220-701 CompTIA A+ Essentials (2009) Exam

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COMPTIA 220-701 EXAM BUNDLE

Exam Name: Comptia CompTIA A+ Essentials (2009)

Exam A

QUESTION 1
When servicing a laptop, which of the following components usually requires the keyboard to be removed before the component can be replaced?

A. Processor
B. Hard drive
C. Battery
D. Optical drive

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
When adding a FireWire adapter to a laptop, which of the following ports would MOST likely be used?

A. MMC port
B. SODIMM slot
C. Express card 34
D. USB 1.1 port

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
RG-59 is a designation for which of the following cable types?

A. Plenum
B. Fiber optic
C. Twisted pair
D. Coaxial

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
Which of the following is the only place where initial boot settings can be configured?

A. CMOS
B. BIOS
C. MBR
D. HAL

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
A computer's case fan protects against which of the following environmental concerns?

A. Pressure
B. Heat
C. Brown out
D. Cold

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
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. Donate to a local nonprofit organization.
C. Follow local government regulations for disposal.
D. Affix MSDS sheet to items for the waste management company.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
Which of the following is the correct arrangement of the data pairs in a T568B wire pattern? (Select TWO).

A. Orange & orange/white on pins 1 & 2
B. Blue & blue/white on pins 4 & 5
C. Orange & orange/white on pins 4 & 5
D. Brown & brown/white on pins 1 & 2
E. Green & green/white on pins 3 & 6

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
Which of the following should be documented when transferring ownership of a PC suspected of prohibited activity? (Select TWO).

A. List of prohibited content
B. Date
C. Age
D. Prohibited activity
E. Name of receiving party

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
Which of the following pin pairs remain with the same wire color for either T568A or T568B?

A. Pair 1 & 8
B. Pair 2 & 7
C. Pair 3 & 6
D. Pair 4 & 5

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10
Which of the following would be an example of prohibited content?

A. Third party proxy sites
B. Malicious cookie
C. Detected virus
D. Unwanted pop-up

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11

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 to determine its importance.
B. Ignore the call and return the call from a land line.
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:

QUESTION 12
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 power generator
B. Uninterruptable power supply
C. Power line conditioners
D. Surge protectors

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
When comparing DSL broadband to cable broadband, which of the following is an advantage of DSL broadband?

A. Upgraded copper lines allow maximum speed greater than cable
B. Signal is not shared back to the switch
C. Signal is shared back to the switch
D. Distance is not a factor in signal speed

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
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. DIMM
B. RIMM
C. SIMM
D. SODIMM

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
Which of the following network types is being described when computers are connected so that data flows from one computer to the other by traveling through each computer in the network?

A. Star
B. Hybrid
C. Mesh
D. Ring

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
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. BNC
D. LC

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
Which of the following is the form factor of a standard S-video connector?

A. DB-15
B. DB-25
C. DIN-6
D. DB-9

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
Which of the following are standard AMD processor socket types? (Select TWO).

A. 1366
B. 1155
C. 940
D. LGA
E. F

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
Which of the following is the MOST critical component related to removing heat from the CPU?

A. Vented case
B. Number of fans
C. Thermal paste
D. Liquid cooling

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
Which of the following is the form factor of a standard VGA connector?

A. DB-15
B. DB-9
C. DIN-6
D. DB-25

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
When computers are connected on a network in a manner where the data flows to a central point and then back out describes which of the following networks?

A. Ring
B. Mesh
C. Star
D. Hybrid

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:

QUESTION 22
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?

A. Express card 54
B. USB 2.0
C. PCIe
D. Port replicator

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
A basic cable tester can be used to do which of the following?

A. Assure end to end continuity of a UTP cable.
B. Locate the distance to a cable break.
C. Determine the CAT level of a UTP cable.
D. Determine the distance to the nearest wiring closet.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
A laptop typically has a physical switch to disable which of the following features?

A. Bluetooth
B. Hard Drive Impact Protection
C. Data Encryption
D. Wireless

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
A technician is told to make 50 foot (15.24 meters) patch cables, and is given a spool of CAT6 UTP cable and a bag of RG-45 connectors. Which of the following tools would BEST be used to do this task? (Select TWO).

A. A cable tester

B. A crimper
C. A cable wiring chart
D. A toner probe
E. A multimeter
F. A cutting shear

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
A technician needs to find an end of a network cable drop. Which of the following tools would the technician use?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
A company would like to create and maintain a web presence by operating a web server and an FTP server for users to upload and download job specifications. Which of the following Internet connection types would be BEST suited for this type of traffic?

A. Satellite
B. Fiber
C. 4G mobile hotspot
D. DSL

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
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.

D. Update universal drivers to allow printing.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
Which of the following ISP types requires an RJ-11 connection to the PC?

A. Cellular
B. Cable
C. Dial-up
D. WiMAX

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
Which of the following connection types are MOST likely to be found in the front of a PC case? (Select TWO).

A. Molex
B. RS-232
C. SATA
D. USB
E. Audio

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
The network printer is locking up and printing garbled text. When the user cancels the job from their local print queue, nothing happens. Which of the following is the MOST likely cause?

A. The printer needs to be power cycled to clear the job.
B. The print server's queue needs to be checked.
C. The printer needs to be set to factory defaults.
D. The user's workstation needs to be rebooted.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
Which of the following cable types can transmit at 100 Mbps and has the SAME transmission distance without the use of a repeater? (Select TWO).

A. CAT6
B. RG-59
C. CAT5e
D. CAT3
E. RG-6

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
A user is trying to connect a mobile IR printer to a mobile device with no success. Which of the following is the MOST important when printing to an IR printer?

A. Enough light
B. Line of sight
C. Correct printer drivers
D. Enough power

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
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. Write 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:

QUESTION 35
Which of the following technologies is responsible for communication with the CPU?

A. eSATA

B. PCI express
C. Southbridge
D. Northbridge

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
Which of the following display types is likely to draw the LEAST amount of power?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
Which of the following settings is MOST likely to be controlled through the use of a laptop's Function (Fn) key?
(Select TWO).

A. Wireless
B. Brightness
C. Sleep Mode
D. NumPad
E. Power

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
A user reports that the laser printer is constantly jamming on humid days. 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

QUESTION 39
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 pickup assembly.
C. Replace the fuser.
D. Replace the print head.

Correct Answer: C
Section: (none)
Explanation

QUESTION 40
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

QUESTION 41
Which of the following is correct about differences in CAT5 and CAT6 connectors?

A. CAT5 connectors have locking tabs
B. CAT5 and CAT6 use the same connectors
C. CAT6 supports three different wiring standards
D. CAT6 connectors are longer for better contact

Correct Answer: B
Section: (none)
Explanation

QUESTION 42
Which of the following wireless networking standards can operate at two different frequencies simultaneously?

A. 802.11a
B. 802.11b

C. 802.11g
D. 802.11n

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
Which of the following would a technician MOST likely consider to avoid electrical shock with a decommissioned CRT?

A. Degaussing the monitor.
B. Destroying the tube.
C. Removing the plastic housing.
D. Disposing at a recycling center.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
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 slow down 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:

QUESTION 45
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.
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:

QUESTION 46
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:

QUESTION 47
A person calls in asking for the name of the vendor that the technician uses for the organization's firewall hardware. Which of the following is the BEST action for the technician to take?

A. Immediately forward the call to the vendor.
B. Give the information to the caller.
C. Hang up on the caller immediately and report the call to upper management.
D. Politely refuse to give the information and end the call.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Exam D

QUESTION 48
Which of the following is the MOST secure method to authenticate users?

A. User ID, a strong password, and a fingerprint scanner
B. User ID, a strong password, and a token based device
C. User ID and two levels of strong password requirements
D. User ID, a strong password, and a smart card

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

Exam B

QUESTION 1
A user states that they unplugged their mouse to clean the roller ball, but after plugging it back in the mouse no longer functions. Which of the following is the MOST likely cause of this issue?

A. The mouse has a PS/2 connector which is not hot-swappable.
B. The mouse roller ball is now too smooth to gain traction.
C. The mouse was broken before the user unplugged to clean it.
D. The mouse has a USB connector that is not getting enough power.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
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:

QUESTION 3
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:

QUESTION 4
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:

QUESTION 5
Which of the following is the MOST likely default configuration for a serial port?

A. 8 Data bits, Odd Parity, 1 stop bit
B. 8 Data bits, Even Parity, 2 stop bits
C. 8 Data bits, No Parity, 1.5 Stop bits
D. 8 Data bits, No Parity, 1 Stop bit

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
Which of the following security threats are MOST likely prevented through user training?

A. Network Intrusion
B. Adware Popups
C. Social Engineering
D. Spam Messages

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
Which of the following features are available in Windows 7 Professional beyond those available in Windows 7 Home Premium?

A. HomeGroup
B. Windows XP Mode
C. Aero Desktop
D. Internet Explorer 8

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
Traffic coming across port 443 is for which of the following protocols?

A. SFTP
B. FTP
C. HTTP
D. HTTPS

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
A technician would like to load an operating system CD on startup. Which of the following settings would a technician change in the BIOS?

A. Enable TPM
B. Enable BIOS password
C. Disable TPM
D. Boot sequence

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10
Which of the following features make using WPA2 versus WEP a BETTER choice in a wireless environment?

A. Ability to use multiple antennas to send and receive
B. Ability to connect at a higher bandwidth
C. Use of AES 256-bit encryption
D. Lower traffic overhead makes transmissions faster

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
After creating backups of critical system and user data, which of the following is the BEST location to store the backups?

A. In the supply closet so anyone can access them if needed
B. Near the server for easy access to restore files
C. Locked in a cabinet in the IT Manager's office

D. At a secure off-site storage facility

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
During which of the following phases of the imaging process is the latent image exposed to toner?

A. Charging
B. Developing
C. Exposing
D. Transferring

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
An ISP has provided a DSL Internet connection with a static IP address. 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 should be enabled?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
Which of the following displays uses gas as a method for projecting an image?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
After a technician installs a video card, which of the following should the technician configure NEXT?

A. Resolution
B. Colors
C. Dots per inch
D. Refresh rate

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
Which of the following environmental factors are MOST important to monitor in order to protect computer equipment? (Select TWO).

A. Temperature
B. Intensity of lighting
C. Barometric pressure
D. Humidity level
E. Elevation

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
A single office with five computers and a server is an example of which of the following?

A. PAN
B. WAN
C. SAN
D. LAN

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
Which of the following interfaces are used to simultaneously transfer video and audio at high rates?

A. HDMI
B. DVI-D
C. S-Video
D. DVI-I

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
A workstation would MOST likely be connected to an office network using which of the following cable types?

A. eSATA
B. Bluetooth
C. SCSI
D. Ethernet

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
Windows XP mode on a Windows 7 Professional machine fails to load. Which of the following is MOST likely the cause?

A. The machine does not have enough processor cores to allow for this feature.
B. Virtualization support is not enabled in the BIOS.
C. A license of Windows XP must be purchased in order to use Windows XP Mode.
D. The machine does not have enough RAM to allow for this feature.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
On a laptop, special operations like wireless card on/off, volume settings, and screen brightness can generally be controlled via which of the following physical means?

A. Docking station toggle switches
B. FN keys
C. Remotes
D. Up/down arrows

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
After setting up a new computer, a user states that the mouse and keyboard will not work. Which of the

following is the MOST likely reason?

A. The network cable is disconnected
B. The PS/2 connectors are switched
C. The USB connectors are switched
D. The hard drive is unplugged

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
Which of the following processor socket types would support an AMD processor? (Select TWO).

A. F
B. LGA
C. 940
D. 775
E. 1155

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
Which of the following would represent a power supply connector that supplies the main power to an ATX motherboard?

A. 6-pin PCI connector
B. 24-pin connector
C. Molex connector
D. SATA connector

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
Which of the following connector interfaces is MOST likely used to connect several peripheral devices such as printers, digital cameras, and scanners?

A. Parallel
B. USB
C. Fibre
D. SATA3

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
Which of the following is the appropriate interface to connect an optical mouse and keyboard to a computer?

A. IEEE 1394
B. USB
C. Serial
D. eSATA

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
Which of the following laptop displays has a thinner design, consumes less power, and is not transparent?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
Which of the following transmits a digital signal?

A. VGA
B. XGA
C. Component video
D. DisplayPort

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
Which of the following laptop displays would provide physical flexibility and transparency?

A. Standard LCD

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
Which of the following printers includes an imaging drum and fuser assembly?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
Which of the following parts of a laptop screen provides illumination for the LCD?

A. Inverter
B. Backlight
C. Inverter connector cable
D. Bezel

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
A user downloads a 4.1 GB ISO image from a website. Which of the following media types is required for the user to burn the image?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
Which of the following memory types is MOST commonly found in Pentium 4 class and newer desktop PCs?

A. SIMM
B. RAMBUS
C. SODIMM
D. DIMM

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
When designing a PC, which of the following components would help a large application load the FASTEST?

A. Solid state drive
B. 1 MB L2 cache memory
C. High-end graphics card
D. Dual core CPU

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
Which of the following would be the MINIMUM cable type that would allow a transmission speed of 1GB between two locations 250 meters (820 feet) apart?
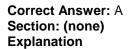
A. Multi-mode fiber
B. CAT6
C. CAT5e
D. Single-mode fiber

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
When installing a new PCIe network card, when should manufacturer software and drivers be installed?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
Which of the following is a valid Class A TCP/IP address?

A. 10.20.210.200
B. 99.55.44.255
C. 127.10.52.45
D. 172.24.168.20

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
Which of the following printing technologies uses piezoelectric pressure pads to produce small bubbles that are moved to the paper?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
Which of the following expansion cards is MOST likely to have a coaxial input?

A. FireWire
B. Video capture
C. SATA
D. TV tuner

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
Which of the following devices is MOST likely associated with MIDI?

A. Synthesizer
B. Modem
C. Webcam
D. Microphone

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
Which of the following configurations has the BEST performance capability?

A. DDR without ECC
B. DDR with ECC
C. SDRAM without ECC
D. SDRAM with ECC

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
Which of the following cable types is 68-pin?

A. Floppy
B. SCSI
C. IEE1394
D. IDE

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
Which of the following expansion cards can be installed into an AGP slot?

A. Modem
B. Network
C. Video
D. RAID

Correct Answer: C
Section: (none)
Explanation

QUESTION 44
Which of the following voltages can be measured from a Molex connector on the power supply? (Select TWO).

A. 1.5 volts
B. 3 volts
C. 5 volts
D. 12 volts
E. 115 volts

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
Which of the following TCP/IP addresses is a Class C address?

A. 10.0.0.1
B. 12.78.1.1
C. 172.16.1.1
D. 192.168.1.1

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46
Which of the following features on a wireless router maps the private IP address to a public IP address?

A. SSID
B. NAT
C. MAC filtering
D. DHCP

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
Which of the following offers the HIGHEST wireless security?

A. WEP
B. WPA2
C. WPA

D. HTTPS

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48
Which of the following is used to deny or allow access to a wireless router network?

A. SSID
B. SNMP
C. IMAP
D. MAC filtering

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
Which of the following network media types uses laser light to carry the information?

A. IEEE 1394
B. STP
C. RG-6
D. Fiber

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
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. Windows Firewall settings
B. DHCP settings
C. Disable HomeGroup
D. Wireless on/off switch

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51

Which of the following is BEST for providing network security?

A. Firewall
B. DMZ
C. Switch
D. IDS

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
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. HDD is set to Cable Select.
C. The operating system is corrupt.
D. A bootable HDD is not recognized in the BIOS.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
A printer is not pulling paper out of the paper tray. Which of the following is the MOST possible cause of the problem?

A. Pickup rollers
B. Print head
C. Drum
D. Fuser

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
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. DHCP settings
B. BIOS settings
C. DNS settings
D. Power settings

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
A laser printer prints pages with a gray background. Which of the following is the MOST possible cause of the problem?

A. Transfer roller
B. Paper type
C. Print head
D. Fuser

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
A technician installs a new sound card but no sound can be heard. Which of the following utilities can be used to see an error?

A. MSCONFIG
B. Device Manager
C. DXDIAG
D. REGEDIT

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57
Which of the following is included in the typical laser printer maintenance kit? (Select TWO).

A. Print head
B. Toner
C. Fuser
D. Main drive assembly
E. Pickup rollers

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58

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

A. Cellular
B. Satellite
C. ISDN
D. WiMAX
E. DSL

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
When upgrading BIOS firmware, which of the following limits are MOST commonly increased?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
Which of the following is a multimedia device?

A. Biometric device
B. Mouse
C. Camcorder
D. Infrared scanner

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
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. Blue, blue/white, orange/white, orange, brown/white, brown, green/white, green
C. Green/white, green, orange/white, blue, blue/white, orange, brown/white, brown
D. Orange/white, orange, brown/white, brown, green/white, green, blue, blue/white

Correct Answer: A

QUESTION 62
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: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
Which of the following connector types uses a single RCA style connector?

A. DVI
B. VGA
C. RGB
D. Composite video

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64
Which of the following devices would allow a technician to utilize a single mouse, keyboard, and display to control numerous desktop PCs?

A. Port replicator
B. Docking station
C. USB hub
D. KVM switch

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
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. Thermal

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
Which of the following RAID levels requires ONLY two drives and provides mirroring?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
A frustrated and angry customer calls in with a system that does not work. Which of the following is the FIRST course of action for a technician to take?

A. Transfer the customer to another technician, who can allocate more time to the issue.
B. Maintain a positive attitude and offer them the cheapest solution possible to satisfy them.
C. Listen to what the customer has to say and calmly recommend the best course of action.
D. Use technical language to demonstrate knowledge and expertise to the customer.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68
Proper lifting technique for heavy items is:

A. to use gloves to pick up the item.
B. to squat and lift from the legs.
C. to have two people bend down and pick the item up.
D. to bend down and lift the item up.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69
A technician needs to replace a computer's hard drive. Which of the following should the technician do FIRST?

A. Remove network connections
B. Remove the RAM
C. Self ground on the computer case
D. Disconnect power to PC

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
When a grounding strap is not available, a technician can ground by touching the computer's:

A. power supply.
B. CPU fan.
C. memory chips.
D. motherboard.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71
Which of the following features would hide internal IP addresses from the Internet?

A. Network Address Translation
B. Port forwarding
C. Quality of Service
D. SSID broadcast

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 72
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. CAT5

D. FireWire

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 73
A bank wants to maximize the security of employee computer data displayed on their screen. Which of the following would BEST accomplish these goals?

A. Keyboard filters
B. Privacy filters
C. Screensavers
D. Secure display drivers

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 74
Which of the following laptop displays would provide the BEST viewing angle?

A. IPS LCD
B. TFT LCD
C. DLP
D. Plasma

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75
Two new PCs will have a DVD-RW drive for support use. The PCs will be used for Point of Sales 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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 76
A customer has a QUESTION about the repairs needed for their desktop computer. While asking their QUESTION to a technician, the technician receives a personal phone call on their cell phone. Which of the following should the technician do NEXT?

A. Ask the customer to wait and answer the phone call.
B. Talk on the phone while listening to the customer.
C. Hand the phone to a coworker to answer the call.
D. Silence the phone and then listen to the customer.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 77
A technician has just finished installing a new NIC into a customer's desktop. Which of the following should the technician do NEXT?

A. Perform a full system backup.
B. Follow up with the customer, verifying satisfaction.
C. Ask their manager to contact the customer.
D. Perform a complimentary virus scan.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 78
A technician replaces a computer's NIC with a wireless card. The user wants to save the NIC. Which of the following should the technician use to preserve the NIC?

A. ESD mat
B. ESD wrist strap
C. Sealable plastic bag
D. Anti-static bag

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79
Which of the following protocols would be used in order to log into a router to configure a VLAN?

A. RDP
B. SMTP

C. TELNET

D. FTP

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
A user has a new network 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. 802.11g

B. USB

C. Ethernet

D. Bluetooth

E. Serial

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 81
Which of the following laptop components will MOST likely need replacing within the first three years of use?

A. Battery

B. Processor

C. Memory

D. Backlight

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 82
A user states that their laser printer prints black and white streaks about half an inch wide down the left side of every page. Which of the following components MOST likely needs replacing?

A. Toner

B. Transfer roller

C. Fuser

D. Pickup assembly

Correct Answer: C
Section: (none)
Explanation

QUESTION 83
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. IEEE 1394b
C. HDMI
D. USB 3.0

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Exam C

QUESTION 84
A technician is servicing the Human Resource director's computer which contains payroll software and salary information. Which of the following should the technician do to ensure confidentiality of the payroll information?

A. Backup the confidential data to the technician's USB drive to ensure nothing is accidently deleted.
B. Uninstall the payroll software to ensure confidentiality.
C. Have the director remove sensitive data before the computer will be repaired.
D. Perform needed repairs while avoiding sensitive data.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 85
After installing a new optical drive into a workstation, which of the following will ask for an acknowledgement?

A. IRQ Manager
B. BIOS
C. Device Manager
D. Hardware Compatibility List

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 86
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 speaker
C. A BIOS update
D. A hardware volume control

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 87
When a user's computer is first turned on, they see a lock symbol and a blinking cursor. Which of the following was configured in the BIOS to show this?

A. Intrusion detection
B. Power on password
C. Drive encryption
D. BIOS password

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

Exam C

QUESTION 1
A technician arrives in Germany and discovers that when their PC is plugged into the outlet, no power is received. Which of the following actions should the technician take to get the PC to operate?

A. Change the BIOS settings to the local time
B. Adjust the voltage selector switch
C. Attach a 220 volt power strip from the current region to the PC
D. Attach a 120 volt battery backup power supply to the PC

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
Which of the following BIOS level settings allow an administrator to view warnings on possible hardware level changes?

A. Drive lock
B. Intrusion detection
C. BIOS password
D. Trusted platform module

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
A user can no longer launch their word processing program. The program worked fine yesterday. Which of the following options could BEST be used to fix the word processing program?

A. Safe Mode
B. Automated System Recovery
C. Last Known Good Configuration
D. System Restore

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
Which of the following adapter cards allows I/O devices to be connected and transmits data using a POTS line?

A. PCI tuner card
B. PCI modem

C. PCI SCSI

D. PCI Ethernet

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
Which of the following WLAN protocols is in the 5GHz band with a MAXIMUM data rate of 54Mbps?

A. 802.11a

B. 802.11b

C. 802.11g

D. 802.11n

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
The technician is repairing a PC which appears to have a failing RAM module. After replacing the module, the extra memory still is not registering. Which of the following is MOST likely the issue?

A. Jumper settings are incorrect

B. The RAM module is defective

C. The memory slot is defective

D. CMOS needs to be flashed

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
Which of the following operating system types will allow a user to utilize 16GB of RAM if installed on a PC workstation?

A. 8-bit

B. 16-bit

C. 32-bit

D. 64-bit

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
Which of the following protocols encrypt communication? (Select TWO).

A. HTTPS
B. TELNET
C. SMTP
D. DNS
E. SSH

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
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:

QUESTION 10
A user is having problems printing. The technician believes the printer may be out of ink. Which of the following troubleshooting steps should be performed NEXT?

A. Establish a plan of action to resolve the problem
B. Implement the solution
C. Test the theory to determine cause
D. Verify full system functionality

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
A Windows XP Professional PC needs to be checked for compatibility before being upgraded to Windows Vista Business. Which of the following would be the BEST action to take before the upgrade?

A. Run the Windows Vista Upgrade Advisor on the target PC.

B. Check the README file on the Vista installation DVD for system requirements.
C. Check the manufacturer's support pages for system requirements.
D. Run the Windows AIK on the Vista installation DVD.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
Which of the following media types is considered a solid state?

A. Thumb drive
B. DVD drive
C. Blu-Ray drive
D. IDE FDD

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
Which of the following BEST describes a hub?

A. Determines the best route to transmit data
B. Inspects traffic and accepts or declines transmission
C. Broadcasts data to specific network devices
D. Broadcasts data to all network devices

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
Which of the following protocols would BEST grant the user secure access to a remote location?

A. VPN
B. FTP
C. POP3
D. DNS

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
Which of the following network connections would use a standard POTS line to both send and receive Internet packets? (Select TWO).

A. Dial-up
B. DSL
C. Satellite
D. OC3
E. T1

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
A user has purchased a laptop that has no means to charge the battery. Which of the following would the user MOST likely purchase?

A. USB cable
B. AC adapter
C. PCMCIA card
D. Replacement battery

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
A technician dropped a screw in the case of a desktop computer. Which of the following tools should be used to retrieve the screws?

A. Computer vacuum
B. Plastic tweezers
C. Canned air
D. Screwdriver with magnetized tip

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
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:

QUESTION 19
Which of the following tools is an advanced option of the Windows XP backup tool?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
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:

QUESTION 21
Which of the following will help dissipate heat through the heat sink when upgrading a CPU?

A. Case fan
B. Thermal compound
C. Motherboard riser
D. Power supply

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
A client states they are receiving poor signal strength on their wireless Internet connection. Which of the following is MOST likely causing the interference? (Select TWO).

A. Cordless phones
B. Drywall
C. Access points
D. Microwaves
E. Fluorescents lights

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
A user reports that their UPS is making a loud beeping sound. Which of the following would cause this problem?

A. The UPS is overcharged.
B. Incorrect wattage on the power supply.
C. The UPS battery is not charged.
D. The UPS is in power management mode.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
A technician just finished installing a new printer on an end user's computer. Which of the following will enable the technician to see the test page option for the printer?

A. Right-click on the printer and select Properties
B. Double click on the printer icon
C. Right-click on the printer and select Set as Default
D. Right-click on the printer and select Open

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
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:

QUESTION 26
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:

QUESTION 27
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:

QUESTION 28
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

QUESTION 29
Which of the following services processes print requests and sends them to the printer?

A. Printer Driver
B. Print Spooler
C. Printer Service
D. Print Properties

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
Which of the following ports is BEST to use when adding a network printer in Windows XP?

A. USB
B. COM5
C. LPT1
D. TCP/IP

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
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:

QUESTION 32
The user turns on the computer and hears a popping sound and detects a burning smell. The system will not power on. Which of the following is the MOST likely problem?

A. Power supply has blown.
B. CPU fan is faulty.

C. Motherboard has overheated and shutdown.

D. UPS has been tripped.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
After plugging in and installing drivers for a wireless bar code reader, which of the following is the LAST step needed to configure the device?

A. Install an inventory tracking application.

B. Scan the bar code on the reader's cradle.

C. Enable the device in Device Manager.

D. Remove any temporary device drivers.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
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:

QUESTION 35
A user received an email from their bank asking them to login and verify their personal information. The user complies and fills in the requested information. Days later the user notices their checking account is empty. This is a result of which of the following?

A. Spam

B. Phishing

C. Adware

D. A Trojan

Correct Answer: B
Section: (none)
Explanation

QUESTION 36
Which of the following devices would MOST likely require a serial adapter to be installed on a modern PC?

A. External modem
B. TV tuner
C. Mouse
D. Keyboard

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
Which of the following can be hot-swappable?

A. Hard drive
B. Tape drive
C. Floppy drive
D. DVD-RW

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
Which of the following technologies has the HIGHEST potential throughput?

A. DSL
B. Fiber
C. Satellite
D. Cable

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
Which of the following utilities would a technician use to determine network utilization?

A. Start Menu
B. My Network Places
C. Administrative Tools
D. Task Manager

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
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:

QUESTION 41
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:

QUESTION 42
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:

QUESTION 43
While accessing the Internet in an external environment (i.e. while traveling), a Windows 7 firewall should be

set to which of the following?

A. Block incoming and outgoing connections
B. Turned off or disabled
C. Block outgoing connections
D. Block incoming connections

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
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:

QUESTION 45
Which of the following is a characteristic of a serial I/O port?

A. RJ-11 connector
B. DB-15 connector
C. DB-9 connector
D. RJ-45 connector

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46
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:

QUESTION 47
Which of the following types of software protection will help mitigate any threats coming from worms or Trojans?

A. Spam blocker
B. Anti-Virus
C. Anti Spyware
D. Anti adware

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48
An optical disc with a 4.7GB MAXIMUM storage capacity is likely which of the following technologies?

A. DVD-RW
B. CD-RW
C. BD-ROM
D. BD-RW

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
From which of the following locations can a technician map a drive?

A. System Properties
B. Help and Support Center
C. Add Hardware Wizard
D. My Computer

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
Which of the following characteristics must be matched depending on the specifications of the power grid for the country a PSU will be utilized in?

A. Wattage

B. Amperage

C. Resistance

D. Voltage

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51
Modern desktop computer systems require the following to properly dissipate heat (Select TWO):

A. Temperature Control Panel

B. Thermal Compound

C. Liquid Cooling Systems

D. Processor Heat Sink

E. Case Fan

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
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:

QUESTION 53
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

QUESTION 54
A manufacturer has instructed a technician to update the software that resides on the flash ROM chip of an integral system add-in component. Which of the following types of software needs to be updated?

A. System BIOS
B. Firmware
C. OS Patch
D. Driver

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
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:

QUESTION 56
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:

QUESTION 57
Which of the following Internet technologies has the slowest potential upload speed due to inherent latency issues?

A. 3G

B. 4G
C. Satellite
D. Fiber

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
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:

QUESTION 59
A company printer is used to print payroll checks on paper forms with carbon backing. Which of the following is the BEST type of printer for this scenario?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
A technician has had several support requests for one PC. The technician has reseated the PCI cards and replaced the hard drive in the PC located in a school cafeteria kitchen. PCs located in the business office or the classrooms have not had this issue. Which of the following is MOST likely causing this PC's issue?

A. Faulty RAM
B. 240 volt Kitchen outlets
C. Power Brownouts
D. Excessive Heat

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
Which of the following ports is the default for HTTP?

A. 21
B. 25
C. 80
D. 110

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 62
Which of the following printers requires a specialized paper in order to operate?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
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:

QUESTION 64
A user reports that their touchpad no longer works on their laptop. Which of the following is the FIRST troubleshooting step?

A. Plug in USB keyboard

B. Check for a disable switch
C. Contact the laptop manufacturer
D. Plug in a USB mouse

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
Users in an office routinely work with large graphics files. Which of the following preventive maintenance tools can assist in maintaining system performance?

A. FPROT
B. DEFRAG
C. CHKDSK
D. SFC

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
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:

QUESTION 67
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:

QUESTION 68
Which of the following connectors is commonly used on a shielded twisted pair cable?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69
Which of the following is the MAXIMUM cable length for 802.3 Ethernet?

A. 33 Feet (10 meters)
B. 100 Feet (30 meters)
C. 328 Feet (100 meters)
D. 1200 Feet (366 meters)

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
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:

QUESTION 71
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:

QUESTION 72
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:

QUESTION 73
Which of the following devices converts digital signals to analog ones?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 74
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:

QUESTION 75
Which of the following utilities would be used to configure energy saving measures when a laptop switches to battery power?

A. MSTSC
B. ACPI
C. GDI
D. MSCONFIG

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 76
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:

QUESTION 77
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:

QUESTION 78
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
   3) Install the card
   4) Upgrade the Card Firmware
   5) Apply System Updates

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79
A user states that whenever they try to launch a certain installed application, they hear unusual whirring/ clicking sounds from their machine and the application never loads. Which of the following components would a technician MOST likely need to replace?

A. Hard Disk Drive
B. Optical Drive
C. Power Supply Unit
D. Case Fan

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
What is the MINIMUM Windows Experience Index recommended for using Aero enhancements in Windows 7?

A. 2.0
B. 3.0
C. 4.0
D. 5.0

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

Exam D

QUESTION 1
Which of the following cables can be used to directly connect a laptop to a PC for ICS?

A. IEEE 1394 cable
B. CAT5 crossover cable
C. CAT5e patch cable
D. Parallel cable

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
Which of the following would be used to monitor unauthorized access to data files?

A. Performance Log and Alerts
B. Event Viewer
C. Security Configuration and Analysis
D. IP Security Monitor

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
Which of the following connectors uses the main board ATX connector type?

A. Centronix
B. 20/24 pin
C. BNC
D. Molex

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
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:

QUESTION 5
When setting up a new small office home office (SOHO) wireless network, which of the following is MOST likely to be the default wireless channel?

A. 2
B. 5
C. 6
D. 9

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
Which of the following has the speed of PC133?

A. SDRAM
B. RAMBUS
C. DDR2
D. DDR

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
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

QUESTION 8
A user wants to install an external hard drive using the fastest connection available. Which of the following should the technician recommend?

A. USB 1.1
B. eSATA
C. USB 2.0
D. IEEE 1394

Correct Answer: B

QUESTION 9
A user's OS has become corrupt, and the user would like to restore the PC back to when they first bought the machine. Which of the following would be the BEST choice?

A. Factory Recovery Partition
B. Use Safe Mode
C. Last Known Good Configuration
D. Purchase a copy of the original OS

Correct Answer: A

QUESTION 10
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

QUESTION 11
An end user reports that their computer is not performing as fast as it used to and it shuts down unexpectedly.

Which of the following is the MOST likely cause?

A. Network data cables are damaged.
B. Memory has become unseated.
C. The user has defragmented the hard drive.
D. Processor cooling fan is not functioning.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
A technician needs to upgrade the memory in a laptop. Which of the following memory types would be the
correct type?

A. RIMM
B. DDR RAM
C. SDRAM
D. SODIMM

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
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?

A. Hard drive cables are not connected.
B. BIOS chips are not seated properly.
C. The power supply is not functioning.
D. Video card is not seated properly.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
Which of the following safety procedures is the BEST when lifting heavy equipment onto a repair bench?

A. The technician should always bend at the waist and lift with their arms.
B. The technician should seek assistance from an available customer.
C. The technician should always bend at the waist and lift with their back.
D. The technician should get assistance from another technician.

Correct Answer: D

QUESTION 15
A dry cleaner is having issues with their computer overheating. Which of the following preventive maintenance techniques would be the BEST short-term resolution to the problem?

A. Update the firmware on the machine to accommodate for higher temperatures.
B. Use Disk Cleanup and Defrag to keep the machine from working as hard.
C. Use a can of compressed air to clean out blocked ventilation.
D. Relocate the machine to a cooler part of the building.

Correct Answer: C

QUESTION 16
A Denial of Service (DoS) attack is:

A. an attempt to bring down a website or other online service.
B. a prank where someone sends an unauthorized e-mail attempting to close a user's e-mail account.
C. stealing a user's identity and making changes to their accounts.
D. an attempt to change a user's password to prevent access to a service by repeatedly guessing the user's information.

Correct Answer: A

QUESTION 17
Which of the following BEST describes the purpose of user account control (UAC) in Windows Vista?

A. UAC ensures that standard users cannot access the files and folders of administrative users.
B. UAC allows a computer administrator to add new user accounts to the system, configure passwords and settings for existing users, or remove existing user accounts.
C. UAC ensures that viruses and other malware cannot infect the computer, eliminating the need for third-party antivirus solutions.
D. UAC ensures that important changes cannot be made to Windows Vista without the permission of a computer administrator.

Correct Answer: D

QUESTION 18
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:

QUESTION 19
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:

QUESTION 20
Which of the following Windows versions includes Windows Defender, by default? (Select TWO).

A. Windows Vista Home Premium
B. Windows 2000 Professional
C. Windows XP Pro
D. Windows XP Pro x64
E. Windows Vista Pro

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
Which of the following commands changes a file characteristic so that it cannot be seen with a standard directory query?

A. attrib file.txt +h
B. attrib file.txt +r
C. ren file.txt
D. attrib file.txt +s

QUESTION 22
Which of the following has the HIGHEST connection latency?

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

QUESTION 23
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?

A. Damp towel
B. Compressed air
C. Alcohol wipe
D. Computer vacuum

QUESTION 24
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

QUESTION 25
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:

QUESTION 26
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:

QUESTION 27
Which of the following keys is pressed to enter the Windows boot options after POST?

A. F1
B. F8
C. F10
D. F12

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
The most important customer a technician has is:

A. the customer standing right in front of them.
B. the customer who owes the company the most money.
C. the customer calling on the phone.
D. the customer they have an appointment with in an hour.

Correct Answer: A
Section: (none)
Explanation

QUESTION 29
Which of the following types of printers uses a fuser to print a document?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
The last step in resolving an end user ticket should be which of the following?

A. Create an incident record
B. Verify the problem is resolved
C. Document the solution
D. Notify the user the problem is resolved

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
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:

QUESTION 32
Which of the following memory modules is a DDR3 chip?

A. PC-3200
B. PC2-4800
C. PC2-5300

D. PC3-8000

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
Which of the following utilities can be used to diagnose DirectX hardware and driver problems?

A. Device manager
B. Computer management
C. msinfo32
D. dxdiag

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
A user notices the department laser printer is printing light. 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.
C. Perform a full power cycle on the printer.
D. Clean the paper path with a damp cloth and canned air to remove any debris.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
Which of the following is needed to recover a system using ERD?

A. A bootable flash drive
B. The original installation CD/DVD
C. An ERD partition on the hard drive
D. An ERD for that system

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36

A new virus is spreading via email and exploits an old vulnerability in a company's main OS. Which of the following BEST helps to mitigate this type of threat?

A. Incident response
B. Asset management
C. Patch management
D. Policies and procedures

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
Which of the following is a layer 3 device that separates broadcast domains?

A. Network Interface Card
B. Hub
C. Bridge
D. Router

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
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:

QUESTION 39
A technician is installing a processor upgrade onto an Intel 775 socket motherboard. Which of the following extra power connectors needs to be plugged in for the board to power on?

A. ATX 4-pin
B. Molex
C. PCIe 6-pin
D. PCIe 8-pin

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
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:

QUESTION 41
Which of the following describes a secure connection over the Internet between two sites?

A. FTP
B. VLAN
C. VPN
D. HTTP

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
Which of the following helps protect important confidential information from being publicly disclosed?

A. Hard drive wiping
B. Social Engineering
C. Classification
D. RAS server

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
Which of the following channels, when used in close proximity to one another, provide the BEST protection

against crosstalk?

A. 1 and 11
B. 2 and 10
C. 6 and 1
D. 6 and 11

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
A technician is installing an Express Card 54 device into a laptop. How will the device MOST likely be installed?

A. Into available expansion slot
B. Via physical external dongle
C. Via internal expansion slot
D. Into any available USB slot

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
Which of the following devices replicates and passes data to all devices connected to it?

A. Switch
B. Router
C. Bridge
D. Hub

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46
Incorrect menu options continue to be selected on a device. Which of the following MUST be calibrated to help correct the issue?

A. Touchscreen
B. Joystick
C. Mouse
D. On-screen keyboard

Correct Answer: A
Section: (none)

Explanation

Explanation/Reference:

QUESTION 47
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. Zip drive
B. 15,000 rpm SATA
C. 7,200 rpm IDE
D. USB flash

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48
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. LED LCD
B. DLP
C. CCFL LCD
D. Plasma

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
Which of the following ports is used by default for IMAP traffic?

A. 53
B. 110
C. 143
D. 443

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
Which of the following ports is used for HTTPS traffic by default?

A. 80
B. 143
C. 443
D. 8080

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51
Which of the following RAID types is known as only mirroring?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
Which of the following network devices uses NAT to convert private IP addresses into public IP addresses?

A. NAS
B. Firewall
C. Hub
D. Bridge

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
Which of the following would BEST protect hardware from dust and ESD when storing it for future usage?

A. Air filter
B. Anti-static bags
C. Compressed air
D. Paper bag

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
Which of the following memory types has 184 pins?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
Which of the following is MOST critical when installing a new processor in an existing system?

A. Thermal paste
B. Fans
C. Drive speeds
D. Cable management

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
Which of the following standards or encryption types is the MOST secure for wireless networking?

A. WEP
B. AES
C. TKIP
D. DES

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57
Which of the following cable types is used to transmit data from a satellite dish to the satellite modem?

A. CAT5e
B. CAT3
C. Fiber
D. RG-6

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
Which of the following cable types is rated to be run through air ducts?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
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. Touch the case to discharge static.
C. Remove loose jewelry.
D. Refer to manufacturer documentation.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
Which of the following is the MAXIMUM theoretical transfer rate of an IDE cable?

A. 1.54 Mbps
B. 3.0 Gbps
C. 133 Mbps
D. 480 Mbps

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
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 to the manager's filing cabinet.
C. Return to the work area with another employee.
D. Begin work on the manager's machine immediately.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 62
IEEE 1394b 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:

QUESTION 63
A customer, who brings their laptop to work on a daily basis, calls to ask for the best way to add USB ports and an additional network card to their laptop. 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:

QUESTION 64
Which of the following are types of front panel connectors? (Select TWO).

A. BNC
B. VGA
C. Mini-jack port
D. PCIe
E. IEEE 1394

Correct Answer: CE

QUESTION 65
The MAXIMUM transfer rate of eSATA is:

A. 1.54 Mbps.
B. 2.0 Gbps.
C. 3.0 Gbps.
D. 480 Mbps.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
When a power supply does not meet minimum requirements for a motherboard, which of the following can happen?

A. Computer will not POST
B. Computer will overheat
C. Monitor will not power on
D. Processor will not run at proper speed

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
A helpdesk technician is troubleshooting a user's monitor which has a yellow tint. The technician is informed of the asset number and discovers that it is one of the last CRT monitors. Which of the following would be the MOST appropriate response?

A. Replace the old monitor with a new LCD.
B. Have the user carry the monitor to the technician's desk and exchange it for an LCD monitor.
C. Ask the user what changed recently to cause the shaking images.
D. Tell the user to degauss the monitor.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68
A user reports poor picture quality with a laptop connected to an LCD. Which of the following should the

technician check FIRST for optimal picture quality?

A. Native resolution
B. Color depth
C. Minimum brightness
D. Maximum brightness

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69
Older video cards used S-video to output to a TV. This standard has been replaced by:

A. FireWire.
B. SCSI.
C. coaxial.
D. HDMI.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
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. Agree with the user's complaints
B. Clarify the user's statements
C. Minimize the user's criticism
D. Shadow the other technician on the next repair

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71
A call logging process would be used by a technician in order to:

A. assign the appropriate status level for the problem.
B. create records which enable user authentication.
C. help maintain a balanced workload for the help desk technicians.
D. identify common problems among many users.

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:

QUESTION 72
A customer asks the technician for an explanation of the cause of a printer issue, after the issue is resolved. Which of the following would be the MOST appropriate response?

A. "The process of removal is extremely complex and only certain individuals would understand".
B. "There was a moisture build up in the paper tray that apparently caused the paper jam".
C. "Condensation within the lower tray assembly hindered the functionality of the rollers which caused improper transfer".
D. "The paper jam was caused because irresponsible users spilled liquid in the bottom tray".

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 73
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 provides the technician with more information about the problem."
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:

QUESTION 74
Which of the following is the BEST approach a technician should take when informing a customer about their findings of any specific computer problem?

A. Use non-technical terms.
B. Use the appropriate acronyms.
C. Use proper technical terms.
D. Use email to ensure a written record.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75
A customer opened a ticket with the help desk two days ago 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 update the status of the trouble ticket then ask the customer about any changes they have made to the computer.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 76
Which of the following computer types would benefit MOST from the installation of a water cooling setup?

A. Gaming PC
B. Home theater PC
C. Thick client
D. Thin client

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 77
Which of the following describes the BEST course of action when a user continuously calls a technician with computer issues instead of the helpdesk?

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:

QUESTION 78
A user has forgotten their BIOS password on their computer. Which of the following would a technician use to allow the user access to their PC?

A. Remove the BIOS chip on the PC
B. Re-flash the BIOS
C. Run password cracking software on the user's PC

D. Set the password clear jumper on the motherboard

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79
A technician has identified prohibited content on a user's hard drive. Which of the following should be done NEXT?

A. Warn the user
B. Report through proper channels
C. Wipe the drive
D. Give the computer back to the user

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
Which of the following laptop hardware components requires a re-soldering process in order to replace properly?

A. Mini PCIe wireless card
B. Heat sink
C. DC jack
D. Li-Ion battery

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 81
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:

QUESTION 82
A technician installs a CD-RW drive with a feature that enables the drive to write labels directly onto the disk. The computer will burn disks but will not write labels. Which of the following should the technician do NEXT?

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:

QUESTION 83
Before beginning hardware 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. Ensure all Windows updates have been installed.
D. Degauss the monitor.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 84
Which of the following is a laptop monitor technology that uses a backlight to produce an image on the screen?

A. OLED
B. Plasma
C. DLP
D. LCD

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 85
Which of the following displays has the HIGHEST Hz frequency?

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

Correct Answer: A

Explanation/Reference:

QUESTION 86
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. FDD
C. IDE
D. ATX

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 87
A customer wants to know what version of DirectX the current workstation has installed. Which of the following command line tools would the customer use?

A. edit
B. systeminfo
C. gpedit.msc
D. dxdiag

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 88
Which of the following logs contains information on overall performance and events not related to user authentication?

A. Security
B. Audit
C. Application
D. System

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 89

Which of the following connector types is used on CAT5e cable?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 90
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:

QUESTION 91
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:

QUESTION 92
Which of the following should be the FINAL step according to the troubleshooting theory?

A. Verify full system functionality
B. Implement preventative measures
C. Implement the solution
D. Document findings and outcomes

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:

QUESTION 93
Which of the following should be completed NEXT, after testing the theory of probable cause?

A. Verify full system functionality
B. Implement preventative measures
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:

Exam E

QUESTION 1
A user is currently running Windows XP Media Center 32-bit and wants to upgrade to Windows Vista. An in-place upgrade is required. Which of the following versions can be used to accomplish this?

A. Windows Vista Home Premium
B. Windows Vista Home Basic
C. Windows Vista Ultimate 64-bit
D. Windows Vista Business 64-bit

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
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:

QUESTION 3
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:

QUESTION 4
A technician is tasked with clearing all dust covering the fan vents of servers in a small office. Which of the following tools would be the BEST option?

A. Small vacuum
B. Air compressor
C. Compressed air can
D. Paint brush

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
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:

QUESTION 6
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:

QUESTION 7
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

QUESTION 8
Which of the following devices would allow a technician to utilize a single mouse, keyboard, and display to control numerous tower PCs?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
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:

QUESTION 10
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:

QUESTION 11
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:

QUESTION 12
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: