

## CompTIA Certkey 220-701 Questions & Answers

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**CompTIA 220-701 Questions & Answers**

**Exam Name: CompTIA A+ Essentials (2009)**

**For Full Set of Questions please visit: <http://www.certkey.com/220-701.html>**

## **Certkey**

### **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 cables allows for the transfer of video and sound?

- VGA
- S-Video
- DVI
- D. HDMI

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

**Correct Answer: D**

**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**

Which of the following keyboard combinations will lock a Windows XP workstation?

Windows Key + L

CTRL + ALT + Delete

Windows Key + CTRL + Backspace

Windows Key + CTRL + Escape

A.

B.

C.

D.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 7**

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/gWiFi card

802.11nWiFi card

Cellular WAN card

A.

B.

C.

D.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 8**

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 9**

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 10**

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 11**

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 12**

802.11n has the potential to support up to:

- 11Mbps.
- 20Mbps.
- 54Mbps.
- 100Mbps.

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 13**

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 14**

Every time the computer starts a technician receives a message saying that the computer case has been opened. Which of the following can be disabled in the BIOS to prevent this message from appearing?

Trusted Platform Module (TPM)  
Intrusion detection  
WiFi Protected Access (WPA)  
Firewall

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 15**

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 16**

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 17**

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 18**

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 19**

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 20**

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 21**

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 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 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 24**

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 25**

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 26**

Thermal compound is designed to do which of the following?

Insulate a component from the friction of the heatsink

Reduce heat on a component through evaporation

Provide for heat transfer from a component to the heatsink

Quiet any vibration to a heatsink from a fan

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 27**

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 28**

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 29**

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 30**

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 31**

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 BIOS has 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 BIOS has 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 32**

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 33**

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.



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**QUESTION 34**

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 35**

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 36**

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 37**

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 38**

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 39**

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 40**

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 41**

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 42**

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 43**

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 44**

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 45**

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 46**

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 47**

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 48**

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 49**

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 50**

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 51**

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 52**

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 53**

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 54**

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 55**

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 56**

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 57**

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 58**

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 59**

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 60**

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 61**

Which of the following expansion devices would allow a user to utilize multiple hardware profiles to control an external display and power option?

PCI Express card

KVM

PCMCIA card

Docking station

A.

B.

C.

D.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 62**

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 63**

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 64**

Which of the following utilities can an administrator use to manage hardware, software and network components?

- Device Manager
- MMC
- MSINF032
- MSCONFIG

- A.
- B.
- C.



D.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 65**

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 66**

Which of the following BEST provides intrusion prevention for a LAN from a remote location?

Firewall

Smart cards

Passwords

Biometrics

A.

B.

C.

D.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 67**

Which of the following versions of Microsoft Windows includes Media Center?

Windows Vista Ultimate

Windows Vista Home

Windows XP Home

Windows XP Professional

A.

- B.
- C.
- D.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 68**

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 69**

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 70**

A technician needs to upgrade the memory in a laptop. Which of the following memory types would be the correct type?

RIMM

DDR RAM  
SDRAM  
SODIMM

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 71**

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 72**

Which of the following motherboard expansion slots supports a HD video card? (Select TWO).

PCIe  
ISA  
AGP  
EISA  
CNR

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 73**

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 74**

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:**



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