of the following does a technician need to configure? (Select TWO).

- A. Wake on LAN
- B. Local gateway
- C. Port number
- D. IP address
- E. Application name

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 496

Which of the following would a technician MOST likely replace on a laptop?

- A. Video card
- B. RAM
- C. Wireless antenna
- D. LCD screen

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 497

Which of the following are characteristics of transferring data using fiber as the medium? (Select TWO).

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- A. Fiber can transmit data the farthest distance without requiring a repeater
- B. Fiber is the least susceptible to EMI
- C. Fiber is the most susceptible to changes in temperature and humidity, which can cause varying transmission speeds
- D. Fiber can transmit power as well as data, which will lead to cost savings
- E. Fiber is the least expensive means of transmitting data

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 498

A user reports that the laser printer is constantly jamming in the summer but not in the winter. Which of the following is the MOST likely resolution to the problem?

- A. Replace the paper with thinner paper.
- B. Replace the toner cartridges.
- C. Replace the fuser.
- D. Replace the print heads.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 499

A user is printing pictures to the color laser printer and the bottom half of the picture is faded. The printer is displaying no errors. Which of the following is the MOST likely resolution to the problem?

- A. Replace the printer ribbon.
- B. Replace the toner cartridges.
- C. Replace the fuser.
- D. Replace the print head.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 500

A technician documents the findings of illegal material that was found on a workstation. Which of

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the following should the technician do NEXT when storing the workstation?

- A. Set all users to administrators
- B. Destroy the hard drive
- C. Reimage the workstation and deploy
- D. Adhere to the chain of custody

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 501

A user cannot undock a laptop from the docking station. Which of the following is the MOST likely cause?

- A. The laptop is not turned off
- B. The power cable is not unplugged
- C. The lock button is set to lock
- D. The laptop is not in hibernate mode

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 502

Which of the following wireless technologies is primarily setup for video/audio and the frequency is 5 MHz?

- A. Cellular
- B. 802.11a
- C. 802.11b
- D. Satellite

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 503

A user states that the display is not very bright on their laptop. Which of the following is the MOST likely location to adjust the brightness?

- A. In the Device Manager of the operating system
- B. In the BIOS
- C. Fn key
- D. In the video display drivers

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 504

Which of the following is responsible for charging the toner and putting it on a sheet of paper?

- A. Imaging unit
- B. Toner cartridge
- C. Fuser
- D. Pickup roller

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 505

Which of the following would a technician MOST likely consider to avoid electrical shock with a CRT?

- A. Properly shorting the capacitors.
- B. Destroying the tube with a rubber hammer.
- C. Removing the plastic housing.
- D. Disposing of the CRT to a recycling center.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 506

When a user closes their laptop they would like to minimize the use of battery power and be able to quickly resume work. Which of the following should the user perform?

- A. Shutdown
- B. Hibernate
- C. Log off
- D. Standby

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 507

A new security flaw and fix has been published about the iOS. Which of the following can be mitigated to prevent exploitation?

- A. Enable passcode locks
- B. Patching policy
- C. User training
- D. Enable remote wipes

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 508

Which of the following cable types is commonly used for analog/digital television transmission?

- A. UTP
- B. CAT3
- C. RG-6
- D. SC Fiber

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 509

The term "Thinnet" refers to which of the following cable types?

- A. UTP
- B. RG-58
- C. RG-6
- D. RG-59

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 510

Which of the following is best practice when installing memory into a computer?

- A. Install memory modules in pairs.
- B. Insure the proper drivers are installed for best performance.
- C. Apply thermal grease to insure proper seating.
- D. Wear an anti-static wrist strap.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 511

A customer with a laptop frequently goes into the office to work. However, the laptop only has two USB ports, and they are unable to connect their keyboard, mouse, monitor and scanner at the same time. Which of the following devices would BEST address this issue?

- A. Docking station
- B. KVM switch
- C. Bluetooth adapter
- D. IEEE 1394 cable

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 512

While changing a toner cartridge in a printer, a user spilled some toner. A technician noticed and offered to help clean it up. Which of the following tools would be MOST appropriate?

- A. Damp cloth
- B. Lint free cloth
- C. Computer vacuum
- D. Compressed air

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 513

Which of the following provides high speed or broadband networking at speeds over 384kbps using phone lines?

- A. Bluetooth
- B. DSL
- C. VPN
- D. Dial-up modem

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 514

Which of the following would BEST optimize a computer that is heavily used?

- A. Scandisk

- B. Defrag
- C. Indexing
- D. Chkdsk

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 515

Which of the following is the MAXIMUM partition size of the FAT32 file system?

- A. 16GB
- B. 32GB
- C. 1024GB
- D. 2048MB

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 516

Which of the following chipsets is responsible for controlling the data flow between the RAM and the processor?

- A. Northbridge
- B. DMA controller
- C. CMOS
- D. Southbridge

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 517

A user reports that they are suddenly unable to print to a network printer. It was working fine yesterday. The technician can ping the user's workstation and the printer. The technician can also print a test page from another workstation. Which of the following is the MOST likely cause of the problem?

- A. The printer is no longer the user's default printer.
- B. The user's workstation has a faulty NIC.
- C. The printer has corrupt drivers.
- D. The printer has a faulty NIC.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 518

Which of the following should the technician verify FIRST if the customer reports that a laptop battery is not charging?

- A. Remove all unneeded peripherals
- B. Check the power light on the AC adapter
- C. Swap the laptop battery for a new or refurbished battery
- D. Check the backlight for functionality

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 519

A technician has replaced a memory stick in a computer. After the operating system starts to boot, the computer displays a BSOD. Which of the following is the MOST likely cause?

- A. The chipset firmware needs to be updated
- B. The motherboard has failed
- C. The hard drive has failed
- D. The memory is not seated properly

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 520

Which of the following commands is BEST to use when testing remote connectivity to a host?

- A. win/s
- B. ping
- C. telnet
- D. ipconfig

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 521

A duplexer unit has been added to an existing laser printer. The printer prints normally but it will not print on both sides of the paper. Which of the following is the FIRST action a technician should take when addressing this issue?

- A. Update the printer firmware to the latest version for duplexing.
- B. Delete the printer queue and recreate it.
- C. Check the manufacturer's documentation and website for any known problems with the duplexer unit.
- D. Check the configuration settings of the printer for duplex enabled.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 522

Which of the following malicious software types will create multiple pop-ups on a computer?

- A. Adware
- B. Grayware
- C. Worms
- D. Spyware

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 523

Before implementing a potential solution to a problem, which of the following should be done?

- A. Perform a system backup
- B. Determine what has changed
- C. Test the solution
- D. Document the solution

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 524

Which of the following broadband technologies allows for communication across the FARTHEST distance?

- A. Fiber
- B. DSL
- C. Satellite
- D. Cable

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 525

When installing a wireless keyboard and mouse, which of the following should be installed in the laptop?

- A. Digitizer
- B. Infrared
- C. Ethernet
- D. Bluetooth

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 526

Which of the following cables has the LONGEST viable length?

- A. Fiber
- B. CAT6
- C. CAT5e
- D. CAT5

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 527

Which of the following is the NEXT step in the troubleshooting theory after identifying the problem?

- A. Establish a theory of probable cause
- B. Test the theory
- C. Implement preventative measures
- D. Establish a plan of action

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 528

Which of the following ports is MOST likely used for high-end graphics cards?

- A. PCI
- B. PCIe
- C. ISA
- D. AGP

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 529

Which of the following is indicated by repetitive flashing lights on a keyboard at POST?

- A. A password is needed
- B. An external peripheral error
- C. A software error
- D. A hardware error

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 530

Which of the following adapter cards is used for connecting external hard drives?

- A. RAID
- B. PCMCIA
- C. eSATA
- D. PATA

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 531

Which of the following commands is used to obtain an IP address from the DHCP server?

- A. ipconfig /renew
- B. ping -t
- C. nslookup
- D. msconfig

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 532

Which of the following protocols uses port 3389, by default?

- A. RDP
- B. HTTP
- C. SMTP
- D. FTP

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 533

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Which of the following cable ratings should be used in air handling spaces?

- A. Shielded
- B. PVC coated
- C. Plenum
- D. Unshielded

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 534

Which of the following is the correct connector for an internal floppy drive?

- A. 50-pin SCSI
- B. 40-pin ribbon
- C. 34-pin ribbon
- D. 4-pin SATA

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 535

Which of the following is the MOST common port to configure for an external modem?

- A. COM1
- B. LPT3
- C. PS/2
- D. LPT1

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 536

Which of the following are the voltages supplied to a drive on a standard Molex connector?

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- A. 3.5v and 16v
- B. 3.5v and 9v
- C. 3.3v and 24v
- D. 5v and 12v

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 537

Which of the following is an advantage of a 64-bit processor versus a 32-bit processor?

- A. The ability to access memory beyond 2GB
- B. Lower power requirements for hard drive interfaces
- C. The ability to access virtual memory
- D. A wider data path to handle program execution

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 538

Which of the following are speeds supported by PC3200 memory?

- A. 400MHz, 333MHz, and 266MHz
- B. 533MHz, 400MHz, and 333MHz
- C. 800MHz, 400MHz, and 200MHz
- D. 600MHz, 250MHz, and 100MHz

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 539

After a technician physically installs a bar code reader, which of the following is the NEXT step?

- A. Program the reader to recognize the required code systems.
- B. Reinstall the operating system to add support for bar code readers.
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- C. Adjust the light wavelength.
- D. Test the reader by typing commands from the keyboard.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 540

Which of the following printer types uses a charged corona wire in the printing process?

- A. Laser
- B. Impact
- C. Inkjet
- D. Thermal

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 541

A user reports that their workstation is having trouble connecting to the Internet. Which of the following should the technician do FIRST to begin troubleshooting the issue?

- A. Establish a plan of action to resolve the problem.
- B. Establish a theory of probable cause.
- C. Reset the user's computer and then test the connection.
- D. Identify any changes the user may have made.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 542

After verifying full system functionality, which of the following should a technician do NEXT when troubleshooting a problem?

- A. Establish a theory of probable cause.
- B. Identify user changes to the computer.
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- C. Move on to the next issue that requires troubleshooting.
- D. Document findings, actions, and outcomes.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 543

A technician determines through testing that their probable cause theory is correct. Which of the following is the NEXT step in the troubleshooting process?

- A. Question the user and identify any user changes to the computer.
- B. Verify full system functionality.
- C. Leave a list of instructions for the user to implement.
- D. Establish a plan of action to resolve the problem.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 544

A technician is installing an old Windows 2000 application on a Windows 7 workstation. Which of the following will allow the application to be installed correctly?

- A. Run Windows Upgrade Advisor
- B. Disable UAC
- C. Upgrade the application software
- D. Install in compatibility mode

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 545

Which of the following will dissipate heat MOST efficiently?

- A. CPU fan
- B. Liquid cooling systems
- C. Heat sink
- D. Power supply

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 546

Which of the following RAM types is used to resolve certain memory errors?

- A. Non-ECC
- B. Non-parity
- C. ECC
- D. Parity

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 547

Which of the following areas allows a user to switch the left and right button commands?

- A. Button tab in the mouse properties
- B. Device Manager properties
- C. Use MouseKeys in accessibility
- D. Hardware profiles in the system properties

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 548

Which of the following is the MOST important consideration when installing Windows 7 64-bit?

- A. Processor speed
 - B. Processor type
 - C. Memory type
 - D. Memory speed
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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 549

Which of the following utilities can be used to view the start-up programs?

- A. REGEDIT
- B. IPCONFIG
- C. PING
- D. DXDIAG

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 550

Which of the following is the default port for RDP?

- A. 21
- B. 80
- C. 3389
- D. 8080

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 551

Which of the following connector types are typically used on LCD displays? (Select TWO).

- A. XGA
- B. Bluetooth
- C. CGA
- D. DVI
- E. VGA

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 552

Which of the following video adapters supports a potential MAXIMUM throughput of 4Gbps?

- A. PCI
- B. ISA
- C. PCIe
- D. AGP

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 553

Which of the following is an advantage that a USB mouse has over a PS/2 mouse?

- A. A USB mouse uses less power
- B. A USB mouse is more portable
- C. A USB mouse is hot swappable
- D. A USB mouse is more secure

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 554

A technician has been taken to a user's desk to resolve a problem. The user's desk is covered with papers and it is obvious to the technician that these papers are of a confidential nature. Which of the following is the BEST course of action?

- A. Put the confidential papers in a neat pile at the side of the desk.
- B. Ask the user to clear the desk of the confidential papers.
- C. Work around the papers to resolve the problem.
- D. Refuse to work until the user has cleared the desk.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 555

Which of the following computing techniques will limit the vulnerability of a system to infection by a virus? (Select TWO).

- A. Install a NAT firewall on the network

- B. Run an online malware scan monthly
- C. Only open email from recognized senders
- D. Update antivirus signatures on a daily basis
- E. Automatically update the operating system

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 556

Which of the following broadband technologies would typically have a different uplink and downlink speed?

- A. T-1
- B. Fiber
- C. SDSL
- D. ADSL

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 557

During start up, the technician notices a repeating error just before the login screen. Which of the following built-in utilities would the technician use to quickly identify the problem?

- A. DXDIAG
 - B. System Information
 - C. MSCONFIG
 - D. System Restore
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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 558

Which of the following configuration changes can a user perform that will save the MOST energy?

- A. Let the system blank the screen after five minutes of inactivity
- B. Disable screen saver
- C. Disable the hibernate mode
- D. Enable a photo album screen saver

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 559

Which of the following wireless technologies has the FASTEST transfer rate?

- A. IEEE 802.11a
- B. IEEE 802.11b
- C. IEEE 802.11g
- D. IEEE 802.11n

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 560

Which of the following is the MINIMUM amount of hard disk space required to install Windows 7?

- A. 4GB
- B. 8GB
- C. 12GB
- D. 16GB

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

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QUESTION 561

Which of the following is the recommended method for cleaning the screen of a computer monitor or laptop screen?

- A. Water with a paper towel
- B. Water with mild detergent and a paper towel
- C. Dry lint-free cloth
- D. Rubbing alcohol with a tissue

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 562

Within MSCONFIG, in which of the following is the System Restore button located?

- A. General
- B. BOOT.INI
- C. SYSTEM.INI
- D. Startup

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 563

Which of the following is the MAXIMUM partition size of a hard drive using the FAT32 file system in Windows XP?

- A. 4GB
- B. 32GB
- C. 64GB
- D. 128GB

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 564

The PING command can be used to determine which of the following? (Select TWO).

- A. If there is connection to a specified IP address
- B. The gateway address of a currently logged on user
- C. The response time of the connection to a specific IP address
- D. The amount of hops it takes to reach destination computer
- E. The active connections to a computer

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 565

Which of the following log files would reference third party software specific error messages?

- A. Application Logs
- B. Security Logs
- C. Archive Logs
- D. System Logs

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 566

Which of the following utilities is used for troubleshooting video issues?

- A. REGEDIT
- B. DXDIAG
- C. DCDIAG
- D. MSCONFIG

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:



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QUESTION 567

Which of the following services assigns IP addresses automatically when requested by the client?

- A. Dynamic Host Configuration Protocol
- B. Automatic Private IP Addressing
- C. Domain Name Services
- D. Windows Internet Name Service

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 568

Which of the following ports does the Simple Mail Transfer Protocol use?

- A. 21
- B. 25
- C. 80
- D. 443

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 569

A customer states their computer was fine until yesterday when they heard a pop noise and the computer stopped working. Which of the following components should the technician test FIRST?

- A. Main system board
- B. Processor
- C. Hard disk drive
- D. Power supply

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 570

Which of the following BEST represents a clean installation of Windows XP? (Select TWO).

- A. An installation that prevents any previous data from being corrupted.
- B. An installation in which a new virus scan is performed to ensure that there are no existing infections.
- C. An installation where all existing operating system information remains intact.
- D. An installation with no existing operating system.
- E. An installation where the previous operating system is not preserved.

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 571

Which of the following command prompt utilities displays the current version of Windows XP and any Service Packs that are installed?

- A. CHECKVER.EXE
- B. VERSION.EXE
- C. SIGVERIF.EXE
- D. WINVER.EXE

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 572

A user running Windows XP reports that their computer has not been printing any subsequent documents since a printer jam occurred earlier that day. The printer is now working normally for other users. Before rebooting the computer, which of the following is the FIRST step the technician should take?

- A. Remove and re-add the printer.
- B. Restart the print spooler service.
- C. Reset the maintenance page count on the printer.
- D. Attempt to print a test page.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 573

A user reports that their computer is very loud and occasionally turns itself off. The computer is located under a desk on carpet. Which of the following steps should the technician perform to BEST remedy the situation? (Select TWO).

- A. Replace the power cord.
- B. Install a new hard drive.
- C. Remove the computer from the floor.
- D. Clean the inside of the computer.
- E. Wipe the computer with a cloth.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 574

While checking the print queue, a technician determines that a print job at the top of the queue requires a paper size not loaded in the printer. Which of the following is the BEST option to get the other print jobs to print until the issue can be resolved?

- A. Force the job to print on the paper that is loaded in the printer.
- B. Lower the priority of the jammed print job.
- C. Delete all print jobs and have all the users resubmit the print jobs.
- D. Increase the priority of all other jobs in the print queue.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 575

An end user reports that their laptop cannot access the wireless network. The user had access to the network yesterday, before taking the laptop out of the office. Which of the following is the MOST likely reason for the connection problem?

- A. The wireless network is down.
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- B. The user turned the wireless switch off.
- C. The battery needs to be charged.
- D. The wireless antenna has become disconnected.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 576

An end user reports that their computer is making noise constantly. The technician notes that the hard drive activity light is on frequently. The technician finds plenty of free space on the drive. Which of the following BEST explains why the drive light is continuously active?

- A. The system has a fragmented hard drive.
- B. The drive interface needs to be changed.
- C. The user has too many documents on the hard drive.
- D. The system page file has an issue.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 577

A user needs to transfer numerous personal financial documents from an existing hard drive to a new hard drive. Which of the following should the technician perform?

- A. Copy all data over without viewing them
- B. Review all data and write down important account numbers in case information is lost
- C. Remove all financial documents since they are confidential
- D. Print out all personal financial documents in case information is deleted

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 578

A technician notices that there are two appointments scheduled for the same time. Which of the following

should the technician do to resolve the issue?

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- A. Call one of the clients and apologize, then reschedule
- B. Do not go to the second scheduled appointment
- C. Email each client for rescheduling
- D. Go to the first scheduled appointment then after completion go to the next

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 579

A user downloads and installs software which sends a list of their recently visited websites to a server on the Internet without their knowledge. Which of the following BEST describes this situation?

- A. Spam
- B. Spyware
- C. Trojan
- D. Virus

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 580

A technician installs Microsoft Windows to a computer with three internal SATA hard drives and an external USB hard drive. Hard drive 1 contains the operating system. Hard drive 2 contains the user profiles. Hard drive 3 and the external USB hard drive are empty. In which of the following locations should the page file be located to maximize performance?

- A. Internal SATA Hard Drive 1
- B. External USB Hard Drive
- C. Internal SATA Hard Drive 3
- D. Internal SATA Hard Drive 2

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 581

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Which of the following are locations where a computer virus could exist and then further infect a computer? (Select TWO).

- A. Optical scanner
- B. Boot sector of the hard drive
- C. Optical media
- D. Ethernet switch
- E. USB mouse

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 582

The FASTEST cache in a computer is:

- A. L1.
- B. L2.
- C. L3.
- D. L4.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 583

A customer's computer crashes consistently when a specific application is launched. The technician has looked at the computer and confirmed the cause of the crash. Which of the following is the NEXT troubleshooting step the technician should take?

- A. Verify full system functionality.
- B. Document the findings, actions, and outcomes.
- C. Establish a plan of action to resolve the problem.
- D. Question the user and identify changes the user has made to the system.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 584

An external hard drive would normally use which of the following external ports? (Select TWO).

- A. An eSata port
- B. A USB port
- C. A serial port

- D. An HDMI port
- E. A parallel port

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 585

Which of the following is a unique characteristic of a dual-core processor vs. a single-core processor?

- A. A dual-core processor uses higher voltage than a single-core processor.
- B. A dual-core processor has several unique cores, with the same cache, on two different chips.
- C. A dual-core processor has two cores, with separate caches, on the same physical chip.
- D. A dual-core processor requires more RAM to function than a single-core processor.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 586

A RAID controller is required to perform which of the following?

- A. Speed up the performance of a computer.
- B. Add a second hard drive to the computer.
- C. Restore data from a backed up hard drive.
- D. Create a striped set with two or more drives.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 587

Which of the following would be used to increase the efficiency in which programs execute?

- A. Disk Cleanup
- B. Task Manager
- C. Task Scheduler
- D. Defrag

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 588

Which of the following broadband types can provide the MOST available bandwidth?

- A. DSL
- B. Fiber
- C. Satellite
- D. Cable

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 589

Which of the following network types is the LEAST susceptible to EMI and RFI issues?

- A. DSL
- B. Fiber
- C. Cable
- D. Satellite

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 590

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Which of the following is a limitation of satellite broadband?

- A. The speed is capped by ISO regulations
- B. It requires line of sight
- C. It cannot be used in remote locations
- D. It is a receive only transmission

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 591

A user reports a loud noise from their desktop PC. Which of the following would be suspected as a source? (Select TWO).

- A. USB thumb drive

- B. Cooling fan
- C. CMOS battery
- D. Power supply
- E. Motherboard

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 592

Which of the following wireless technology standards has the SHORTEST indoor range?

- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11n

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 593

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Which of the following wireless technology standards can operate at a MAXIMUM of 54Mbps? (Select TWO).

- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11k
- E. 802.11n

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 594

Which of the following is a reason for maintaining a system with a floppy drive?

- A. To enable BitLocker
- B. To recover archived data
- C. To store large amounts of data
- D. To increase data read speed

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 595

Keyboard errors are MOST often caused by which of the following problems? (Select TWO).

- A. Jammed keys
- B. ESD
- C. Driver issues
- D. Incorrect BIOS settings
- E. Defective cables

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 596

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Hyperthreading technology:

- A. only works on computer systems with multiple core CPUs.
- B. enables a processor to work with two independent computer instructions at once.
- C. enables two independent processors to work on the same task, simultaneously.
- D. allows a computer program to work on multiple tasks simultaneously.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 597

The user boots their computer in the morning to discover the message 'OS not found'. Which of the following would recover from that error without data loss?

- A. Insert the system boot disk and repair the operating system.
- B. Install a new hard drive and restore the system.
- C. Restore the BIOS configuration to default to recognize the drive.
- D. Use the manufacturer's supplied system recovery disk and restore the system.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 598

The on-site technician is asked to load a copy of the company's purchased software on a personal computer.

The technician should FIRST:

- A. notify the company's owner of the breach.
- B. leave the premises and call local law enforcement.
- C. advise the individual that downloading unlicensed software is illegal.
- D. verify the install is allowed under the company's licensing agreements.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 599

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CompTIA 220-701 Exam

Which of the following RAID levels uses striping across three or more disks with parity?

- A. RAID 1
- B. RAID 3
- C. RAID 5
- D. RAID 10

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 600

Which of the following optical media has the GREATEST storage space?

- A. DVD
- B. Hard drive
- C. HD-DVD
- D. Blu-Ray

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Topic 7, Volume G

QUESTION 601

When a user was installing a new program, the computer suddenly restarted. Now when the computer starts, it gets partially through the boot process, then reboots. Which of the following is the QUICKEST method to get the computer running without losing any of the user's data?

- A. Reinstall the OS
- B. Perform a factory restore

- C. Boot into Safe Mode and perform Windows Restore
- D. Boot using Last Known Good Configuration

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 602

During troubleshooting, the technician establishes a theory of probable cause. Which of the following is the NEXT step?

- A. Test the theory to determine cause.
- B. Establish a plan of action to resolve the problem and implement the solutions.
- C. Identify the problem.
- D. Verify full system functionality and if applicable implement preventative measures.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 603

PC2700 memory runs at which of the following clock speeds?

- A. 270MHz
- B. 333MHz
- C. 400MHz
- D. 566MHz

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 604

A user reports that their machine will not power up. The technician has already tested the wall outlet and the power cord, which are functioning properly. Which of the following should the technician do NEXT?

- A. Test the machine on a UPS battery backup.
- B. Plug the machine into a different wall outlet.
- C. Check to make sure the motherboard is seated correctly.
- D. Test the machine with a power supply tester.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 605

A user has reported that their computer is not working. The user cannot properly explain the computer's problem. Which of the following steps should the technician take NEXT in order to resolve the situation?

- A. Perform a System Restore on the machine.
- B. Ask simple questions to further identify the issue.
- C. Escalate the issue to a manager for further resolution.
- D. Ask the user to turn the computer off and on again to see if the problem can be recreated.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 606

A downloadable game that is actually a program used to steal information is an example of:

- A. a trojan.
- B. spam.
- C. a worm.
- D. adware.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 607

Which of the following wireless security techniques is the MOST secure?

- A. Enable Wired Equivalent Privacy
- B. Disable SSID broadcast
- C. Enable Wi-Fi Protected Access
- D. Enable MAC filtering

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 608

802.11g has a MAXIMUM speed of up to:

- A. 2.4Mbps.
- B. 11Mbps.
- C. 54Mbps.
- D. 100Mbps.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 609

SCSI uses which of the following connector types?

- A. DB-25
- B. DB-9
- C. RJ-45
- D. RJ-11

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 610

Which of the following is another name for an RS-232 connection?

- A. Serial
- B. USB
- C. IEEE 1394
- D. Ethernet

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 611

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Which of the following memory modules uses a 240-pin connector?

- A. DDR
- B. SIMM
- C. DDR2
- D. RAMBUS

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 612

Which of the following explains what the wattage rating of a power supply determines?

- A. Number of power connectors available
- B. Number of potential internal drives
- C. Storage capacity of optical disks
- D. Speed of the processor chip

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 613

Which of the following properties of a heat sink has the GREATEST affect on heat dispersion?

- A. Proximity to the power supply
- B. Surface area
- C. Connection mechanism
- D. Shape

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 614

A known working PS/2 mouse is connected to the computer while it is running. The operating system does not recognize the mouse. Which of the following actions will get the mouse to

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function?

- A. Reboot the system
- B. Disconnect the cable and reconnect it
- C. Install PS/2 mouse drivers
- D. Replace the mouse with another known good mouse

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 615

Why would the display dim on a laptop when the power supply from the electrical outlet is disconnected?

- A. The laptop displays require a 60 hertz alternating power source.
- B. Incorrect security settings on the laptop.
- C. The power management settings on the laptop.
- D. The laptop cannot use full brightness on battery power.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 616

A computer in a warehouse experiences hardware faults and often requires replacement of power supplies, CPUs, and CD-ROM drives. Which of the following tools will help prevent the hardware faults?

- A. Anti-static wrist straps
- B. Compressed air
- C. Anti-static wipes
- D. Operating system rescue disk

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 617

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A system administrator has multiple computers, of the same make and model that will remotely turn on using Wake-On-LAN (WOL). All but two systems wake correctly. Which of the following is the MOST likely problem with the two systems?

- A. WOL is not enabled in the BIOS.
- B. The computers do not support WOL functionality.
- C. The network card settings in Windows are incorrect.
- D. Power settings are incorrect in the BIOS.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 618

Programs that run when the Windows OS starts are stored in which of the following registry hives?

- A. HKEY_LOCAL_MACHINE

- B. HKEY_CURRENT_CONFIG
- C. HKEY_CLASSES
- D. HKEY_USERS

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 619

The technology built into a hard drive that allows the drive to monitor and report problems with the drive is known as:

- A. Dynamic Configuration
- B. S.M.A.R.T
- C. CHKDSK
- D. HD INFO

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 620

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Which of the following is the difference between the clock speed and the bus speed of a CPU?

- A. The bus speed is the speed of the CPU before incorporating the internal clock multiplier.
- B. The clock speed is the internal speed of the CPU.
- C. The clock speed is the external speed of the CPU, which matches the bus speed of the computer.
- D. The clock speed of the CPU matches the speed of the RAM.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 621

Which of the following functions are performed by the case fan? (Select TWO).

- A. It draws cool air into the system to circulate around the components inside the case.
- B. It cools the CPU directly.
- C. It removes hot air from inside the case.
- D. It circulates air and prevents dust from accumulating inside the case.
- E. It powers certain components as well as cooling the system.

Correct Answer: AC

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 622

Which of the following is the difference between a Cellular WAN and a WLAN card?

- A. A WLAN card generally has a range of 6 miles (9.7 kilometers), while a Cellular WAN card is limited in range to 1200 feet (365 meters).
- B. A Cellular WAN card will work on most public Wireless Access Points, while a WLAN card is more proprietary.
- C. A Cellular WAN card requires subscription to a cellular provider, while a WLAN card can work without provider payment.
- D. A WLAN card is usually an external card, while a Cellular WAN card is usually an internal card.

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

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QUESTION 623

Which of the following cable types is characterized by a twist-on BNC type connector?

- A. Fiber
- B. Coaxial
- C. STP
- D. UTP

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 624

Which of the following are potential sources of EMI? (Select TWO).

- A. Strong magnets
- B. Toaster ovens
- C. Cordless phones
- D. Flat panel TVs
- E. AC power runs

Correct Answer: AE

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 625

Which of the following is the function of a power inverter?

- A. Converts AC to DC
- B. Provides a regulated AC voltage
- C. Steps down AC voltages
- D. Provides a backup power source

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 626

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Which of the following provides a means to check for memory chip errors? (Select TWO).

- A. BIOS
- B. L1 Cache
- C. SLI
- D. Parity
- E. ECC

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 627

Which of the following drive connections uses a ribbon cable with a 40-pin connector? (Select TWO).

- A. SATA
- B. IDE
- C. PATA
- D. FDD
- E. SCSI

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 628

Which of the following are the BEST means of ensuring that data is not lost? (Select TWO).

- A. Ensure all preventative maintenance tasks are being performed
- B. Deploy a RAID system

- C. Schedule regular system backups
- D. Ensure that all servers are in secured areas
- E. Deploy all OS and security updates

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 629

In which of the following steps of the troubleshooting theory is it important to perform backups?

- A. Verify full system functionality.
- B. Test the theory to determine cause.
- C. Identify the problem.
- D. Document findings, actions, and outcomes.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 630

Which of the following troubleshooting steps is NEXT after determining the cause?

- A. Establish a plan of action to resolve the problem and implement the solution.
- B. Document findings, actions, and outcomes.
- C. Verify full system functionality and if applicable implement preventative measures.
- D. Question the user and identify user changes.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 631

How can a user open a .zip file in Windows 7?

- A. With a web browser
- B. With a third party application only
- C. Double click the .zip file
- D. Use system restore

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 632

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BitLocker is available with which of the following versions of Windows 7? (Select TWO).

- A. Home Premium
- B. Enterprise
- C. Home
- D. Ultimate
- E. Starter

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 633

A user receives a file from a vendor. When the user tries to open the file, it contains a series of random letters, numbers, code, and opens with the wrong application. Which of the following can the user do to view this file?

- A. Ask the vendor to send them the file again.
- B. Convert the file to a different format.
- C. Right click on the file and open with the correct application.
- D. Open the file with a text editor and delete the application reference.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 634

A user reports an unusual amount of spam in their inbox. The technician should advise the user to do which of the following?

- A. Find a new ISP.
- B. Reply to all spam email "opting out" of future emails.
- C. Add the sender to the junk email sender list.
- D. Create a new email account.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 635

Setting an administrator password in the BIOS will accomplish which of the following?

- A. Prevent a user from reading email
- B. Prevent a virus from infecting the BIOS
- C. Prevent a user from rearranging boot devices
- D. Prevent an outside intruder from attacking the system

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 636

A user's cordless mouse is no longer working. Which of the following would BEST solve the problem?

- A. Restart the mouse services
- B. Change the location of the USB receiver
- C. Reload mouse drivers
- D. Replace the battery

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 637

Which of the following cable types is required for a BNC connector?

- A. Fiber Optic
- B. Coaxial
- C. CAT5
- D. CAT3

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 638

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Which type of connector is required for a coaxial network cable?

- A. RJ-11
- B. Token ring
- C. BNC
- D. RJ-45

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 639

Which of the following ports is the standard SMTP port?

- A. 25
- B. 80
- C. 110
- D. 443

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 640

Which of the following is the default HTTPS port?

- A. 25
- B. 80
- C. 110
- D. 443

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 641

When setting up the IP configuration on a new workstation, which of the following options would be selected if there is a DHCP server on the network?

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- A. Use DHCP server
- B. Server assigned
- C. Automatically assigned
- D. Configure IP manually

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 642

The departmental network printer is not printing. There are no error messages and reports have come in from nine different people. Which of the following is the FIRST thing a technician should check?

- A. Verify that the printer has ink
- B. Verify that the printer has paper
- C. Verify that the printer is powered on
- D. Verify that the print spooler is working on all machines

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 643

Which of the following can be disabled to help prevent access to a wireless network?

- A. SSID broadcast
- B. MAC filtering
- C. WEP key
- D. WPA passphrase

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 644

Which of the following software options would BEST protect a technician against unwanted pop-

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ups?

- A. Anti-virus software
- B. Anti-spyware software
- C. Anti-spam software
- D. Anti-adware software

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 645

Which of the following is the BEST reason to conceal external cabling?

- A. To avoid the possibility of a trip hazard
- B. To raise aesthetics in the office by organizing the office area

- C. To reduce the possibility of crosstalk between cables
- D. To avoid the deterioration of the cables due to sunlight

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 646

A technician is trying to install a previous-generation expansion card into their new laptop. However, the card refuses to fit into the expansion slot. Which of the following is MOST likely the reason?

- A. The card needs to have the compatibility jumpers set before it can be installed into the system.
- B. The card is a PCI Express card and the laptop supports PCMCIA.
- C. The expansion slot needs to be enabled in the BIOS first.
- D. The card is a PCMCIA card and the laptop supports PCI Express cards.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 647

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Which of the following methods is the correct use of a KVM switch?

- A. To connect multiple monitors to one computer
- B. To connect multiple computers to one set user interface
- C. To connect multiple computers to each other
- D. To connect multiple keyboards to one computer

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 648

Which of the following security measures ensures an unauthorized user cannot boot to the OS without physically opening the case?

- A. Kerberos authentication
- B. BitLocker encryption
- C. BIOS password
- D. Disabling USB ports

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 649

Which of the following MUST be configured to turn a computer on remotely with a network packet?

- A. Sleep timers
- B. Hibernate
- C. Standby
- D. WOL

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 650

Which of the following printers uses a ribbon to transfer images onto paper?

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- A. Plotter
- B. Inkjet
- C. Impact
- D. Laser

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 651

A technician wants to build a new computer with a high performance graphics adapter. Which of the following is the recommended expansion bus type?

- A. ATX
- B. AGP
- C. SATA
- D. IEEE 1394

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 652

Which of the following utilities is used to disable programs at startup?

- A. MMC
- B. Utility Manager
- C. Device Manager
- D. MSCONFIG

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 653

A remote user needs to setup a connection to their company's network. Which of the following should a technician use?

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- A. VPN
- B. Workgroup
- C. VLAN
- D. Mobile LAN

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 654

How can a print spooler help a technician diagnose a problem?

- A. Provides a log file of all the printer errors
- B. Updates printer firmware via Telnet
- C. Shows submitted print jobs
- D. Shows all print jobs that were successfully printed

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 655

Which of the following steps would be performed FIRST to install a fresh copy of Windows 7 Professional on a new hard drive?

- A. Format the partition
- B. Load any RAID or SATA drivers needed
- C. Partition the drive
- D. Configure Windows settings

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 656

Which of the following connectors has only two pairs of wires?

- A. RJ-45
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- B. BNC
- C. RJ-11
- D. LC

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 657

Which key combination allows the choice of Task Manager or the computer to be locked in Windows XP Professional?

- A. Shift+F5
- B. Ctrl + Alt + T
- C. Ctrl + Alt + Esc
- D. Ctrl + Alt + Del

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 658

A technician is installing a replacement motherboard. Which of the following will MOST likely cause damage during installation?

- A. MSDS
- B. ESD
- C. RFI
- D. EMI

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 659

A technician is called to a school lab to fix a computer. The computer worked fine the day before, but now does not power on. The computer is plugged into a power strip with another computer. The other computer works fine. Which of the following could be the problem? (Select TWO).

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- A. The power strip is overloaded.
- B. The monitor is unplugged.
- C. The power cable is unplugged from the computer.
- D. The power strip is unplugged.
- E. The voltage switch on the computer is set incorrectly.

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 660

Which of the following cable types consists of only four twisted pairs copper wires?

- A. UTP
- B. Fiber
- C. STP
- D. Coaxial

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 661

Which of the following devices is used to connect to a WAN?

- A. Hub
- B. Switch
- C. Router
- D. MUX

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 662

A technician's coworker has accidentally been exposed to what may be a dangerous solvent. Which of the following is the MOST appropriate action to take?

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- A. Clean the area of exposure.
- B. Immediately quarantine the coworker.
- C. Flush the solvent with water.
- D. Consult the MSDS and follow the directions.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 663

A customer calls in, talking constantly without allowing time for the technician to answer or ask questions. The technician decides to place the customer on hold to work on another issue and misses what the customer's problem was. When the customer is finished explaining the issue, the technician asks the customer to summarize the problem again, which angers the customer. How could the technician have better handled the situation to avoid such a confrontation?

- A. The technician should have asked the customer to slowdown and allow for a response to a few of the matters brought up in discussion.
- B. The technician should have allowed the customer to finish completely, and then return to the customer's first point to build a structured discussion.
- C. The technician should have transferred the call to a supervisor, as the supervisor is better trained to handle such customers.
- D. The technician should have only asked closed-ended questions so the customer could not elaborate on the issues and the technician could troubleshoot the issue.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 664

In Windows XP, which of the following locations allows the mouse pointer to snap to the default button in a window?

- A. Start>Settings>Control Panel>System>Hardware
- B. Start>Settings>Control Panel>Display>Appearance
- C. Start>Settings>Control Panel>Mouse>Pointer Options
- D. Start>Settings>Control Panel>Mouse>Pointers

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 665

When a network printer on a server is mapped for use by a client workstation, where does the client computer normally install the printer drivers from?

- A. The wireless router
- B. The server
- C. The networked printer
- D. The workstation BIOS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 666

A technician turns on the computer and a bluescreen appears on the monitor with an error code. Which of the following is the BEST place for the technician to find out what this error code means?

- A. Hardware manufacturer's website
- B. Third party websites
- C. OS manufacturer's website
- D. Installation manuals

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 667

Which of the following flags will allow the CHKDSK utility to dismount a drive before scanning?

- A. /X
- B. /R
- C. /C
- D. /F

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 668

Traditional hard disk drives use which of the following storage technologies?

- A. Solid
- B. Magnetic

- C. Optical
- D. Impact

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 669

A technician has the need to assign drive letters. The drive letters A and B are assigned to:

- A. Flash drive
- B. CD/DVD
- C. HDD
- D. FDD

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 670

Which of the following is used by attackers to trick a user into sharing sensitive information or passwords?

- A. War dialing
- B. Brute force attack
- C. Social engineering
- D. Trojan attack

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 671

A user reports that their hard drive has failed and needs to be replaced. Which of the following should the technician do FIRST?

- A. Run the hard disk manufacturer's diagnostic program
- B. Re-image the drive
- C. Replace the hard drive and load Windows
- D. Ask the user diagnostic questions

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 672

Which of the following adapter cards allows I/O devices to be connected and transmits data at 480Mbps?

- A. USB
- B. SCSI
- C. Parallel
- D. Serial

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 673

A user would like to backup their data weekly. Which of the following should a technician MOST likely recommend?

- A. DVD
- B. USB SSD
- C. CD
- D. Blu-Ray

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 674

Which of the following methods can be used to apply a file system to a hard drive partition? (Select TWO)

- A. Device Manager MMC
- B. Format Command
- C. Disk Management MMC
- D. Windows Explorer Menus
- E. FDISK Command

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 675

A technician has been asked to install a PATA optical drive. Which of the following is necessary for the

installation?

- A. CD extensions must be installed
- B. Verify jumpers are set correctly
- C. Plug and play must be used for the install
- D. CD application software must be installed

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 676

Which of the following is the recommended available space for Windows Defrag tool?

- A. 10%
- B. 12%
- C. 15%
- D. 20%

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 677

Which of the following is the MINIMUM memory requirement for installing Windows Vista Home Basic?

- A. 1GB
- B. 128MB
- C. 256MB
- D. 512MB

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 678

A customer recently bought a new DVD drive to install into an existing workstation with a CD drive already installed. After installing, the BIOS reports the drives do not exist. Which of the following will fix the problem?

- A. Change the jumper settings
- B. Replace the CD drive
- C. Update the BIOS
- D. Replace the DVD drive

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 679

If a technician is getting frustrated during a support call, which of the following could the technician employ to avoid irritating the customer?

- A. End the call quickly, even if a solution has not been found.
- B. Ask the caller to call back in a while.
- C. Put the caller on hold briefly and take a deep breath,
- D. Pass the caller to another support representative.

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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 680

Which of the following is a hardware chip that stores encryption keys and aids in the keys generation?

- A. CMOS
- B. BIOS
- C. TPM
- D. MAC

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 681

Which of the following monitor technologies would allow a technician to set the resolution at 1920x1200?

- A. VGA
- B. UXGA
- C. WUXGA
- D. XGA

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 682

Which of the following describes the number of processors supported in Windows XP Professional 32-bit edition?

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

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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 683

A user calls and states they cannot connect to the wireless network with their laptop even though they were connected yesterday. Which of the following items should be checked FIRST?

- A. Default gateway
- B. Device Manager
- C. Radio state
- D. All available networks

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 684

In a laptop, which of the following components is MOST likely to contain a voltage hazard?

- A. System board
- B. Hard drive
- C. Battery
- D. Inverter

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 685

Which of the following is indicated by a repetitive series of beeps at POST? (Select TWO).

- A. Password expiration
- B. Hardware error
- C. Software error

- D. Stuck keys
 - E. Corrupt OS
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Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 686

A military member has just returned to the United States from Europe and reports their personal desktop computer does not work. Which of the following is the MOST logical solution to this problem?

- A. The computer is unable to work in the US because of EU licensing arrangements
- B. The power supply needs to be replaced with one rated for 110 watts
- C. The power supply needs a power inverter to handle the change in cycles
- D. The power supply voltage needs to be switched to 110 from 220

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 687

Which of the following adapter cards allows I/O devices to be connected, can transmit data one bit at a time, and is usually rated by baud rate?

- A. Serial
- B. USB
- C. SCSI
- D. Parallel

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 688

In Windows Vista, which of the following methods can be used to permanently delete files, without sending the files to the Recycle Bin?

- A. Hold the control key while deleting the file.
 - B. Right click the file to be deleted, select 'Permanently Delete'.
 - C. Hold the shift key while deleting the file.
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- D. Use the delete key on the keyboard instead of the delete option in the GUI.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 689

Which of the following ports is the default for HTTPS?

- A. 80
- B. 125
- C. 443
- D. 8080

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 690

In order to start up a virus scan utility from a flash drive upon powering on a computer, which of the following BIOS settings must be configured?

- A. Onboard Devices
- B. Boot Order
- C. Network Boot Services
- D. Device Configuration

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 691

Plenum cabling is generally more expensive than standard cabling. The additional expense is justified because:

- A. The wires are made from a high quality of copper.
- B. It is made from stranded wire as opposed to solid wire.
- C. The sheathing is made from fire resistant material.
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- D. It is extremely flexible, making it easier to work with and pull through tight spaces.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 692

A company is next door to an apartment complex. The technician finds that the log file on the wireless router

has recorded multiple failed login attempts. One way the technician can help minimize these attempts to access the router is to:

- A. Disable SSID broadcast.
- B. Switch from WEP to WPA.
- C. Enable SSL 3.0 in the advanced tab of IE properties.
- D. Enable TLS 1.0 in the advanced tab of IE properties.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 693

Which of the following should a technician apply as soon as possible to prevent security threats?

- A. Firmware updates
- B. User information
- C. OS patches
- D. Driver updates

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 694

Thermal compounds function in which of the following ways?

- A. Pull heat away from CPU
- B. Allow flow of cold air to CPU
- C. Disperse heat from PSU
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- D. Pull heat out of a PC case

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 695

A network extension needs to be run 50 meters (164 feet) across a machine shop. The path will take the extension near a number of fluorescent light fixtures and a large electric motor. Which of the following cable types would be BEST suited for this environment?

- A. Fiber
- B. UTP Cat3
- C. STP Cat5

D. Coaxial

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 696

Which of the following has the LEAST amount of storage capacity?

- A. FDD
- B. Tape drive
- C. Blu-Ray
- D. SSD

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 697

A client calls and becomes belligerent and inappropriate with the technician. The technician responds in return with an insult and a loud verbal argument ensues. Which of the following would have been a better course of action for the technician to take?

- A. Hang up on the client immediately to avoid further confrontation and hope that the client calls "Pass Any Exam. Any Time." - www.actualtests.com 235
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back to receive another technician.
- B. Inform the client that the technician will not assist the client further until an appropriate tone is reached.
- C. Immediately transfer the call to a supervisor as the supervisor can be of further assistance to the client.
- D. Allow the client to vent their frustration and offer to transfer the call to a supervisor if the client requests.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 698

Which of the following is MOST likely used for archiving large amounts of data?

- A. FDD
- B. CD-RW
- C. Thumb drive
- D. Tape

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 699

A laptop will not output to a connected projector. Which of the following steps should a technician take FIRST?

- A. Press the appropriate function + monitor key.
- B. Adjust the BIOS settings for external display.
- C. Replace the video card on the laptop.
- D. Update video drivers for the video card.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 700

Which of the following protocols uses port 23, by default?

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- A. FTP
- B. FTPS
- C. HTTPS
- D. TELNET

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 701

Which of the following memory types needs to be refreshed?

- A. Non-parity
- B. Parity
- C. DRAM
- D. SRAM

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 702

A frustrated customer has called about their computer that is not functioning correctly. Which of the following is the BEST question to ask the user?

- A. "Can you avoid using the PC that crashed?"
- B. "What was the last thing that occurred before the PC had problems?"
- C. "What were you doing before the PC went down?"
- D. "What was the last thing you did before the PC crashed?"

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 703

Which of the following devices will allow a technician to use a single set of input devices on several computers?

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- A. Smart card reader
- B. KVM
- C. SCSI
- D. Barcode reader

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 704

A technician has implemented a solution to resolve a customer's issue with frequent unexpected system restarts. Which of the following should be the technician's NEXT troubleshooting step?

- A. Verify full system functionality and, if applicable, implement preventative measures.
- B. Establish a theory of probable cause based on previous tests and determine next steps to resolve.
- C. Document the issue and include details regarding findings, actions taken to resolve and the outcome.
- D. Test the theory to determine if the solution will really correct the issue, list other possible causes.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 705

Several print jobs have recently been sent to the printer but nothing is printing. While looking at the print queue, the technician notices that the first print job has an error. Which of the following actions should be taken to remove the error and allow the other jobs to print?

- A. Restart the print spooler
- B. Cancel the print job with the error
- C. Restart all the jobs on the printer

D. Cancel all print jobs

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 706

A user calls about a problem with receiving email. After troubleshooting the user's computer and finding nothing wrong, the technician contacts the email sender and finds out the user gave out their email address incorrectly. Which of the following is the BEST approach in explaining the issue to the user?

- A. "Sometimes computers are just strange, but it seems to be working now."
- B. "You gave them the wrong address and caused this problem."
- C. "The sender had the e-mail address wrong, but they have it correct now and the problem has been resolved."
- D. "The SMTP server was not getting a proper resolution of the recipient name field when it was parsing the header."

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 707

A technician has a security device which displays a number that changes over time. Of which of the following is this an example?

- A. A smart card reader
- B. A token device
- C. A biometric device
- D. An RFID scanner

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 708

Which of the following will BEST help a technician remove a virus from an infected computer?

- A. Emergency Repair Disk
- B. Automated System Recovery
- C. System Restore
- D. Safe Mode

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 709

Which of the following is used to access the Task Manager in Windows XP Professional? (Select TWO).

- A. Left click on the task bar
- B. Right click on the start button
- C. Control + alt + delete
- D. Control + alt + escape
- E. Right click on the task bar

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 710

The IP address on a workstation is 10.10.145.16. A user calls the helpdesk and asks why the Internet IP address being displayed is 204.19.116.22 on the workstation. Which of the following is this an example of?

- A. WINS
- B. DNS
- C. DHCP
- D. NAT

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 711

A user wants to access a Bluetooth device from a Bluetooth equipped laptop. Which of the following steps needs to be completed for this to work?

- A. The laptop must have a minimum of 2MB of RAM
- B. The laptop and the Bluetooth device must be paired
- C. The Bluetooth device and the laptop must be synchronized at the same frequency "Pass Any Exam. Any Time." - www.actualtests.com 240
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- D. The Bluetooth device must be compatible with Windows

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 712

Which of the following should be the FIRST step in troubleshooting a problem?

- A. Establish a theory of probable cause
- B. Establish a plan of action
- C. Verify full system functionality
- D. Identity the problem

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 713

Which of the following chipsets is responsible for controlling the data flow between a PATA optical drive and the processor?

- A. Northbridge
- B. BIOS
- C. Southbridge
- D. DMA controller

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 714

Which of the following memory modules is a DDR3 chip?

- A. PC3200
- B. PC4800
- C. PC5300
- D. PC8000

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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 715

A small shock of electricity transferred from a computer or other electronic component to a person is known as:

- A. EMF

- B. RFI
- C. EMI
- D. ESD

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 716

At system startup a technician notices that a newly installed program has an unnecessary service that runs causing the computer system to lock-up after about 20 minutes of use. Which of the following would be acceptable ways to stop the unnecessary service from running at startup? (Select TWO).

- A. Run MSConfig and stop the service from the services tab.
- B. Run mstsc.exe, locate the unnecessary service, and disable the service.
- C. Navigate to the c:\ directory, locate the unnecessary service, and delete the file.
- D. Run services.msc, navigate to the unnecessary service, then disable the service.
- E. Navigate to the c:\windows\system32 directory, locate the unnecessary service, and delete the file.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 717

Which of the following types of security concepts describe securing ports and protocols on a system?

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- A. Disk Encryption
- B. Data classification
- C. Social Engineering
- D. Software Firewall

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 718

Which of the following wireless standards has the potential for having the MOST bandwidth?

- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11n

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 719

Which of the following removable storage devices is MOST likely used to duplicate bootable media?

- A. SD card
- B. Zip drive
- C. Blu-Ray
- D. DVD-RW

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 720

Which of the following display ports sends video output over pure digital signal?

- A. VGA and HDMI
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- B. S-Video and DVI
- C. HDMI and DVI
- D. VGA and DVI

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 721

A networking device that sends packets to all connections is a:

- A. Gateway
- B. Hub
- C. Switch
- D. Router

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 722

Which of the following would BEST provide cooling to a processor?

- A. Case fan
- B. Heatsink
- C. Liquid cooling system
- D. CPU fan

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 723

Which of the following voltages is MOST commonly associated with DIMMS?

- A. +3.3V
 - B. +5V
 - C. -12V
 - D. +12V
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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 724

Which of the following locations will allow a user to change the Windows Vista Start Menu to resemble the Windows XP Start Menu?

- A. Right-click Start Menu/Properties/Start Menu tab
- B. Control Panel/User Accounts
- C. Start/All programs/Accessories/Ease of Access
- D. Right-click Desktop/Personalize

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 725

There are several technicians working on various systems on a new workbench. Which of the following should be reviewed to ensure all proper procedures are followed to help reduce any possible issues?

- A. MSDS
- B. OEM
- C. ESD
- D. EMI

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 726

Which of the following devices has the MOST storage capacity?

- A. FDD
- B. CD
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- C. HDD
- D. DVD

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 727

Which of the following processing types allows two instructions to be received and processed nanoseconds apart?

- A. Quad core
- B. Triple core
- C. Dual core
- D. Hyper-threading

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 728

Which of the following network types allows for high speed data communication and is the MOST difficult to splice into?

- A. Cable
- B. DSL
- C. Satellite
- D. Fiber

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 729

An unidentified person gains access to an office workplace, posing as a new IT staff member. The unidentified person tries to obtain passwords through conversation with other administrators. Which of the following security breaches is occurring?

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- A. Social engineering
- B. Brute force cracking
- C. Biometric attack
- D. Phishing

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 730

Which of the following port types can be used to connect a hard drive to a computer? (Select THREE).

- A. eSATA
- B. FireWire
- C. PATA
- D. Parallel
- E. Serial
- F. PS/2

Correct Answer: ABC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 731

Which of the following would be able to process a CPU access request the FASTEST?

- A. L1 Cache
- B. L2 Cache
- C. L3 Cache
- D. RAM

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 732

A user states that a new graphically intensive application they are using will not load because it requires Direct3D to be enabled. Which of the following utilities would be used to enable this?

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- A. services.msc
- B. appwiz.cpl
- C. dxdiag.exe
- D. msconfig.exe

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 733

Which of the following would be the MOST secure on a wireless router for a SOHO?

- A. WEP
- B. SSID disabled
- C. MAC filtering
- D. WPA

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 734

Which of the following DSL types has the same upstream and downstream bandwidth?

- A. DSL
- B. FIOS
- C. ADSL
- D. SDSL

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 735

A user reports that excessive pop-ups are occurring each time they open a web browser. Which of the following is the MOST likely cause?

- A. Spam
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- B. Adware
- C. Virus
- D. Spyware

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 736

Which of the following Windows versions contains the UAC security feature?

- A. Windows Vista
- B. Windows 2000 Professional
- C. Windows XP 32-bit
- D. Windows XP 64-bit

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 737

Which of the following is needed to boot into the Recovery Console in Windows XP?

- A. Emergency Restore Disk
- B. System Restore point
- C. Original Installation CD
- D. Automated System Recovery

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 738

Which of the following occurs by default when a file is copied from a CD-ROM to a folder on an NTFS partition?

- A. The file inherits the permissions of the folder it is copied to
- B. The CD structure is indexed and the index is stored in the folder "Pass Any Exam. Any Time." -
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- C. The file is copied with the Read Only attribute
- D. A shortcut is created on the drive pointing to the CD file

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 739

A user states that a section of keys on a laptop do not operate. Which of the following is MOST likely the cause?

- A. The system board is faulty
- B. The memory needs to be replaced
- C. The keyboard cable is partially seated
- D. The keyboard driver is corrupt

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 740

A technician wants to turn off Direct3D acceleration. In which of the following locations is the setting to disable this option?

- A. Event Viewer
- B. msconfig
- C. dxdiag
- D. Services

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 741

Which of the following is the MAIN advantage of choosing a 64-bit (x64) operating system over a 32-bit (x86) operating system?

- A. The ability to use software based data execution prevention (DEP) "Pass Any Exam. Any Time." - www.actualtests.com 250
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- B. The ability to run multiple 16-bit programs in separate memory spaces
- C. The ability to use unsigned drivers
- D. The ability to access more than 4GB of RAM

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 742

A user reports a problem with a PC located in the same room as cement testing equipment. The room has adequate cooling. The PC will boot up, but locks up after 5 to 10 minutes of use. After a lockup, it will not reboot immediately. Which of the following is the MOST likely problem?

- A. The PC air intakes are clogged with cement dust.
- B. The PC has a virus.

- C. The power supply is underrated for the electrical load of the PC.
- D. The CPU heatsink is underrated for the CPU

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 743

After attempting a solution suggested by a previous technician, a user calls back because the solution did not work, and is very frustrated. Which of the following would be an appropriate response?

- A. "Let me transfer you to the previous technician so that a solution can be reached."
- B. "That technician does not know what they are doing; let me help you to resolve the issue."
- C. "You should report your issue to my supervisor so that appropriate actions can be taken."
- D. "Please describe the problem and we will try to resolve it."

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 744

Which of the following network types uses telephone lines as its ONLY medium for connectivity?

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- A. DSL
- B. Cellular
- C. Fiber
- D. Satellite

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 745

Which of the following memory modules is a DDR3 chip?

- A. PC3200
- B. PC5300
- C. PC6400
- D. PC10600

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 746

How does L1 cache memory improve computer performance?

- A. L1 cache is added to the motherboard and can be increased easily.
- B. L1 cache is inexpensive and can be upgraded easily.
- C. L1 cache is built into the processor and runs at the full speed of the core.
- D. L1 cache uses a separate processor.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 747

Which of the following should be completed NEXT, after testing the theory of probable cause?

- A. Verify full system functionality
- B. Implement preventative measures
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- C. Establish a plan of action to resolve the problem
- D. Implement the solution to the problem

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 748

A laser printer has an error 'tray two paper jam' but tray two does not have any paper in it. Which of the following should the technician do FIRST?

- A. Replace the tray two paper sensor and run the printer self test.
- B. Remove the tray two paper sensor and clean the printhead.
- C. Check the tray two paper sensors for blockage and run the printer self test.
- D. Check the tray two paper rollers for blockage, clean the printhead, and run the printer self test.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 749

Which of the following can a technician type into the command prompt to open a Remote Desktop Connection?

- A. mstsc

- B. mmc
- C. msconfig
- D. ipconfig

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 750

Which of the following tools would a technician use to perform a memory upgrade?

- A. Anti-static pad
- B. Multimeter
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- C. Cleaning pads
- D. Thermal grease

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 751

Which of the following devices is the MOST appropriate to limit network broadcasts, segment logical address ranges, and interconnect different physical media?

- A. Router
- B. Switch
- C. Firewall
- D. Hub

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 752

Which of the following is a difference between PCI-X and PCI-e expansion slots?

- A. PCI-X cards are replacing AGP video cards
- B. PCI-X cards operate on a higher bandwidth than PCI-e cards for data transfer
- C. PCI-X cards will fit in older PCI slots, but PCI-e will not
- D. PCI-e cards will fit in older PCI slots, but PCI-X will not

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 753

A technician has been asked to install Cat5e cabling into air return suspended-ceiling area of an office. Which of the following types of cabling should be used?

- A. PVC
- B. UTP
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- C. Plenum
- D. Coax

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 754

A technician is unable to find a solution for a customer's PC issue. Which of the following would be an appropriate step to take?

- A. Inform the customer that a solution is not available and a new system must be purchased.
- B. Escalate the call to a supervisor to register a complaint.
- C. Consult with co-workers for additional ideas.
- D. Refer the customer to the support section of the PC manufacturer's website.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 755

A client needs a laser printer cleaned. Which of the following tools would be appropriate to clean the inside of a laser printer?

- A. Office vacuum
- B. Toner vacuum
- C. Damp cloth
- D. Air compressor

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 756

Which of the following connectors uses the main board ATX connector type?

- A. Centronix
- B. 20/24 pin
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- C. BNC
- D. Molex

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 757

NTFS is required to install which client OS?

- A. Windows Vista
- B. Windows 2000
- C. Windows 7
- D. Windows XP

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 758

Which of the following is useful as a FIRST step when troubleshooting issues of a laptop not powering on?

- A. Verify backlight functionality and pixilation
- B. Plug in external monitor
- C. Remove unneeded peripherals
- D. Verity AC adapter LED's

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 759

Which of the following utilities would be used to configure energy saving measures when a laptop switches to battery power?

- A. MSTSC
- B. ACPI
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- C. GDI
- D. MSCONFIG

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 760

A 2.5 inch (6.4cm) external hard drive is MOST likely to use which of the following power supplies?

- A. USB
- B. BTX
- C. FireWire
- D. ATX

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 761

A technician installs an additional hard drive controller. Which of the following processes will MOST likely prevent errors?

- A. 1) Apply System Updates
2) Update the BIOS
3) Install the card
4) Install the driver
5) Upgrade the Card Firmware
- B. 1) Install the card
2) Update the BIOS
3) Upgrade the Card Firmware
4) Install the driver
5) Apply System Updates
- C. 1) Apply System Updates
2) Install the driver
3) Install the card
4) Upgrade the Card Firmware
5) Update the BIOS
- D. 1) Update the BIOS
2) Install the driver
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3) Install the card
4) Upgrade the Card Firmware
5) Apply System Updates

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 762

A customer has asked a technician to install a version of Windows 7 that will allow for BitLocker functionality. Which of the following editions should the technician install?

- A. Home Premium
- B. Enterprise
- C. Professional
- D. Starter

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 763

A laptop is required to have hardware level authentication security. Which of the following would be the BEST solution?

- A. Install pre-logon authentication management software.
- B. Install laptop anti-theft cables.
- C. Use OS level software.
- D. Use biometric scanners built into the laptops.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 764

A laptop with an integrated 802.11b/g card is unable to connect to any wireless networks. The laptop was previously able to connect to wireless networks. Which of the following is MOST likely the cause of this issue?

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- A. The wireless card is disabled in BIOS.
- B. The wireless card drivers are not installed.
- C. The wireless hardware switch is turned off.
- D. The wireless card firmware requires an update.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 765

Where would a technician look to find the version of Windows running on a machine?

- A. System Properties > General Tab
- B. Computer Management > Device Manager

- C. System Properties > Advanced Tab
- D. Computer Management > System Tools

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 766

A memory type typically used in high end workstations and not generally found in consumer grade PCs is:

- A. DDR3
- B. ECC
- C. PC2-6400
- D. DDR2-667

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 767

Which of the following printer types usually requires special print media?

- A. Thermal
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- B. Laser
- C. Inkjet
- D. Impact

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 768

Which of the following broadband mediums has the HIGHEST latency?

- A. DSL
- B. Cable
- C. Satellite
- D. 4g Cellular

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 769

Several users have recently been calling the helpdesk about a recent network outage. These calls have increased in the last hour and are all by different users calling about the same issue. Which of the following types of communication skills should the helpdesk technicians MOST likely exercise while answering each call?

- A. Talk to co-workers while interacting with customers to help diagnose the issues
- B. Be culturally sensitive
- C. Provide each user with a complete, detailed report of the current outage status
- D. Listen and do not interrupt a customer and then provide a brief status update

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 770

Of the ports below which of the following is the standard HTTP port?

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- A. 25
- B. 80
- C. 110
- D. 443

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 771

Which of the following ports is the default for HTTP?

- A. 21
- B. 25
- C. 80
- D. 10

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 772

Which of the following explains why it is important to change the default SSID on a wireless router?

- A. Not all computers can connect to a default login name

- B. A default SSID does not broadcast as far as a unique SSID
- C. To differentiate between different wireless networks
- D. Encryption may not work well with the default SSID

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 773

A networking device that keeps track of which computer or device is connected to each port is a:

- A. Gateway
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- B. Switch
- C. Hub
- D. VLAN

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 774

Which of the following would a technician use to install a manufacturer's image on a notebook? (Select TWO).

- A. Recovery CD
- B. System Restore Utility
- C. Access a recent data backup
- D. Utilize the Recovery Agent feature
- E. Factory recovery partition

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 775

Which of the following is the number of devices that can be daisy-chained to an IEEE 1394 port?

- A. 7
- B. 15
- C. 63
- D. 127

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 776

Which of the following maintenance utilities is used to reorganize files on a hard drive?

- A. SCANDISK
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- B. DEFRAG
- C. CHKDSK
- D. Disk Cleanup

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 777

A technician is installing a new small form factor motherboard. Which of the following form factors is the technician MOST likely installing?

- A. Micro ATX
- B. NLX
- C. ATX
- D. BTX

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 778

A computer fails to boot into Windows XP and is displaying an 'invalid boot disk' error message on startup. Which of the following should the technician check FIRST?

- A. Rebuild the master boot record using FIXMBR from within the Windows Recovery Console.
- B. Replace the hard drive.
- C. Format the hard drive and reinstall Windows.
- D. Verify the hard drive is selected as a boot option in BIOS setup.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 779

Which of the following would MOST likely be used to aid a technician in the removal of spyware?

- A. ASR
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- B. Safe Mode
- C. Restore Point
- D. Recovery Console

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 780

Which of the following interfaces does a sound card use?

- A. PCI
- B. SATA
- C. SCSI
- D. AGP

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 781

Which of the following versions of Windows Vista includes the Windows Media Center? (Select TWO).

- A. Vista Home Basic
- B. Vista Enterprise
- C. Vista Business
- D. Vista Ultimate
- E. Vista Home Premium

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 782

Which of the following would BEST provide cooling to a hard drive?

- A. Heatsink
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- B. CPU fan
- C. Case fan
- D. Thermal compound

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 783

Which of the following utilities will a technician use to find out system information, drivers, running print jobs, and Internet setting all from one location?

- A. MSINFO32
- B. REGEDIT
- C. Device Manager
- D. MSCONFIG

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 784

Which of the following connectors would be used in POTS?

- A. RG-58
- B. RJ-45
- C. BNC
- D. RJ-11

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 785

Which of the following storage types has no movable parts?

- A. DVD-RW
- B. Flash
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- C. Tape
- D. IDE hard drive

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 786

Which of the following is the FIRST step in the troubleshooting theory?

- A. Establish a plan of action to resolve the problem and implement the solution.
- B. Establish a theory of probable cause.
- C. Identify the problem.
- D. Verify full system functionality and if applicable implement preventative measures.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 787

A user reports that print jobs sent to a local printer are printing out as blank pieces of paper. Which of the following steps should the technician perform FIRST on the printer to determine the cause?

- A. Stop and restart the print spooler
- B. Reload the printer drivers
- C. Print an internal test page
- D. Replace the printer cable

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 788

Which of the following is placed FIRST on top of the processor to aid in the cooling process?

- A. Fan
 - B. Mounting bracket
 - C. Thermal compound
 - D. Heatsink
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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 789

A user states that they are trying to project their laptop to a screen for a presentation. They have plugged the projector cable into their laptop, and turned the projector on, but no signal is found. Which of the following should the technician perform FIRST?

- A. Ensure the projector is receiving power
- B. Verify the laptop is not running on battery
- C. Toggle the function key for displays

D. Replace the projector cable with another

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 790

Which of the following adapter types uses a 7-pin cable to transmit video signals?

- A. RGB
- B. DVI
- C. HDMI
- D. S-Video

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 791

Which of the following should be used to restore a Windows 7 System Image to a new replacement hard drive?

- A. PC Diagnostics Partition
- B. Windows Safe Mode
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- C. Windows Emergency Repair Disk
- D. Windows 7 Installation DVD

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 792

Which of the following are impact printers? (Select TWO).

- A. Line printer
- B. Dot matrix printer
- C. Thermal transfer printer
- D. Inkjet printer
- E. Xerographic printer

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 793

Which of the following devices is considered a solid state storage device?

- A. Flash drive
- B. Tape drive
- C. Blu-Ray
- D. CD-RW

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 794

Which of the following is the MAIN purpose of the Recovery Console in Windows XP?

- A. Allow the restoration of a previously made image of a desktop through the command prompt
- B. Provide a way to recover corrupted print jobs through the command prompt.
- C. Delete a virus that has infected the hard drive through the command prompt.
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- D. Provide a way to access the hard drive in an emergency through the command prompt.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 795

Which of the following wireless types has the potential to provide the GREATEST bandwidth?

- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11n

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 796

Which of the following is the MAXIMUM number of devices connected per IEEE1394 controller?

- A. 4
- B. 63
- C. 64

D. 128

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 797

Which of the following is used to process BitLocker full drive encryption?

- A. Multi-Core Processor
- B. SATA
- C. BIOS Password
- D. TPM

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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 798

Which of the following type of malware tries to strong arm customers into purchasing unwanted, fake security software in order to solve non-existent problems on their machines?

- A. Phishing Emails
- B. Grayware
- C. Ransomware
- D. Spyware

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 799

Which of the following would use a POTS line for receiving Internet packets?

- A. DSL
- B. Cable
- C. Cellular
- D. Fiber

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 800

Which of the following utilities can an administrator use to manage hardware, software, and network components?

- A. Device Manager
- B. MSINFO32
- C. MMC
- D. MSCONFIG

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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 801

A technician is in charge of migrating Windows XP users over to new Windows Vista workstations. Which of the following tools would allow the technician to accomplish this in an automated process?

- A. User Account Control applet
- B. User State Migration tool
- C. Windows Automated Installation kit
- D. Windows Powershell

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 802

After installing a new PCIe video card and associated software, the technician reboots the computer. On reboot the computer generates a Windows Stop screen error. Which of the following is the MOST likely cause?

- A. The video card is not good
- B. The monitor does not support the configured resolution
- C. The video driver was incompatible or corrupt
- D. The technician did not change the AGP aperture size in the BIOS

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 803

Which of the following is MOST likely a program that appears to be something it is not?

- A. Driver
- B. Windows update

- C. Trojan
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- D. Worm

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 804

Which of the following port numbers is FTP assigned to?

- A. 21
- B. 23
- C. 25
- D. 80

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 805

Which of the following connector types is used for a 100BaseT network?

- A. RJ-12
- B. RJ-11
- C. RJ-14
- D. RJ-45

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 806

Which of the following can be hot-swappable?

- A. Hard drive
- B. Tape drive
- C. Floppy drive
- D. DVD-RW

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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 807

Which of the following attributes is set when a file is ready to be backed up?

- A. a
- B. h
- C. r
- D. s

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 808

Which of the following identifies a wireless network's name?

- A. NetBIOS
- B. MAC
- C. SSID
- D. Node ID

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 809

A technician installs a new graphics card in a computer and upon booting up nothing happens. The technician puts the old graphics card back into the computer and the computer boots up normally. Which of the following would be the BEST source of information to solve the problem? (Select TWO).

- A. Chat room discussion online
 - B. Installation manual
 - C. Ask another technician
 - D. Manufacturer's website
 - E. OS forum online
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Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 810

A user explains that after the office was vacuumed the previous night their sound is not working and they

cannot get onto the network. The user has verified that all of the PC's cables are plugged into their respective ports. Which of the following is the MOST likely cause?

- A. Frayed or broken cables
- B. UPS is unplugged
- C. NIC and sound card are disabled in Device Manager.
- D. Speakers are muted

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 811

Which of the following software options would BEST protect against trojans and worms?

- A. Anti-spyware software
- B. Anti-adware software
- C. Anti-virus software
- D. Anti-spam software

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 812

With which of the following devices is a TWAIN32 driver MOST commonly associated?

- A. Webcam
- B. Mouse
- C. Printer
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- D. Scanner

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 813

Which of the following should be done FIRST when identifying and troubleshooting a problem?

- A. Question the user and identify any user changes to the computer.
- B. Establish a theory of probable cause.
- C. Establish a plan of action to resolve the problem and implement the solution.
- D. Test the theory to determine cause.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 814

Which of the following should be done FIRST to a hard drive before it is disposed?

- A. Partition
- B. Physical damage
- C. Data wipe
- D. Format

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 815

When dealing with customers on the phone that are not very comfortable with technology, which of the following techniques would be MOST helpful to ensure that effective communication is taking place?

- A. Frequently paraphrase what the caller is saying.
- B. Repeat what is being said multiple times so that the customer can understand exactly what to do.
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- C. Speak very slowly when replying to the customer.
- D. Tell the customer to send an email stating exactly what the problem is so that the communication between the two parties is clear.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 816

A user states that the wireless network adapter has been disabled on the laptop. Which of the following would be the BEST way to remedy this?

- A. Reinstall wireless drivers on the laptop
- B. Toggle the laptop's built-in switch for WiFi
- C. Restart the laptop
- D. Install a new wireless card on the laptop

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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