

## Comptia Realtests 220-701 Exam Bundle

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**Comptia 220-701 Exam Bundle**

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

**For Full Set of Questions please visit: <http://www.realtests.com/exam/220-701.htm>**

## **Exam A**

### **QUESTION 1**

Which of the following network devices interconnects workstations and broadcasts the data that is being transmitted?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 2**

Which of the following should the technician have the ability to check properties of a user's pagefile in Windows XP?

- A. Windows Explorer>Tools>Folder Options>View tab>Select 'Show hidden files and folders'
- B. Windows Explorer>Tools>Folder Options>View tab>Uncheck 'Hide extensions for known file system types'
- C. Windows Explorer>Tools>Folder Options>View tab>Check 'Display the contents of system folders'
- D. Windows Explorer>Tools>Folder Options>View tab>Uncheck 'Hide protected operating system files'

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 3**

When determining a customer's specific issue, which of the following is the BEST approach?

- A. Ask the customer to speak with someone else that may be able to help.
- B. Ask open-ended questions to narrow the scope of the problem,
- C. Ask the co-worker what the customer is trying to explain.
- D. Ask focused questions that lead the customer with yes or no answers.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 4**

Which of the following network devices interconnect networks together?

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

D. Modem

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 5

A technician has implemented a solution to resolve a customer's issue with frequent unexpected system restarts. Which of the following should be the technician's NEXT troubleshooting step?

- A. Verify full system functionality and, if applicable, implement preventative measures.
- B. Establish a theory of probable cause based on previous test and determine the next steps to resolve.
- C. Document the issue and include details regarding findings, actions taken to resolve and the outcome.
- D. Test the theory to determine if the solution will correctly resolve the issue, list other probable causes.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 6

A technician troubleshooting an issue has implemented a solution. Which of the following is the NEXT troubleshooting step the technician should take?



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- A. Test the theory and validate the plan.
- B. Ask the customer to describe the symptoms and identify any changes made to the computer.
- C. Document findings, actions and outcomes.
- D. Verify and implement preventative measures.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 7

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

- A. Water cooling
- B. Heat sink
- C. Case fan

D. Air conditioning

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 8**

Thermal compund is designed to do which of the following?

- A. Insulate a component from the friction of the heat sink
- B. Reduce heat on a component through evaporation
- C. Provide for heat transfer from a component to the heatsink
- D. Quiet any vibration to a heatsink from a fan

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 9**

Which of the following Windows utilities will identify issues with drivers and programs running under Windows XP?

- A. System Information
- B. Hardware Compatability List
- C. Dr. Watson
- D. Program Compatability Wizard

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 10**

A user wants their computer to automatically recieve updates from Microsoft; however, they do not want the updates to interfere while they are working. Which of the following should be selected to BEST meet the user's needs?

- A. Set automatic updates to download only.
- B. Turn on Automatic Updates.
- C. Turn of the firewall.
- D. Set automatic updates to download and install.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 11**

A laptop has just had the LCD replaced and now it is having problems connecting to the wireless network. Which of the following is the MOST likely reason for the connection issue?

- A. The user has removed the antenna.
- B. The wireless switch is not on.
- C. The LCD is faulty.
- D. The network card drivers are corrupt.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 12**

Which of the following would be the BEST resolution setting for an application that requires a minimum resolution of 1024x768?

- A. SVGA
- B. PAL
- C. VGA
- D. XGA

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 13**

A user running Windows XP reports that their computer has not been printing any subsequent documents since the printer jam occurred earlier that day. The printer is now working normally for other users. Before rebooting the computer, which of the following is the FIRST step the technician should take?

- A. Remove and re-add the printer.
- B. Restart the print spooler service.
- C. Reset the maintenance page count on the printer.
- D. Attempt to print the test page.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 14**

Which of the following protocols are commonly used for Windows Remote Desktop?

- A. NTP
- B. PPTP

- C. RDP
- D. LDAP

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 15**

A technician is called to a school lab to fix a computer. The computer worked fine the day before, but now does not power on. The computer is plugged into a power strip with another computer. The other computer works fine. Which of the following could be the problem? (Select TWO).

- A. The power strip is overloaded.
- B. The monitor is unplugged.
- C. The power cable is unplugged from the computer.
- D. The power strip is unplugged.
- E. The voltage switch on the computer is set incorrectly.

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 16**

Which of the following is a characteristic of plenum-rated cable?

- A. Recommended for analog phone lines
- B. Flexible PVC outer jacket
- C. Recommended for ceiling use only
- D. Recommended for use in HVAC

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 17**

Which of the following IP ranges is Class C?

- A. 192.0.0.0 - 255.255.255.255
- B. 128.0.0.0 - 191.255.255.255
- C. 1.1.1.1 - 126.255.255.255
- D. 224.0.0.0 - 255.255.255.255

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 18**

Which of the following is the maximum FAT32 volume size Windows 2000 and XP will recognize?

- A. Up to 16 GB
- B. Up to 32 GB
- C. Up to 1024 GB
- D. Up to 2048 GB

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 19**

Which of the following voltages does the ATX power supply provide? (Select TWO).

- A. 3.3v
- B. 5v
- C. -5v
- D. 15v
- E. -15v

**Correct Answer: AB**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 20**

In order for the print spooler service to start or run correctly, the print spooler requires other services to be running first. These types of services are known as:

- A. primary services
- B. registry level services
- C. dependency services
- D. driver level services

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 21**

Which of the following would be the MOST secure on a wireless router for a SOHO?

- A. WEP
- B. SSID disabled

- C. MAC Filtering
- D. WPA

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 22**

Which of the following cable types is the MOST common Ethernet cable?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 23**

Smart cards are an example of:

- A. who you are.
- B. what you have.
- C. what you do.
- D. what you know.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 24**

Which of the following wireless technology standards can operate at either 2.4 GHz or 5GHz frequencies?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 25**

Which of the following adapter cards would be the FASTEST for connecting an external hard drive?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 26**

Which of the following devices is used to move frames between a source and destination based on a MAC address?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 27**

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 print head.
- C. Check the tray two paper sensors for blockage and run the printer self test.
- D. Check the tray two paper rollers for the blockage, clean the printhead, and run the printer self test.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 28**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 29**

Which of the following is typically connected to a PCMCIA adapter?

- A. Sound card
- B. Biometric scanner
- C. Portable FM Transmitter
- D. External video card

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 30**

A technician encounters an IP address of 126.22.240.1. The IP address is a member of which of the following classes?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 31**

Which of the following BEST describes how long data should be stored on a computer?

- A. Follow local legal requirements
- B. Delete after use
- C. Save data for one year
- D. Save data for five years

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 32**

A four color inkjet printer is experiencing color washout (e.g. - not clear or not bright) when printing

photographs. The user states that no software or hardware changes have been performed . Which of the following is the FIRST step to take in resolving this issue?

- A. Run the clean/align print head procedure.
- B. Remove the print heads and clean them with a soft cloth.
- C. Replace the print heads and run the printer color calibration procedure.
- D. Update the application software.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 33**

Which of the following requires a specific password to be typed manually for connection?

- A. MAC filtering
- B. Smart card
- C. Biometrics
- D. WEP

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 34**

A technician is servicing a customer's color 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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 35**

EEE1394b is capable of transfer rates up to:

- A. 12 Mbps
- B. 400 Mbps
- C. 480 Mbps
- D. 800 Mbps

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 36**

Which of the following is a power supply that has one single plug and socket?

- A. Heat sink
- B. AT
- C. ATX
- D. UPS

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 37**

A networking device that keeps track of which computer or device is connected to each port is a:

- A. gateway
- B. switch
- C. hub
- D. VLAN

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 38**

The PING command can be used to determine which of the following? (Select TWO).

- A. If there is a connection to a specified IP address
- B. The gateway address of a currently logged on user
- C. The response time of the connection to a specific IP address
- D. The amount of hops it takes to reach a destination computer
- E. The active connections to a computer

**Correct Answer: AC**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 39**

A user reports that a laptop is too hot to use in their lap. Which of the following should the technician check FIRST? (Select TWO).

- A. HDD
- B. Fan
- C. Heat sink
- D. Processor
- E. Battery

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 40**

Which of the following is the system bus speed of a stick of PC2700 memory?

- A. 133 MHz
- B. 166 MHz
- C. 266 MHz
- D. 333 Mhz

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 41**

Which of the following BEST describes L2 cache?

- A. The largest cache that resides outside the chip level
- B. The fastest cache that resides outside the chip level
- C. The largest cache that resides at the chip level
- D. The fastest cache that resides at the chip level

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 42**

When working within large computer networks, which of the following is the disadvantage of using NEETBEUI over TCP/IP? (Select TWO).

- A. NETBEUI is designed to be used on small sized LANs.
- B. NETBEUI is unavailable on non-Windows operating systems.
- C. NETBEUI can only be used on pre-Windows NT networks.
- D. NETBEUI is not a mutable protocol.
- E. NETBEUI can only be used with DHCP.

**Correct Answer:** AD

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 43**

Which of the following voltages is MOST commonly associated with DIMMs?

- A. +3.3v
- B. +5v
- C. -12v
- D. +12v

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 44**

Which of the following Internet connections has the highest latency?

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 45**

Which of the following attributes is set when a file is ready to be backed up?

- A. a
- B. h
- C. r
- D. s

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 46**

Which of the following is an example of a Class D IP address?

- A. 192.0.0.0

- B. 127.255.255.255
- C. 255.255.255.255
- D. 224.0.0.0

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 47**

Which of the following IP ranges is Class B?

- A. 128.0.0.0 - 191.255.255.255
- B. 192.0.0.0 - 223.255.255.255
- C. 224.0.0.0 - 255.255.255.0
- D. 1.1.1.1 - 126.255.255.255

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 48**

A customer has asked a technician when completion of the work is expected. Which of the following is the BEST approach in answering their question?

- A. Tell the customer that the work will be completed as soon as possible.
- B. Tell the customer that since the work is quite detailed and it is unsure , but will let them know.
- C. Tell the customer an estimated time and make sure both parties understand and agree.
- D. Tell the customer that due to the volume of work it would be best not to give a specific time.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 49**

Which of the following needs to be configured on a Windows Vista machine to allow for ports 21 and 25 to function properly?

- A. Anti-spyware protector
- B. Firewall
- C. UAC
- D. Antivirus protection

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 50**

A technician downloads an updated version of the driver for a sound card in Windows XP. After extracting the driver, how would the technician update the driver?

- A. Device Manager> expand 'Sound, video and game controllers'>double click on the name of the sound card> Troubleshoot'
- B. Start> Control Panel > Administrative Tools > Update Drivers > double click on 'Sound Card'
- C. Start > Control Panel > Administrative Tools > Sound Devices > 'Update Driver'
- D. Device Manager > Driver tab > Update Driver > Double click on the name of the sound card under 'Sound, video and game controllers'

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



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**QUESTION 51**

Which of the following are the output voltages of an ATX power supply? (Select TWO).

- A. 5v
- B. 9v
- C. 12v
- D. 15v
- E. 24v

**Correct Answer: AC**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 52**

The user has forgotten their password. Which of the following would be the Best option for reconfiguring their password?

- A. Safe Mode
- B. OS Reinstall
- C. Emergency Repair Disk
- D. Recovery Console

**Correct Answer: C**

**Section: (none)**



**Explanation**

**Explanation/Reference:**

**QUESTION 53**

Which of the following ports does Windows firewall open by default for Remote Desktop to work?

- A. 25
- B. 80
- C. 3389
- D. 8080

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 54**

In the past there has been a series of thefts including laptops with personal information on them. Which of the following is the BEST way to protect the personal information and prevent unauthorized access to the information in the event that a laptop is stolen?

- A. Power on password
- B. Intrusion detection
- C. Complex logon passwords
- D. Drive Lock

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 55**

A Windows XP workgroup computer can have up to how many concurrent connections?

- A. 10 or fewer
- B. 15 or fewer
- C. 20 or fewer
- D. 25 or fewer

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 56**

Which of the following is the MINIMUM amount of memory required to install Windows XP Professional?

- A. 64 MB

- B. 128 MB
- C. 256 MB
- D. 512 MB

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 57**

The customer calls a technician and informs them that their keyboard was cleaned with a solution, and now their fingers sting. Where would the technician or medical personnel find information about the substance on the keyboard?

- A. The MSDS
- B. The local fire department
- C. The Standard Operating Procedures manual
- D. The facilities department of the company

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 58**

Which of the following ports need to be turned off on a firewall to block Telnet?

- A. 21
- B. 23
- C. 25
- D. 80

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 59**

How many volts does an internal floppy drive use?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 60**

Which of the following BEST describes the North Bridge change that occurred with the introduction of AMD Athlon 64?

- A. Upstream communication to the North Bridge was enhanced.
- B. Multiple pipelines were provided doubling the bus rate.
- C. Downstream communication to the North Bridge was enhanced.
- D. The memory controller is onboard the processor chip.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 61**

Which of the following wireless technology standards can operate at a MAXIMUM of 54 Mbps? (Select TWO).

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

**Correct Answer: AC**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 62**

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 63**

Which of the following printer types would MOST likely be used in a shipping department to create shipping labels on adhesive paper?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 64**

In regards to computer case form factors, which of the following provides the MOST room for effective cooling?

- A. BTX
- B. ATX
- C. NLX
- D. Micro ATX

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 65**

The user boots their computer in the morning to discover the message 'OS not found'. Which of the following would recover from that error without data loss?

- A. Insert the system boot disk and repair the operating system.
- B. Install a new hard drive and restore the system.
- C. Restore the BIOS configuration to default to recognize the drive.
- D. Use the manufacturer's supplied system recovery disk and restore the system.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 66**

Which of the following IP ranges is Class E?

- A. 240.0.0.0 - 254.255.255.255
- B. 128.0.0.0 - 191.255.255.255
- C. 1.1.1.1 - 126.255.255.255
- D. 192.0.0.0 - 223.255.255.255

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 67**

Which of the following wireless networking standards uses a 5GHz frequency?

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

**Correct Answer:**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 68**

Which of the following advanced boot menu options would a technician use to repair the MBR?

- A. Safe Mode with Networking
- B. Debug Mode
- C. Recovery Console
- D. Safe Mode

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 69**

A wireless network broadcasted from a SOHO WiFi single band router can have a maximum of how many SSIDs associated with it?

- A. One
- B. Two
- C. Four
- D. Five

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 70**

A technician replaces a defective bar code reader with a new bar code reader that is the same model. The operating system recognizes the new reader, but the reader will not scan any items. The technician connects a known good scanner to the system and that scanner works properly. Which of the following is the MOST likely problem?

- A. The driver software needs to be updated.

- B. The new scanner needs to be programmed.
- C. The new scanner has a bad cable.
- D. The software is still looking for the defective scanner.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 71**

Which of the following wireless technology standards has the SHORTEST indoor range?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 72**

Which of the following is a hot plug device for a laptop? (Select TWO).

- A. SDRAM
- B. Express Card
- C. Mini-PCI card
- D. PCMCIA card
- E. Video card

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 73**

The FASTEST cache in a computer is:

- A. L1
- B. L2
- C. L3
- D. L4

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 74**

Advanced Power Management (APM) has a number of power states. How many states does APM have?

- A. 3
- B. 4
- C. 5
- D. 6

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 75**

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 76**

Programs that run when the Windows OS starts are stored in which of the following registry hives?

- A. HKEY\_LOCAL\_MACHINE
- B. HKEY\_CURRENT\_CONFIG
- C. HKEY\_CLASSES
- D. HKEY\_USERS

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 77**

USing the Microsoft Management Console (MMC) in Windows XP Professional, which of the following forces a user to change their password at the next login?

- A. User dialog box
- B. Domain policy folder
- C. General tab

D. Share folder

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 78**

On a motherboard, which of the following is often covered by a heatsink? (Select TWO).

- A. GPU
- B. CMOS
- C. BIOS
- D. Front Side Bus
- E. North Bridge

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 79**

Which of the following processors are capable of running a 64-bit operating system? (Select THREE).

- A. Turion
- B. Xeon
- C. Itanium
- D. Pentium Pro
- E. Sempron
- F. Pentium M

**Correct Answer:** ABC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 80**

APIPA addressing uses which of the following network classes?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 81**

Which of the following network cable types is MOST often used in environments where physical security of the data is the top priority?

- A. UTP
- B. Coaxial
- C. Fiber Optic
- D. STP

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

## **Exam B**

### **QUESTION 1**

Which of the following memory types has a clock speed of 500 MHz?

- A. PC133
- B. PC2700
- C. PC3200
- D. PC10600

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 2**

Which of the following DSL types has the same upstream and downstream bandwidth?

- A. IDSL
- B. FIOS
- C. ADSL
- D. SDSL

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 3**

A PC will not power on. The technician has verified there is power coming from the outlet and the indicator on the back of the power supply is blinking green. Which of the following is the cause of the problem?

- A. Power supply has a bad motherboard connector.
- B. Power supply is not powerful enough.
- C. Power supply is running at half power.
- D. Power supply is only producing DC current.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 4**

Which of the following locations will allow a user to change the Windows Vista Start Menu to resemble the Windows XP Start Menu?

- A. Right-click Start Menu/Properties/Start Menu tab
- B. Control Panel/User Accounts
- C. Start/All Programs/Accessories/Ease of Access

D. Right-click Desktop/Personalize

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 5**

Which of the following voltages can be found in the output of a functioning ATX power supply?

- A. 9v
- B. 12v
- C. 15v
- D. 24v

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 6**

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

- A. Device Manager
- B. MMC
- C. msinfo32
- D. msconfig

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 7**

Which of the following explains a yellow exclamation point next to a device in the Device Manager?

- A. A driver was installed but not digitally signed.
- B. A usable driver could not be installed for this device.
- C. The device is operable, but not at full capacity.
- D. The device is built-in and not upgradeable.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 8**

A technician needs to test connectivity to a particular host. Which of the following commands would MOST likely be used?

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 9**

A user reports that print jobs sent to a local printer are printing out as blank pieces of paper. Which of the following steps should the technician perform FIRST on the printer to determine the cause?

- A. Stop and restart the print spooler
- B. Reload the printer drivers
- C. Print an internal test page
- D. Replace the printer cable

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 10**

A laptop needs a new card reader installed in order to provide the ability to access CF and SD media. Which of the following ports, found on laptops, would be used to install the upgrade?

- A. DVIport
- B. Parallel port
- C. Mini-PCI port
- D. PCMCIA port

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 11**

A technician encounters an IP address of 191.15.20.1. The IP address is a member of which of the following classes?

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

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 12**

Which of the following RAID arrays does only striped volumes?

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

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**



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**QUESTION 13**

A technician dropped a screw on 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 14**

Which of the following is an example of a Class C IP address?

- A. 127.0.0.1
- B. 192.168.1.100
- C. 255.255.255.0
- D. 225.225.225.1

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 15**

In order for a customer to feel more comfortable with a repair, a technician should always do which of the following before proceeding?

- A. Offer the customer a new machine.
- B. Offer repair/replacement options.
- C. Avoid being late.
- D. Avoid being judgemental.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 16**

Which of the following memory types needs to be refreshed?

- A. Non-parity
- B. Parity
- C. DRAM
- D. SRAM

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 17**

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
- D. IP Security Monitor

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 18**

Multiple users report that the network color printer is not printing in color, but only in monochrome. The technician knows the print server had maintenance done over the weekend that included driver updates. The NEXT action would be to

- A. flash the firmware on the printer to match the new driver.
- B. check the printer properties on the server.
- C. power cycle the printer to update the driver.
- D. have each user remove and re-install the printer to update the driver.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 19**

A customer reports that while attempting to print a document it seems to queue up fine , but the printer does not print the job. Which of the following may be the cause?

- A. Outdated or corrupt print driver.
- B. The application used to create the document is incompatible with the printer.
- C. A print job is waiting in the print queue.
- D. Printer configuration is incorrect.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 20**

An unidentified person gains access to an office workplace, posing as a new IT staff member. The unidentified person tries to obtain passwords through conversation with other administrators. Which of the following security breaches is occurring?

- A. Social engineering
- B. Brute force cracking
- C. Biometric attack
- D. Phishing

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 21**

Which of the following IP addresses is a Class B address?

- A. 92.25.16.128
- B. 192.168.1.1
- C. 201.29.253.9
- D. 129.254.18.10

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 22**

Which of the following are some of the performance requirements for Windows Vista Aero? (Select TWO).

- A. 1 GB of system RAM
- B. 1 GHz CPU
- C. 64 MB Video Adapter
- D. 500 GB Hard Drive
- E. LCD Monitor

**Correct Answer: AB**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 23**

Which of the following tools uses trusted platform module (TPM) to enable the service?

- A. Windows BitLocker
- B. Windows EFS
- C. Windows Defender
- D. Windows Security Center

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 24**

Which of the following is required when printing to an LPR port?

- A. MAC address
- B. IP address
- C. Printer name
- D. Server name
- E. Net Mask

**Correct Answer: BC**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 25**

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 26**

Which of the following processors uses a pin array cartridge?

- A. Athlon XP
- B. Itanium
- C. Xeon
- D. Pentium IV

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 27**

Which of the following should be FIRST in the BIOS boot order to be able to enter into the Recovery Console off the installation disk?

- A. Optical drive
- B. Hard drive
- C. Floppy Disk
- D. Network

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 28**

A user would like to backup their data weekly. Which of the following should a technician MOST likely recommend?

- A. DVD
- B. USB SSD
- C. CD
- D. Blu-Ray

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 29**

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 30**

Which of the following is the MAXIMUM supported amount of RAM for Windows XP Home?

- A. 1024 MB
- B. 2 GB
- C. 32 GB
- D. 4 GB

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 31**

Which of the following is required to support BitLocker drive encryption with default settings? (Select TWO).

- A. More than 2GB of available free space
- B. Two partitions
- C. Windows Vista Business Edition
- D. All drives must be converted to Dynamic Disks
- E. Trusted Platform Module (TPM)

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 32**

Which of the following BEST describes a virus?

- A. Malicious code that can propagate itself to different host files.
- B. A malicious program that spreads itself in a system without the need of a host
- C. A program that is used to track user information for commercial reasons.
- D. A program that appears to be harmless but has a malicious agenda.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 33**

Which of the following is the BEST way to secure wireless traffic to an access point?

- A. Use 802.11g
- B. WPA
- C. WEP
- D. SSID broadcast disable

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 34**

Which of the following allows for the GREATEST heat dissipation?

- A. Liquid Cooling
- B. Case Fans
- C. Heatsink
- D. Thermal Compound

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 35**

Which of the following steps in the troubleshooting process should be performed when the cause cannot be confirmed?

- A. Establish a plan of action
- B. Document findings
- C. Re-establish new theory
- D. Identify the problem

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 36**

Which of the following memory modules has 72 pins? (Select TWO)

- A. SIMM
- B. DIMM
- C. RIMM
- D. SODIMM
- E. RAMBUS

**Correct Answer: AD**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 37**

How can a print spooler help a technician diagnose a problem?

- A. Provides a log file of all the printer errors
- B. Updates printer firmware via Telnet
- C. Shows submitted print jobs
- D. Shows all print jobs that were successfully printed

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 38**

Which of the following should be checked prior to an operating system being installed?

- A. HDD
- B. USB
- C. RAM
- D. HCL

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 39**

Which of the following IP ranges is Class C?

- A. 192.0.0.0 - 223.255.255.255
- B. 128.0.0.0 - 191.255.255.255
- C. 1.1.1.1 - 126.255.255.255

D. 224.0.0.0 - 255.255.255.0

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



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