COMPTIA 220-701 EXAM BUNDLE

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COMPTIA 220-701 EXAM BUNDLE

Exam Name: Comptia CompTIA A+ Essentials (2009)

Actualtests

QUESTION 1
Which of the following memory types has a clock speed of 400MHz?
PC133
PC2700
PC3200
PC10600

A.
B.
C.
D.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
A technician receives a Windows laptop that has not been operating correctly since a user changed some registry settings by mistake. Which of the following should be attempted FIRST?
Reset the CMOS
Rollback to a restore point
Boot into Safe Mode
Reconfigure the BIOS

A.
B.
C.
D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
A technician encounters an IP address of 191.15.20.1. The IP address is a member of which of the following classes?
Class A
Class B
Class C
Class D

A.
B.
C.
D.

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:

QUESTION 4
Which of the following is placed directly on the CPU in a new computer system to aid in the cooling process?
Heatsink
Fan
Liquid cooling system
Thermal compound

A.

B.

C.

D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
When determining a customer's specific issue, which of the following is the BEST approach?
Ask the customer to speak with someone else that may be able to help.
Ask open-ended questions to narrow the scope of the problem.
Ask a co-worker what the customer is trying to explain.
Ask focused questions that lead the customer with yes or no answers.

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A.

B.

C.

D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Q
Which of the following printer types is the BEST for a technician to recommend to a company needing to print 10,000 black and white pages per month?
Laser
Thermal
Inkjet
Dot Matrix
Answer: A

QUESTION 6
A customer wants to be able to search the Internet wirelessly with their laptop, from any location. Which of the following devices would be MOST effective in achieving this?
Bluetooth card
802.11 a/b/gWiFicard
802.11nWiFi card
Cellular WAN card

A.
B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
A customer wants to connect an external projector to a laptop. The projector is plugged into the external video port but no video is shown on the projector. Which of the following will correct the problem?
Upgrade the BIOS.
Release the LCD cutoff switch.
Toggle theWiFi switch.
Toggle theFn key.

A.
B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
Which of the following Windows Vista versions can be installed on a system with 512MB of RAM and a 40GB HDD?
Home Basic
Home Premium
Ultimate
Business

A.
B.
C.
D.

Correct Answer: A
Section: (none)

Explanation

Explanation/Reference:

QUESTION 9
Which of the following is an example of a manufacturer's image stored on a hard drive?
Factory Recovery Partition
OEM Version
Recovery CD
Network Install

A.
B.
C.
D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10
A CRT monitor is lickering very rapidly, making it very uncomfortable to view. This can be corrected by:
Adjusting the refresh rate.
Adjusting the dot pitch.
Degaussing the monitor.
Adjusting the resolution.

A.
B.
C.
D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
A PC is having its PSU replaced and the new PSU has a connector that is too large for the motherboard's socket. Which of the following is needed to solve this issue?
The PC needs a NLX to ATX adapter.
The PC needs a 26-to-20 pin ATX adapter.
The PC needs a 24-to-20 pin ATX adapter.
The PC needs an AT-to-ATX adapter.

A.
B.
C.
D.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
Which of the following media types is MOST affected by the RPM rating?
SDD
Flash
Tape
HDD

A.
B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
A technician downloads an updated version of the driver for a sound card in Windows XP. After extracting the driver, how would the technician update the driver?
Device Manager> expand 'Sound, video and game controllers'>double click on the name of the sound card> Troubleshoot'
Start > Control Panel > Administrative Tools > Update Drivers>double click on 'Sound Card'
Start > Control Panel > Administrative Tools > Sound Devices > 'Update Driver'
Device Manager>Driver tab> Update Driver> Double click on the name of the sound card under 'Sound, video and game controllers'

A.
B.
C.
D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
Which of the following connectors are used for musical equipment?
DVI
MIDI
6-pin mini-DIN
HDMI

A.
B.

C.

D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
Which of the following broadband technologies provides the FASTEST bandwidth speeds?
DSL
Cable
Satellite
Fiber

A.

B.

C.

D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
Which of the following Windows utilities will identify issues with drivers and programs running under Windows XP?
A. System Information
B.Hardware Compatibility List
C. Dr Watson
D. Program Compatibility Wizard

A.

B.

C.

D.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
Which of the following IP ranges is Class C?
192.0.0.0-223.255.255.255
128.0.0.0-191.255.255.255
1.1.1.1-126.255.255.255
224.0.0.0-255.255.255.0

A.
B.
C.
D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
In the laser printing process, which of the following is true?
A wax-based substance is melted and applied directly to the media.
Toner is applied to a photoconductor and transferred to the media.
Heat is applied to heat-sensitive media to create an image.
Toner is sprayed to the media.

A.
B.
C.
D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
A computer fails POST with 1 long, and 2 short beeps. Which of the following components has MOST likely failed?
Sound card
Power supply
NIC
Video card

A.
B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
IBM BIOS beep codes
Below are IBM BIOS Beep codes that can occur. However, because of the wide variety of models shipping with this BIOS, the beep codes may vary.

QUESTION 20
Which of the following wireless network features grants the ability to select which devices connect to a wireless

network based on a device's hardware address?
WPA encryption
MAC filtering
NAT translation
SSID broadcasting

A.

B.

C.

D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
Which of the following connector types is used on CAT5e cable?
RJ-45
ST
RJ-11
BNC

A.

B.

C.

D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
A technician is installing Windows Vista onto a new computer locally. Which of the following describes the method the technician would MOST likely use?
Floppy
DVD
Blu-Ray
PXE

A.

B.

C.

D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
A technician is repairing a keyboard issue, in which the keys are not typing anything within document editing software. After questioning the user, the technician discovers that the user was eating lunch while typing the document. The technician comes to the conclusion that liquid was
spilled onto the keyboard. According to the troubleshooting theory, which of the following would be the NEXT step to follow?
Ask the user open-ended questions.
Make closing notes of the repair.
Replace the keyboard with a new keyboard.
Verify the system functionality.

A.
B.
C.
D.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
A technician is attempting to troubleshoot an inkjet printer. The printer successfully feeds paper through the unit while running the manufacturer's print test, but nothing is being printed on the paper. Which of the following should the technician do FIRST?
Check the ink cartridges for proper ink levels.
Check the toner levels in the printer.
Replace the fuser in this printer.
Update the firmware in the printer.

A.
B.
C.
D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
ATX power supplies normally provide which of the following voltages? (Select TWO).
3.3
5
6
15
24

A.
B.
C.

D.

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:
Explanation:
The power distribution specification defined that most of PSU's power should be provided on 5 V and 3.3 V rails, because most of the electronic components (CPU, RAM, chipset, PCI , AGP and ISA cards) used 5 V or 3.3 V for power supply.

QUESTION 26
Which of the following devices will allow a technician to use a single set of input devices on several computers?
Barcode reader
Smart card reader
KVM
SCSI

A.
B.
C.
D.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
The user has just installed a new video game on their computer, when the video game starts the computer crashes. Which of the following should the technician perform FIRST?
Update the video driver
Roll back the video driver
Run a System Defragmentation
Perform a System Restore

A.
B.
C.
D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
Thermal compound is designed to do which of the following?
Insulate a component from the friction of theheatsink
Reduce heat on a component through evaporation
Provide for heat transfer from a component to theheatsink
Quiet any vibration to aheatsink from a fan

A.

B.

C.

D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
Which of the following ports need to be turned off on a firewall to block Telnet?
21
B.23
C.25
D.80

A.

B.

C.

D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
A technician needs to remotely access a user's PC in order to resolve a problem. Upon making the connection, the technician discovers the customer has a confidential document open. Which of the following steps would be BEST to take?
Close the document without commenting to the user and proceed with the work.
Ask the user to close the document so that the work can proceed.
Copy the document to a network drive as a backup so that work can proceed.
Leave the document open and do not mention it to the user and proceed with the work

A.

B.

C.

D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
Which of the following is a characteristic of a plenum-rated cable?
Recommended for analog phone lines

Flexible PVC outer jacket
Recommended for ceiling use only
Recommended for use in HVAC

A.
B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
In the past there has been a series of thefts including laptops with personal information on them. Which of the following is the BEST way to protect the personal information and prevent unauthorized access to the information in the event that a laptop is stolen?
Power on password
Intrusion detection
Complex logon passwords
Drive lock

A.
B.
C.
D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:
You can add a Power On password to your computer or laptop for added security. When the system is first turned on it will prompt for the Power On password. Without it the computer will not continue to boot.

QUESTION 33
Which of the following connectors uses up to four pairs of wires when crimped?
RJ-45
RJ-11
BNC
LC

A.
B.
C.
D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
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?
The card needs to have the compatibility jumpers set before it can be installed into the system.
The card is a PCI Express card and the laptop supports PCMCIA.
The expansion slot needs to be enabled in the BIOS first.
The card is a PCMCIA card and the laptop supports PCI Express cards.

A.
B.
C.
D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
A computer displays an error upon booting which says 'Operating System Not Found.' It has a USB flash drive, USB printer, and USB webcam installed and connected. Which of the following is MOST likely preventing the machine from booting normally?
The computer needs to be manually configured to boot off the internal SATA hard disk drive upon startup.
The computer's BIOShas the flash drive above the hard disk in the boot order priority list.
The computer's BIOS has 'Full'set instead of'High Speed' under the USB settings area.
The computer's BIOShas the USB printer below the hard disk in the boot order priority list.

A.
B.
C.
D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
A laptop with an integrated 802.11 b/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?
The wireless card is disabled in BIOS.
The wireless card drivers are not installed.
The wireless hardware switch is turned off.
The wireless card firmware requires an update.

A.
B.
C.
D.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
Which of the following adapter cards would need to be installed in a computer to allow printing to the LPT1 port?
USB
Parallel
Serial
SCSI

A.

B.

C.

D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
A parallel port is a type of interface found on computers (personal and otherwise) for connecting various peripherals. In computing, a parallel port is a parallel communication physical interface. It is also known as a printer port or Centronics port.
Port addresses
Traditionally IBM PC systems have allocated their first three parallel ports according to the configuration in the table below.

QUESTION 38
A user has purchased a laptop that has no means to charge the battery. Which of the following would the user MOST likely purchase?
USB cable
AC adapter
PCMCIA card
Replacement battery

A.

B.

C.

D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
A user has reported that the PC is not printing. Which of the following should the technician do FIRST?
Replace the user's computer with a new one

Question the user as to when the problem started to occur
Clear the print queue of all current jobs
Reinstall the print drivers on the user's computer

A.

B.

C.

D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
After hardware upgrades have been installed, the technician boots the computer system. No display output is observed but a beeping is heard from the computer. Which of the following is the MOST likely issue?
Hard drive cables are not connected.
BIOS chips are not seated properly.
The power supply is not functioning.
Video card is not seated properly.

A.

B.

C.

D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
A technician is servicing a customer's color laser printer and notices excess toner in the printer. Which of the following tools would BEST assist the technician in removing the excess toner?
Damp towel
Compressed air
Alcoholwipe
Computer vacuum

A.

B.

C.

D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
Which of the following can display statistical data regarding CPU usage, memory usage, and NIC activity?
Hardware Profiles
Event Viewer
Device Manager
Performance Monitor

A.
B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
Which of the following is a best practice when installing multiple new internal devices and several software programs?
Update the system BIOS
Make a backup
Boot in to Safe Mode
Remove all external devices

A.
B.
C.
D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
Which of the following IP ranges is Class A?
128.0.0.0-191.255.255.255
192.0.0.0-223.255.255.255
224.0.0.0-255.255.255.0
1.1.1.1-126.255.255.255

A.
B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
Which of the following memory speeds is found with SDRAM?
PC3200
PC2700
DDR3-16000
PC100

A.
B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46
Which of the following is considered to be an effect of static electricity?
POST error code 501
Component failures
Bad sectors on an HDD
Poor power regulation

A.
B.
C.
D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
Which of the following is the system bus speed of a PC2700 memory?
133MHz
166MHz
266MHz
333MHz

A.
B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48
Which of the following should the technician verify FIRST if the customer reports that a laptop battery is not charging?
Remove all unneeded peripherals
Check the LCD cutoff switch
Verify backlight functionality
Swap the AC adapter

A.
B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

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QUESTION 49
Which of the following devices is MOST likely used for data backups and stored off site?
Tape drive
Flash drive
CD-RW
Blu-Ray

A.
B.
C.
D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
Which of the following is used to display real-time disk operation information in Windows 2000 Professional?
Task Manager
Disk Part
Disk Management
Performance Monitor

A.

B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51
Which of the following cables has a MAXIMUM recommended cable length of 100 meters (328 feet)?
Fiber
CAT3
C.Coaxial
D.CAT5

A.
B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
Which of the following wireless security options offer the HIGHEST level of wireless network protection?
Port blocking
WPA
MAC filtering
WPA2

A.
B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
A technician has been asked to provide information on a new solvent being stored in the work area. Which of the following sources should the technician consult?
Internet
Manager
MSDS
Container

A.
B.
C.
D.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
A customer has asked a technician what the difference is between a slower and faster RPM hard disk drive. Which of the following would be the BEST way to explain this to the customer?
Create an analogy comparing drive speeds to CPU speeds.
Simply state the specifications of both hard drives.
Give the user several technical websites to research.
Compare the two hard disk speeds using a well-known story.

A.
B.
C.
D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
A user reports that a laptop keyboard needs to be replaced because a certain key does not work. Which of the following is the FIRST option to take?
Connect an external keyboard to test the issue.
Test the RAM because the keyboard buffer appears to be the problem.
Replace the laptop.
Replace the RAM.

A.
B.
C.
D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
When upgrading to a newer version of an OS, which of the following are best practices? (Select TWO).
Upgrade the processor

Update the BIOS
Delete existing programs
Upgrade the firmware
Delete personal data

A.

B.

C.

D.

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57
While a technician is working on an employee's computer, another user begins asking irrelevant questions. It is inhibiting progress because the technician cannot concentrate and becomes irritated. Which of the following is the BEST course of action?
Take a long break to step away to relax and refocus.
Leave the station and call another technician to complete the repair.
Request the manager to assist in the situation.
Politely inform the user that all questions will be answered later.

A.

B.

C.

D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
A technician receives a computer that is having trouble printing to a network printer. After checking to make sure the network printer is available, the technician checks the port the printer is assigned to and finds it is set to LPT1:. Which of the following locations did the technician use to view the port settings?
Start>Settings>Network Connections
Start>Settings>Control Panel>Administrative Tools
Start>Settings>Control Panel>Accessibility Options
Start>Settings>Printers& Faxes

A.

B.

C.

D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
A technician is installing a motherboard that has a 24-pin connector from the power supply to the motherboard. Which of the following devices are the additional four pins used?
Extra drives
The processor
Extra RAM
Cooling system

A.
B.
C.
D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
Items that may be added to the Sidebar in Windows Vista are known as what?
Applets
Features
Widgets
Gadgets

A.
B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
On a Windows computer, a user is unable to print documents to locally attached printers or network printers. The user was able to print previously. Which of the following is the MOST likely cause of this issue?
Incompatible cabling
Printer hardware problem
Incompatible print driver
Print spooler is not running

A.
B.
C.
D.

Correct Answer: D

Section: (none)
Explanation

Explanation/Reference:

QUESTION 62
Which of the following should a technician avoid when dealing with a customer?
Personal calls
Cultural sensitivity
Timeliness
Positive attitude

A.
B.
C.
D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
Which of the following should be done to remove dust from the inside of a computer case?
Use a lint free cloth and glass cleaner
Use a dry paper towel and an anti-static strap
Use a slightly damp cloth and a vacuum
Use compressed air and a lint free cloth

A.
B.
C.
D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64
Which of the following WLAN protocols is in the 2.4GHz band with a maximum data rate of 11Mbps?
802.11a
802.11b
802.11g
802.11n

A.
B.
C.
D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
Which of the following software options would BEST protect against trojans and worms?
Anti-spyware software
Anti-adware software
Anti-virus software
Anti-spam software

A.
B.
C.
D.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
Which of the following provides a connection for an external keyboard, mouse, printer, monitor, and network when using a laptop?
Bluetooth
Network hub
Docking station
Infrared

A.
B.
C.
D.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
A user is explaining an issue that they are having with their workstation. After they finish explaining, a technician's NEXT course of action should be to:
Provide proper documentation on the services provided.
Listen and do not interrupt the customer.
Offer different repair options for the user's convenience.
Restate the issue or question to verify understanding.

A.
B.

C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68
Which of the following is the MAIN purpose of the Recovery Console in Windows XP?
Allow the restoration of a previously made image of a desktop through the command prompt.
Provide a way to recover corrupted print jobs through the command prompt.
Delete a virus that has infected the hard drive through the command prompt.
Provide a way to access the hard drive in an emergency through the command prompt.

A.
B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69
Which of the following is an example of a Class D IP address?
192.0.0.0
127.255.255.255
255.255.255.255
224.0.0.0

A.
B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
Which of the following removable storage devices is MOST likely used to duplicate bootable media?
SD card
Zip drive
Blu-Ray
DVD-RW

A.

B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71
Which of the following describes the process of scheduling multiple processes simultaneously amongst multiple logical processors?
Hyper-threading
SpeedStep technology
Quad core processing
Dual core processing

A.
B.
C.
D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 72
Which of the following data security features requires an external device embedded with integrated circuits for authentication purposes?

A. A.Stylus
B. Smart card
C.Biometrics
D. Password

Correct Answer:
Section: (none)
Explanation

Explanation/Reference:
Answer: B
Explanation:
A smart card is a device that includes an embedded integrated circuit that can be either a secure microcontroller or equivalent intelligence with internal memory or a memory chip alone. The card connects to a reader with direct physical contact or with a remote contactless radio frequency interface.

QUESTION 73
Which of the following file systems MUST be used when implementing EFS?
FAT32
FAT
NTFS
CDFS

A.
B.
C.
D.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 74
Which of the following expansion ports would provide the BEST performance for a new video card?
PCI
PCIe
ISA
AGP

A.
B.
C.
D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75
A technician cannot get the Windows XP installation routine to recognize the SATA hard drive. Which of the following is the MOST likely reason?

A. A. The hard drive needs ATA drivers loaded via the F6 option during install.
   B.The hard drive did not have the jumpers configured correctly and needs to be checked.
   C.The hard drive is incompatible with Windows XP and needs replacement.
   D.The hard drive needs SATA drivers loaded via the F6 option during install.

Correct Answer:
Section: (none)
Explanation

Explanation/Reference:
Answer D
Explanation:
Windows XP install routine does not natively contain SATA drivers in it. You have to install SATA drivers manually before Win XP is able to recognize your SATA HDD. After you boot to Windows XP CD (BIOS must be configured to boot from CD-ROM drive, otherwise it may try to boot from floppy), it will ask you if you want to install drivers. Just at this point press F6 and show the drivers on the floppy.

QUESTION 76
A technician has a security device which displays a number that changes overtime. Of which of the following is this an example of?
A smart card reader

A token device
A biometric device
An RFID scanner

A.
B.
C.
D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 77
A user's hard drive is failing. Before the drive is replaced, which of the following troubleshooting steps should be done?
Establish a theory of probable cause
Identify the problem
Perform a backup
Identify user changes to the computer

A.
B.
C.
D.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 78
Which of the following commands would a technician use to launch the Services MMC in Windows Vista?
services.mmc
gpedit.exe
msinfo32.exe
services.msc

A.
B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
There are two ways to view Services on your computer. The first is to use the MS Configuration Utility by typing msconfig.exe in the Run box accessed via the Start Menu, followed by clicking the Services tab. If you want a

quick visual of which items are running or stopped, this is fine, but the information is limited. The preferred way to make changes to services is to launch services.msc from the Run option on the Start Menu. The Services window will open.

QUESTION 79
802.11g has the potential to support up to:

11Mbps.
50Mbps.
54Mbps.
100Mbps.

A.
B.
C.
D.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
A BSOD in Windows provides which information?
Driver updates for new installations
Save information for critical files before system shut down
Diagnostic purposes of a critical system error
A detailed description and remedy of a software related problem

A.
B.
C.
D.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:
The Blue Screen Of Death (also known as BSoD or bluescreen), known officially as a Stop Error or a bug check is the error screen displayed by the Microsoft Windows family of operating systems upon encountering a critical error, of a non-recoverable nature, that causes the system to "crash." The term is named after the color of the screen generated by the error.

QUESTION 81
Which of the following may cause RFI on a wireless network? (Select TWO).
Cordless phone
LCD
Magnet
Microwave
CRT

A.
B.

C.
D.

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 82
When looking for 32-bit applications installed on a 64-bit version of Windows Vista, a technician should look in which of the following default locations?
C:\Windows\System32
C:\ProgramFiles
C:\Users\
C:\Program Files(x86)

A.
B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
64-bit apps default to C:\Program Files while 32-bit apps default to C:\Program Files (x86).

QUESTION 83
A laptop's battery will not charge. Which of the following BEST solves this issue?
Remove all unneeded peripherals
Toggle theFn keys
Swap the A/C adapter
Plug the laptop into a UPS

A.
B.
C.
D.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 84
Which of the following MOST accurately describes a VPN?
A security encryption feature that encrypts wireless traffic with an access point for communication.
A private tunnel through the Internet to securely communicate with a remote network.
A network which has no connection to the Internet and is private by design.
A security feature that throttles bandwidth and closes ports when possible virus traffic is detected.

A.
B.
C.
D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 85
A technician needs to configure a workstation for Wake on LAN. Where can the technician configure this setting?
BIOS
Control Panel
Internet Explorer Properties
Windows Power Management

A.
B.
C.
D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 86
The POST process of a computer is designed to:
Load the operating system into memory during power on.
Test the essential components of the system during power on.
Test the software and hardware drivers before the operating system loads.
Check for the latest motherboard firm ware updates.

A.
B.
C.
D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 87
Which of the following printer types is the BEST for a technician to recommend to a company needing to print 10,000 black and white pages per month?

A.

B.
C.
D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 88
Which of the following commands is used to bring up the interface that allows a technician to edit startup services and applications?
msinfo32
cmd
dxdiag
msconfig

A.
B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
Built into Windows is a special tool called the "Microsoft System Configuration Utility" or simply " MSCONFIG. " Designed to help you troubleshoot problems with your computer, MSCONFIG can also be used to ensure that your computer boots faster and crashes less.

Most people know that the more programs you have running on your computer at once, the more likely it is that your computer will either run slowly or even crash. What most people don't know is that every time you boot your computer a whole mess of "hidden" programs load in the background. Some of these hidden programs are essential, but most aren't. Turning off some of these hidden programs can significantly increase your computer's performance and reliability.

QUESTION 89
After hardware upgrades have been installed, the technician boots the computer system. No display output is observed but a beeping is heard from the computer. Which of the following is the MOST likely issue?
Hard drive cables are not connected.
BIOS chips are not seated properly.
The power supply is not functioning.
Video card is not seated properly.

A.
B.
C.
D.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 90
The POST process of a computer is designed to:
Load the operating system into memory during power on.
Test the essential components of the system during power on.
Test the software and hardware drivers before the operating system loads.
Check for the latest motherboard firm ware updates.

A.
B.
C.
D.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

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