

COMPTIA 220-702 EXAM BUNDLE

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COMPTIA 220-702 EXAM BUNDLE

Exam Name: Comptia CompTIA A+ Practical Application (2009 Edition)

Sections

1. Exam A
2. Exam B
3. Exam C
4. Exam D
5. Exam E
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Exam A

QUESTION 1

A client can no longer print from their computer to the default printer. The client successfully prints a test page directly from the printer. The printers queue shows the job ready to print. Which of the following is the BEST recommendation that the technician can make?

- A. Restart the print spooler service.
- B. Delete the print job and resubmit it.
- C. Verify the correct paper is being used.
- D. Reinstall the printers drivers.

Correct Answer: A

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 2

Which of the following will occur if %temp% is executed from the run command?

- A. The operating systems temporary folder will be opened.
- B. Applications located the %temp% folder will be executed.
- C. Applications will be deleted in the %temp% folder.
- D. The current users temporary folder will be opened.

Correct Answer: D

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 3

A technician needs to upgrade memory on a laptop with one available memory slot. The type and amount of memory has been confirmed to be correct. Once the new memory is added, the BIOS reports the original memory size. Which of the following is the NEXT step to perform?

- A. Replace all of the laptops memory.
- B. Reseat the laptop memory.
- C. Perform a Windows Update.
- D. Replace the motherboard.

Correct Answer: B

Section: Exam A

Explanation

Explanation/Reference:

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Explanation:

QUESTION 4

A technician needs to add an expansion card to a computer. The documentation with the card states it requires

a PCI x4 slot. The computer has PCI x1 and PCI x16 slots available. Which if the following should the technician do?

- A. The technician can install the card in a PCI x16 slot and get four times the performance.
- B. The technician can install the card in a PCI x1 slot and get half the performance.
- C. The technician can install the card in a PCI x16 slot with normal performance.
- D. The technician can install the card in a PCI x1 slot and get normal performance.

Correct Answer: C

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 5

Which of the following is used to test all computer hardware before installing an operating system?

- A. An operating system needs to be installed
 - B. POST card
 - C. Another computer
 - D. BIOS setting
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Correct Answer: B

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 6

A laptop LCD screen needs to be replaced. Which of the following tools would be BEST used to open the case?

- A. Flathead screwdriver
- B. Plastic shim
- C. Metal shim
- D. Pliers

Correct Answer: B

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 7

Which of the following devices can assist a technician in troubleshooting computers that will not start?



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- A. Anti-static pad
- B. Loopback plug
- C. ISA card
- D. POST card

Correct Answer: D

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 8

A technician is renaming files on a PC from a command prompt and is currently in the root of drive C:. Which of the following commands should the technician use to move to a different directory?

- A. CD
- B. DIR
- C. MD
- D. RD

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Correct Answer: A

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 9

A kiosk computer requires a CD-ROM to be in the drive in order for a program to function properly, but it keeps failing to boot when restarted. Which of the following will correct this?

- A. Replacing the CD-ROM media with rewritable media
- B. Changing the drive letter assignments in Disk Management
- C. Editing the AUTOEXEC.BAT file
- D. Properly configuring the BIOS settings

Correct Answer: D

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 10

In Windows Vista, a users documents can be stored on a drive other than the default C drive location by changing the:

- A. program files folder location in the folders properties.
- B. Windows files folder location in the folders properties.
- C. documents folder location in the folders properties.
- D. system files folder location in the folders properties.

Correct Answer: C

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 11

A user is attempting to connect a laptop to a TV using an HDMI connector. The user reports the video works properly but there is no sound. Which of the following could be the MOST likely cause?

- A. The speakers are not compatible with the digital connection.
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- B. The HDMI audio service has not been selected.
- C. The laptop needs an HDMI application installed.
- D. The HDMI cable is too long.

Correct Answer: B

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 12

Which of the following multimeter modes would be used to MOST accurately test the functionality of the black and red wires on a Molex connector of an in use power supply?

- A. Voltage
- B. Continuity
- C. Resistance
- D. Calibrate

Correct Answer: A

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 13

Which of the following is the difference between a stop error (e.g. stop C0021xxx) and a Dr. Watson error?

- A. A Dr. Watson error is usually related to a damaged graphics adaptor or memory chip.
- B. A Dr. Watson error occurs before the Windows GUI appears.

- C. A stop error is known as a blue screen and causes complete system failure.
- D. A stop error writes the error to a memory dump file before restoring the system to a working state.

Correct Answer: C

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 14

A technician upgraded a motherboard and CPU. The computer will not POST under the assembled configuration. Which of the following would be the BEST place to start troubleshooting?

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- A. Ensure that the OS is installed properly.
- B. Ensure the computer has the proper cooling.
- C. Ensure that the mouse and keyboard are properly connected.
- D. Ensure RAM is correctly seated.

Correct Answer: D

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 15

Which of the following commands will connect to and map a shared drive from a remote computer?

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- A. TRACERT
- B. NET USE
- C. IPCONFIG
- D. NSLOOKUP

Correct Answer: B

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 16

A laptop's LCD is getting scratched by the keyboard when the lid is closed. Which of the following would MOST likely prevent the LCD screen from being damaged further?

- A. Replacement of the keyboard
- B. Replacement of the rubber bumpers
- C. Replacement of the LCD hinges
- D. Replacement of the LCD panel

Correct Answer: B
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 17

A user installs a PostScript driver for a printer that supports only PCL. Which of the following is the MOST likely result?

- A. The printer will process PostScript appropriately.
- B. The printer will not print at all.
- C. The printer will print garbage or unreadable characters.
- D. The printer will print with a decreased resolution.

Correct Answer: C
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 18

A laser printer has a blank streak along one edge of each page but is otherwise printing normally. Which of the following is the MOST likely reason for this?

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- A. The fuser is damaged.
- B. The printer needs to be rebooted.
- C. The paper is too thick.
- D. The toner cartridge is low.

Correct Answer: A
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 19

Which of the following is the default directory for User Profiles in Windows XP?

- A. C:\Users\
- B. C:\User Profiles\
- C. C:\Documents and Settings\
- D. C:\Users\Profiles\

Correct Answer: C
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 20

A Sales Manager is a member of both the Sales group and the Managers group. The Sales Manager is attempting to update a file but is getting an Access Denied error. The file is secured through NTFS. The Sales group has the NTFS permissions: Read & Allow List Folder Contents & Allow Modify & Deny. The Managers group has the NTFS permission: Full Control & Allow. Why is the Manager receiving this error?

- A. The Manager is not the creator of the file.
- B. The Managers group does not explicitly have Write & Allow.
- C. Deny permissions override Allow permissions.
- D. The Sales group does not have Full Control & Allow.

Correct Answer: C

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 21

A customer's system is infected with hundreds of viruses, including spyware and malware. The customer has critical data on the system that needs to be recovered within 30 minutes. Which of the following is the BEST course of action the technician should take?

- A. Add a drive to the system and copy the system's contents of the hard drive to second hard drive.
- B. Reformat the hard drive and recover the data from a recent backup.
- C. Remove the hard drive and copy the critical data to another system using an external dock.
- D. Update the anti-virus program and virus definitions and run a complete virus scan and automated virus removal.

Correct Answer: C

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 22

A technician is unable to associate a wireless laptop to an IEEE 802.11a wireless access point. The wireless laptop is configured to connect to the SSID, and the wireless client scans all 11 wireless channels, however, the network still cannot be found. Which of the following is the MOST likely the cause of this problem?

- A. SSID is not broadcasting on the wireless access point.
- B. Incorrect WEP or WPA key has been configured on the wireless client.
- C. The wireless client is using the wrong wireless adapter.
- D. The firewall software on the wireless client is preventing the connection.

Correct Answer: C

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 23

For added security, a network administrator has decided to lock down the wireless network. Which of the following are ways to accomplish this? (Select TWO).

- A. Disable all 802.11 traffic
- B. Disable the SSID from broadcasting
- C. Disable WPA
- D. Enable Bluetooth only communication
- E. Change the default admin password
- F. Disable WEP

Correct Answer: BE

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 24

Company policy does not allow users to use dial-up connections. A new shipment of laptops contains built-in modems. Which of the following is the BEST way for the technician to setup the laptop to prevent the use of the modem?

- A. Use Device Manager to disable the modem
 - B. Delete the modem under Phone and Modems in the Control Panel
 - C. Remove the dial-up networking option in Network Connections
 - D. Change the local area code to 555 in Modem properties
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Correct Answer: A

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 25

A technician needs to install a new internal flash memory card reader into an available floppy drive bay. Prior to installation, which of the following connectors needs to be available?

- A. USB header
- B. FDD connector
- C. SATA header
- D. EIDE connector

Correct Answer: A

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 26

Which of the following is the default location for temp files in Windows 7?

- A. C:\Windows\Temp
- B. C:\Windows\System Files\Temp Files\
- C. C:\System Files\Temp
- D. C:\System\Temp Files\

Correct Answer: A

Section: Exam A

Explanation

Explanation/Reference:

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Explanation:

QUESTION 27

A customer states that their Internet connection is extremely slow. The technician suspects a failing NIC. Which of the following command line tools would verify this?

- A. ipconfig /all
- B. ping -t
- C. ping -a
- D. netsh winsock reset

Correct Answer: B

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 28

A technician discovers that RAM modules are overheating. Which of following is best practice in this situation?

- A. Install heatsinks on the RAM modules.
- B. Install additional CPU fans.
- C. Replace the RAM slots.
- D. Install a heatsink on the chipset driver.

Correct Answer: A

Section: Exam A

Explanation

Explanation/Reference:

Explanation:

QUESTION 29

Which of the following could cause an NTLDR error on reboot?

- A. Processor is failing
- B. Services failed to start on bootup
- C. RAM is faulty
- D. Boot.ini file is corrupt

Correct Answer: D
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 30

A laser printer keeps displaying, Paper Jam C Front Door. It does not matter which tray or paper type the printer is using. Which of the following is the MOST likely reason why the printer is having this issue?

- A. The printer fuser assembly needs to be replaced.
- B. The pickup rollers no longer have pickup grip.
- C. Something is stuck inside of the pickup assembly.
- D. The printer needs to have the toner cartridge replaced.

Correct Answer: C
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 31

A technician needs to change the process priority of a background program. Which of the following tools is BEST for performing this function?

- A. MSCONFIG
- B. Computer Management
- C. Task Scheduler
- D. Task Manager

Correct Answer: D
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 32

Which of the following is the MOST effective method of retrieving a screw which has fallen into a computer case?

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- A. Use a computer vacuum to retrieve the screw.
- B. Use an extension magnet to access the screw.
- C. Tap the case bezel repeatedly to loosen the screw.
- D. Abandon screw retrieval and use a spare screw.

Correct Answer: B
Section: Exam A
Explanation

Explanation/Reference:

Explanation:

Exam B

QUESTION 1

A technician installs and tests a new program on a computer using an administrative account. When a user runs the program, it fails to keep configuration changes the user makes. Which of the following is the MOST likely cause of the problem?

- A. The user has inadequate training in the use of the program.
- B. The software requires the user to be an administrator.
- C. The network share permission is not set properly for the computer.
- D. The user account does not have read permissions to the folder.

Correct Answer: B

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 2

A system administrator has disabled USB ports after experiencing several virus outbreaks. A user needs to transfer several extremely large work related files from their home desktop computer to their work desktop computer. Which of the following will allow the user to transfer the needed files?

- A. An IEEE-1394 device
- B. A NIC device
- C. An IrDA device
- D. A FDD device

Correct Answer: A

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 3

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A user is browsing to a newly created internal site called www.comptia.org . After putting in credentials the page comes up blank. Which of the following is MOST likely the cause?

- A. The user must add the new site to the local log file.
- B. A proxy exception has not been configured.
- C. SMTP has not been configured.
- D. The loopback address has not been configured.

Correct Answer: B

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 4

Which of the following is an indication a system has become infected by malware?

- A. The browser is redirected from the chosen website.
- B. When typing certain keys, numbers are displayed instead of letters.
- C. The computer randomly has a bluescreen error.
- D. The screen is darker than usual.

Correct Answer: A

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 5

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Which of the following ports should be forwarded on the firewall to make an internal web server accessible from the Internet?

- A. 22
- B. 23
- C. 25
- D. 80

Correct Answer: D

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 6

A sound card on the back of a PC is emitting a red, laser-type light. Which of the following explains this occurrence?

- A. The sound card is defective and needs to be replaced.
- B. The sound card's LED is indicating that card is about to fail.
- C. The sound card needs to be reset to default settings.
- D. The sound cards optical plug is not connected.

Correct Answer: D

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 7

Which of the following is the correct path to disable a service in Windows XP?

- A. Control Panel > Services
- B. MSCONFIG > Settings > Services
- C. Control Panel > Administrative Tools > Services
- D. System Settings > Tools > Services

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 8

A technician has booted Windows XP Professional to the command line and needs to view a text file on the hard drive. Which of the following tools will allow this?

- A. FORMAT
- B. NBTSTAT
- C. TYPE
- D. NSLOOKUP

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 9

A program is crashing and causing the computer to lockup. Which of the following is the BEST location for a technician to check for further information about the cause of the crash?

- A. Application log
- B. File Replication log
- C. System log
- D. Security log

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 10

A user reports that every time their machine is powered on a prompt appears to save their settings for the BIOS and clock. Which of the following should the technician try FIRST?

- A. Restore the BIOS to default settings
- B. Replace the CMOS battery
- C. Run a Windows Recovery Disk
- D. Replace the motherboard

Correct Answer: B
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 11

When attempting to check the DHCP status of a client machine, which of the following commands is the BEST option to use?

- A. NET USE
- B. NSLOOKUP
- C. PING -t
- D. IPCONFIG /all

Correct Answer: D

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 12

An office provides its users network access speeds of 1Gbps over its wired network. The manager frequently develops large files out of the office on a laptop that need to be transferred to the desktop at work, but states that it takes too long to transfer these files using the network. The laptop has an 802.11g NIC and a 100Mbps Ethernet adapter. Which of the following can the technician do to increase the transfer speed?

- A. Install a 1Gbps network adapter in the managers laptop.
- B. Install an 802.11n NIC to facilitate 1Gbps transfer speeds.
- C. Upgrade the manager to a new laptop.
- D. Advise the manager to use other media to transfer the files.

Correct Answer: A

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 13

A computer is generating a missing NTLDR error. From the Recovery Console, which of the following commands would BEST resolve this issue?

- A. FORMAT
- B. DISKPART
- C. FDISK /MBR
- D. FIXMBR

Correct Answer: D

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 14

If a technician was going to test connectivity on port 25, which of the following application type is being checked?

- A. FTP
- B. DNS

C. Mail

D. Telnet

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Correct Answer: C

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 15

A user reports that their computer is taking a long time to save large files. The user is currently using an EIDE drive formatted with NTFS for storage. Which of the following options would improve the performance of the system?

A. Install a SATA drive formatted with NTFS.

B. Install a PATA drive formatted with FAT32.

C. Reformat the existing drive with FAT32.

D. Install a PATA drive formatted with NTFS.

Correct Answer: D

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 16

A laptop is going into standby mode unexpectedly. Which of the following hardware components is MOST likely causing the issue?

A. Hard drive

B. IDE controller

C. LCD cutoff switch

D. Video card

Correct Answer: C

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 17

A user installs a laser jet printer on a Windows XP desktop. The user states that Windows XP generic printer drivers were used. When the user prints a document, the pages are printing out with random symbols, letters, and numbers. Which of the following should the technician do?

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A. Download manufacturer printer drivers

B. Restart the printer spooler

C. Check for Microsoft Windows updates

D. Check Device Manager

Correct Answer: A

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 18

A user reports that their Windows XP machine, which has a 250 GB hard drive, can only recognize 137GB during usage. Which of the following is the MOST likely problem?

- A. The hard drive jumpers have not been set properly.
- B. Service Pack 1 has not been installed on the machine.
- C. Windows XP does not support hard drives larger than 137GB.
- D. The hard drive is defective and needs to be replaced.

Correct Answer: B

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 19

In Windows XP, how can a user change the programs that run at startup? (Select TWO).

- A. Add or remove programs from the system key of the registry.
- B. Add or remove programs from the boot.ini file.
- C. Add or remove programs from the startup folder.
- D. Run msconfig and configure startup programs.
- E. Run appstart and configure startup programs.

Correct Answer: CD

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 20

The technician has suspicions that a browser has been hijacked. Which of the following should the technician look for in this situation?

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- A. A new default gateway has been setup.
- B. A new Internet shortcut has been added.
- C. A new web browser has been installed and is now the default.
- D. A proxy server has been enabled.

Correct Answer: D

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 21

Which of the following is applicable when attempting to upgrade an older PC that currently only has USB 1.1 to USB 2.0?

- A. Change the legacy device settings in the BIOS.
- B. An IEEE 1394 adapter can be used.
- C. A USB 1.1 to 2.0 adapter can be used.
- D. A USB 2.0 expansion card can be added.

Correct Answer: D

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 22

A laser printer is reporting a paper jam in tray two, but there is no paper stuck anywhere in the path. Which of the following is the MOST likely cause?

- A. The printer firmware needs to be updated.
- B. The tray is low on paper.
- C. The pickup roller needs to be replaced.
- D. The tray is not compatible with the printer.

Correct Answer: C

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 23

Which of the following is the access level of a user that belongs to both the Administrators and Users groups?

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- A. User
- B. Administrator
- C. Power User
- D. Remote Desktop User

Correct Answer: B

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 24

The technician has added a second hard disk to a Windows 2000 Professional computer. Which of the following commands is used to make the new drive accessible to users?

- A. MSCONFIG
- B. FDISK
- C. SFC
- D. FORMAT

Correct Answer: D

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 25

A mirrored set is another name for which of the following?

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

Correct Answer: B

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 26

Which of the following file extensions will initialize the program installation process in Microsoft Windows?

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- A. *.EXE
- B. *.INI
- C. *.CFG
- D. *.SYS

Correct Answer: A

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 27

A users system is infected with a worm and has propagated to 30 company systems so far. Which of the following is the FIRST step the technician should take before attempting to remove the worm from the customers system?

- A. Update antivirus definitions on the users system.
- B. Log the user off the system.

- C. Disconnect the network cable from the users system.
- D. Boot the system in Safe Mode.

Correct Answer: C

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 28

Which of the following is an example of disk duplexing or disk mirroring?

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

Correct Answer: B

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 29

Which of the following ways of manipulating a file will retain its NTFS permissions?

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- A. Copying the file to a new location on the same volume
- B. Copying the file to another FAT32 volume
- C. Moving the file to another NTFS volume
- D. Moving the file to a new location on the same volume

Correct Answer: D

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 30

A user reports their laptop computer can no longer connect to a server. The computer works correctly in a different office. Which of the following tools would be used to troubleshoot this issue?

- A. Cable tester
- B. Multimeter
- C. Fiber splicer
- D. Loopback plug

Correct Answer: A

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 31

Which of the following commands will allow modification of file C:\BOOT.INI?

- A. attrib -s +h +r C:\BOOT.INI
- B. attrib +s -h +r C:\BOOT.INI
- C. attrib +s +h +r C:\BOOT.INI
- D. attrib -s -h -r C:\BOOT.INI

Correct Answer: D

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 32

Network communication on a laptop needs to be tested. Which of the following will verify that the network adapter is functioning properly and communicating on the LAN?

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- A. Use PING to attempt to reach the loopback IP address on another computer.
- B. Use PING to attempt to reach the computers own IP address.
- C. Use PING to attempt to reach the default gateway.
- D. Use PING to attempt to reach the computers subnet mask.

Correct Answer: C

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 33

A technician is replacing a processor that is attached parallel to the motherboard. Which of the following processor types is needed?

- A. Pin grid array processor
- B. Slot 2 processor
- C. Socket to slot adapter
- D. Slot 1 processor

Correct Answer: A

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 34

Which of the following IP addresses would MOST likely be the default gateway for 10.1.16.184?

- A. 10.1.16.1
- B. 10.1.16.254
- C. 10.10.144.1
- D. 105.24.133.1

Correct Answer: A

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 35

Which of the following IP addresses will a technician ping to test the functionality of the network card?

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- A. 127.0.0.0
- B. 127.0.0.1
- C. 127.1.1.1
- D. 255.255.255.255

Correct Answer: B

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 36

A device is plugged into a computer and a prompt appears that states the device is a hi-speed USB device and is plugged into a non-high speed USB hub. Which of the following explains why this message is appearing?

- A. A USB 2.0 device is plugged in a USB 1.1 port.
- B. The USB device is disabled.
- C. The wrong USB drivers are installed.
- D. An IEEE 1394 device is plugged into a USB port.

Correct Answer: A

Section: Exam B

Explanation

Explanation/Reference:

Explanation:

QUESTION 37

A technician is called to troubleshoot a computer that is giving a non-system disk error. Which of the following is the MOST likely cause of the issue?

- A. The incorrect driver was loaded.
- B. The RAM has not been seated in the proper banks.
- C. There is a disk in the floppy drive.
- D. The Windows registry has become corrupted.

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 38

A technician wants to create a spanned volume on a set of hard drives. Which of the following tools will identify if the drives will support a spanned volume?

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- A. System Information
- B. Disk Management
- C. Device Manager
- D. Task Manager

Correct Answer: B
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 39

A technician needs to get a quick overview of a computer. Which of the following tools will BEST provide the overview required?

- A. Performance Monitor
- B. Task Manager
- C. System Information
- D. Device Manager

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 40

When doing a clean installation, which of the following is the default location for System Files in Windows XP?

- A. C:\System Files\
- B. C:\Windows\system32\
- C. C:\Windows\System Files\
- D. C:\System

Correct Answer: B
Section: Exam B
Explanation

Explanation/Reference:

Explanation:

QUESTION 41

A laser printer keeps printing out crumpled pages from the third tray. Which of the following is the MOST likely explanation?

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- A. The pickup rollers need to be replaced.
- B. The paper is too wide for the tray.
- C. The toner cartridge is leaking.
- D. The pickup assembly is missing.

Correct Answer: A

Section: Exam B

Explanation

Explanation/Reference:

Topic 2, Volume B

Exam C

QUESTION 1

A user reports that their system is giving a message stating that their USB 2.0 devices are running at USB 1.1 speed without an external USB hub. The devices run at USB 2.0 when tested on the technicians PC. Which of the following will MOST likely provide USB 2.0 functionality?

- A. Install an IEEE 1394 compliant expansion card.
- B. Install an external USB 2.0 hub.
- C. Install a USB 2.0 firmware update on the motherboard.
- D. Replace USB 1.1 extension cables with USB 2.0 extension cables.

Correct Answer: C

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 2

Which of the following is the BEST tool to troubleshoot a DB-9 port?

- A. Ohm meter
- B. Anti-static wrist strap
- C. Oscilloscope
- D. Loopback plug

Correct Answer: D

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 3

A customer reports that a networked printer is not printing documents. The technician successfully pings the printers IP address. Which of the following could be the problem? (Select TWO).

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- A. The network cable is unplugged.
- B. The printer is low on toner.
- C. The gateway address on the printer is incorrect.
- D. The printer is out of paper.
- E. The spooler is not functioning.

Correct Answer: DE

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 4

Which of the following does PING Ct do?

- A. Continuous ping of an IP address until cancelled
- B. Continuous ping of an IP address until the count reaches 1000
- C. Continuous ping of an IP address until the target responds
- D. Continuous ping of an IP address until the target returns

Correct Answer: A

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 5

Which of the following is contained in the first sector of the hard disk?

- A. Operating system
- B. Master file table
- C. Boot sector
- D. Master boot record

Correct Answer: D

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 6

A technician is tasked with setting up a Windows XP computer with a user account that will only be used to access the Internet. Which account type should the user have access to?

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- A. Guest
- B. Administrator
- C. Domain User
- D. Power User

Correct Answer: A

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 7

If a technician suspects that the voltage being delivered to a desktop computers power supply is insufficient or incorrect, which device should be used to determine the correct voltage?

- A. A power supply tester
- B. A multimeter
- C. A loopback adapter
- D. A cable tester

Correct Answer: B
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 8

After upgrading to Windows Vista, a client states that the run command no longer appears on the

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Start menu:

Which of the following is the reason the user cannot see the run command?

- A. The user must be an administrator to have access to the run command.
- B. The Vista run command is not installed by default during an upgrade.
- C. Vista has replaced the run command with the Power Shell.
- D. The run command is not displayed by default on the start menu.

Correct Answer: D
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 9

A user states that email is not being received. Which of the following protocols should the technician check for incoming mail?

- A. SMTP
- B. POP3
- C. NNTP
- D. HTTP

Correct Answer: B
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 10

On a laptop, which of the following is the name of the socket that a wireless card would typically be inserted into?

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

Correct Answer: C
Section: Exam C

Explanation

Explanation/Reference:

Explanation:

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QUESTION 11

A workstation is not booting correctly. The technician wants to locate bad sectors and recover readable information. Which of the following commands would the technician use?

- A. `chkdsk c: /f`
- B. `chkdsk c: /i`
- C. `chkdsk c: /c`
- D. `chkdsk c: /r`

Correct Answer: D

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 12

Which of the following is the MAXIMUM allowable cable length of CAT5?

- A. 100 meters (328 feet)
- B. 250 meters (820 feet)
- C. 500 meters (1640 feet)
- D. 1000 meters (3280 feet)

Correct Answer: A

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 13

A technician is troubleshooting problems with a hard drive. After checking the drive in another computer and finding no issues, the technician takes voltage readings on the Molex connector from the power supply. Which of the following represents the readings the technician should find?

- A. -5V and +12V
- B. +3.3V and -5V
- C. +3.3V and +12V
- D. +5V and +12V

Correct Answer: D

Section: Exam C

Explanation

Explanation/Reference:

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Explanation:

QUESTION 14

A user reports that when typing on the laptop keyboard, the mouse pointer scrolls across the screen. Which of the following would MOST likely resolve this issue?

- A. Reboot the laptop
- B. Use an external monitor
- C. Disable the touchpad
- D. Plug in an external mouse

Correct Answer: C

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 15

A computer is responding slowly and the Task Manager shows that spool.exe is using 95% of system resources. Which of the following is MOST likely the cause of this problem?

- A. Printing subsystem
 - B. Windows Update is running
 - C. A virus infection has occurred
 - D. Hyper threading has been disabled
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Correct Answer: A

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 16

Which of the following should MOST likely be replaced if the laptop will not display any video through the laptops screen or an external monitor?

- A. LCD
- B. Power inverter
- C. Video drivers
- D. Video card

Correct Answer: D

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 17

A technician is replacing a motherboard in a users desktop PC. Which of the following tools should be used before replacing the new motherboard?

- A. Power supply tester
- B. BIOS update disk
- C. Loopback plug
- D. Wire tester

Correct Answer: A

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 18

USER1 is part of the Users Group and is attempting to access files via UNC path \\SERVER\FILESHARE. \\SERVER\FILESHARE has the following share permissions:

AdministratorsFull ControlUsersRead OnlyGuestsNo AccessThe directory on the hard drive where the share is located has the following permissions: AdministratorsFull ControlUsersChangeGuestsNo AccessWhich of the following levels of access will login account USER1 have?

- A. Read Only
- B. Full Control
- C. Change
- D. No Access

Correct Answer: A

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 19

A user states that the computer is too slow when capturing video from an HD camera. Upon inspection the technician realizes that the computer is state-of-the-art in hardware, but it is using an external legacy USB 1.1 video capture card. The camera has USB 2.0 and IEEE1394b outputs. Which of the following is the BEST recommendation to increase the video capture capabilities in this situation?

- A. Recommend using lower resolution in the video signal.
- B. Install an IEEE1394b video capture card.
- C. Recommend replacing the camera with a USB 1.1 connection.
- D. Install a USB 2.0 video capture card.

Correct Answer: B

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

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QUESTION 20

Which of the following is a method used in the removal of a boot sector virus?

- A. Performing a standard format of the hard drive partitions
- B. Booting the computer with peripheral devices disconnected
- C. Scanning all CD-R and CD-RW media prior to initial use
- D. Booting from the floppy disk or CD-ROM prior to scanning

Correct Answer: D

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 21

A user is not able to receive files off the FTP server. Which of the following default ports needs to be opened for FTP to work properly?

- A. 21
- B. 80
- C. 110
- D. 443

Correct Answer: A

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

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QUESTION 22

Which of the following is the MOST important reason for ensuring a RJ-11 phone line jack is not connected to a RJ-45 Ethernet network port?

- A. RJ-11 jacks do not support full duplex.
- B. Ethernet supports pulse dialing, not tone dialing.
- C. The public telephone network uses token-ring, not Ethernet.
- D. Phone line voltages can damage Ethernet equipment.

Correct Answer: D

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 23

Users are reporting that a Vista feature asks them for confirmation before running most applications or making system changes. Which of the following is the name of this Vista feature and where should the technician direct users to turn the functionality off?

- A. User Account Control; it can be turned off under Security in the Control Panel.
- B. Security Center; it can be turned off in the Services MMC snap-in.
- C. User Account Control; it can be turned off under User Accounts in the Control Panel.

D. Windows Firewall; it can be turned off under System Properties.

Correct Answer: C

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 24

After replacing the motherboard in a laptop, the system overheats and fails to boot. Which of the following is the MOST likely cause of this error?

- A. Thermal paste was not applied between the heat sink and CPU.
- B. The fan is not compatible with the new motherboard.
- C. The GPU is not compatible with the CPU.
- D. The replacement motherboard firmware is out of date.

Correct Answer: A

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

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QUESTION 25

Which of the following is the default FTP port?

- A. 21
- B. 22
- C. 23
- D. 25

Correct Answer: C

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 26

Which of the following tools allows the technician to copy a file without prompts?

- A. XCOPY
- B. COPY /Y
- C. COPY /Z
- D. COPY /A

Correct Answer: B

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 27

Which of the following devices has the options of: master, slave and cable select?

(Select THREE).

- A. CD-ROM
- B. Floppy drive
- C. Internal modem
- D. Hard drive
- E. Network card
- F. DVD-ROM

Correct Answer: ADF

Section: Exam C

Explanation

Explanation/Reference:

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Explanation:

QUESTION 28

Using the NET command which variable would be used to find out the number of files sent by the workstation service?

- A. group
- B. view
- C. file
- D. statistics

Correct Answer: D

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 29

A technician plugs a USB device into the front panel of a desktop computer and nothing happens. The technician knows that plug-n-play is enabled. Which of the following BEST describes a possible cause to this issue?

- A. The technician plugged a USB 2.0 device into a USB 1.1 port.
- B. The technician needs to reboot the computer for the device to work.
- C. The technician plugged a USB 1.1 device into a USB 2.0 port.
- D. The front panel connectors are not plugged into the motherboard.

Correct Answer: D

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 30

An office laser printer is printing lighter in random areas. Which of the following is the EASIEST solution to implement for this issue?

- A. Clean the drum with a computer vacuum.
 - B. Replace the toner cartridge.
 - C. Clean the fuser area with a lint free cloth.
 - D. Use a can of compressed air to clean the pickup assembly.
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Correct Answer: B

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 31

Which of the following private IP addresses is commonly used for internal IP addressing?

- A. 127.0.0.1
- B. 169.254.0.1
- C. 192.168.0.1
- D. 224.0.0.1

Correct Answer: C

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 32

A technician has deleted all the files in the directory C:\tempfiles. Which of the following commands should the technician use to delete this directory?

- A. CD
- B. SFC
- C. MD
- D. RD

Correct Answer: D

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 33

A home user is setting up a wireless network. Which of the following could be used to prevent a neighbor from accessing the network? (Select TWO).

- A. Ensure all PCs are turned off when not in use
- B. Enable wireless encryption

- C. Create a DMZ for the main PC
 - D. Disable SSID broadcasting
 - E. Enable DHCP on the router
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Correct Answer: BD

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 34

A user has just moved to a new office and is unable to access the network. The technician suspects the users network settings need to be changed. Which of the following tools would the technician use on the Windows XP computer to view the network settings?

- A. NETDIAG
- B. TRACERT
- C. IPCONFIG
- D. PATHPING

Correct Answer: C

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 35

The technician is moving a users files from a Windows XP PC to a Windows Vista PC. Which of the following directories corresponds to each operating system?

- A. c:\users\user1\documents to c:\users\user1\documents
- B. c:\documents and settings\user1\my documents to c:\users\user1\documents
- C. c:\documents and settings\user1\my documents to c:\documents and settings\user1\my documents
- D. c:\users\user1\my documents to c:\users\user1\documents

Correct Answer: B

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 36

Which of the following are items that can be configured on a wireless router to make it more difficult for attackers to gain access? (Select TWO).

- A. Change the wireless channel
 - B. Disable SSID broadcast
 - C. Change SSID from default
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- D. Enable DES encryption
- E. Turn on port forwarding

Correct Answer: BC

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 37

Users in the office report that the speed of the Internet has drastically decreased since the recent network hardware refresh. Which of the following could be attributed to the problem?

- A. The firewall was not powered back on.
- B. The DHCP server is not working correctly.
- C. The cellular repeater installed is interfering with the network speed.
- D. The new switches are configured for 10MB.

Correct Answer: D

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 38

A user can receive email but cannot send email with the email client software. Which of the following protocols is incorrectly configured?

- A. FTP
- B. SMTP
- C. POP
- D. SNMP

Correct Answer: B

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

QUESTION 39

A technician is setting up a SOHO and has configured the wireless NIC on the laptop with WPA2. While configuring the WAP, WPA2 is not listed as an option. Which of the following should the technician do NEXT?

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- A. Install the latest wireless NIC drivers
- B. Install the latest wireless NIC firmware
- C. Install the latest WAP firmware
- D. Install the latest WAP drivers

Correct Answer: C

Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 40

Which of the following BEST explains a system experiencing intermittent memory errors?

- A. Southbridge is faulty
- B. Memory sticks have corroded contacts
- C. BIOS memory settings are misconfigured
- D. Memory socket is faulty

Correct Answer: B
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 41

A second optical drive has been added to the computer and needs to be referenced as the R: drive by the Microsoft Windows operating system. Which of the following places in Microsoft Windows will BEST accomplish this task?

- A. Administrative Tools
- B. Disk Management
- C. Device Manager
- D. Event Viewer

Correct Answer: B
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 42

A yellow exclamation mark next to a device in Device Manager indicates which of the following?

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- A. The device driver is outdated.
- B. The device driver is missing.
- C. The device driver is corrupt.
- D. The device is disabled.

Correct Answer: B
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 43

A technician is replacing a hard drive with a new 30GB drive formatted with FAT32. While transferring a 5GB file an error appears indicating that the new drive has insufficient space for the transfer. Which of the following is the cause of the problem?

- A. FAT32 cannot handle single files larger than 4GB.
- B. FAT32 cannot handle single files larger than 2GB.
- C. The old drive uses NTFS and is incompatible with the new drive.
- D. The file is formatted with NTFS and is incompatible with the new drive.

Correct Answer: A

Section: Exam C

Explanation

Explanation/Reference:

Explanation:

Exam D

QUESTION 1

A customer is trying to copy a DVD with a third-party application. The program reads the source DVD fine, but when the blank is inserted, the program continuously prompts to insert blank media. Which of the following are possible causes? (Select THREE).

- A. A CD is inserted into the drive.
- B. A DVD is inserted upside down in the drive.
- C. The wrong DVD type is inserted into the drive.
- D. The drive is only a CD-RW drive.
- E. The program cannot copy the DVD due to copyright laws.
- F. There is not enough free space on the hard drive.

Correct Answer: ABC

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

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QUESTION 2

Which of the following can cause a blue screen error?

- A. Bad drivers
- B. A DVD that contains an incorrect format
- C. An incorrect router configuration
- D. A rogue DHCP server

Correct Answer: A

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 3

Which of the following tools would be BEST to use to pry open the case of a laptop?

- A. Metal screwdriver
- B. Plastic wedge
- C. Needle-nose pliers
- D. Extension magnet

Correct Answer: B

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 4

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A user states that a small office home office (SOHO) router constantly reboots and new workstations show up under network neighborhood. Which of the following should be completed to prevent this scenario from happening again?

- A. Rename the router
- B. Disable DHCP
- C. Enable MAC filtering
- D. Change the IP schema

Correct Answer: C

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 5

Under which of the following circumstances would a technician use IPCONFIG /RENEW?

- A. After an unsuccessful reboot
- B. If a users IP address has been spoofed
- C. After using IPCONFIG /RELEASE
- D. If the computer has an ARP address conflict

Correct Answer: C

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 6

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A user states that the wireless router keeps rebooting while the power to the other equipment stays on. Which of the following should the technician perform to prevent users from rebooting the router?

- A. Change the default administrator password
- B. Change the IP range of the wireless network
- C. Hide the SSID
- D. Disable WEP

Correct Answer: A

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 7

A user is playing a new first person game on the computer and the screen is pausing during game play. The user has a high-end graphics card and is maxed out in memory. Which of the following should the technician perform?

- A. Reinstall the game.

- B. Upgrade the drivers.
- C. Replace the hard drive.
- D. Reinstall the OS.

Correct Answer: B

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 8

Which of the following is a DHCP server capable of providing to a DHCP client?



<http://www.gratisexam.com/>

(Select THREE).

- A. Login server
- B. WINS server
- C. DNS server
- D. Default gateway
- E. Date and time
- F. LAN network speed

Correct Answer: BCD

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

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QUESTION 9

From a command prompt, a technician is removing some old user profiles from a desktop. Which of the following commands would be used to delete folders after they have been emptied?

- A. SFC
- B. MSCONFIG
- C. RD
- D. EDIT

Correct Answer: C

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 10

A user reports it takes a long time to load all applications and the hard drive LED is showing constant activity. Which of the following is MOST likely the issue?

- A. The processor is faulty.
- B. The file system is fragmented.
- C. The modem drivers are corrupt.
- D. The power supply is faulty.

Correct Answer: B

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 11

Which of the following tools can be used prior to installing Windows Vista to find hardware compatibility issues?

- A. Upgrade Advisor
- B. Window Aero
- C. Task Manager
- D. Device Manager

Correct Answer: A

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 12

Given the following TCP/IP information for a computer, which of the following is the cause of a communication failure? IP Address: 192.168.1.5 Subnet Mask: 255.255.255.0 Default Gateway: 255.168.1.254 DNS Server: 172.16.4.1 WINS Server: 10.0.4.1

- A. DNS server
- B. Network cable is disconnected
- C. Default gateway
- D. WINS server

Correct Answer: C

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 13

A user is attempting to access a website but is getting a Page cannot be displayed error. The technician checks the IP address of the computer and sees that it has been assigned 169.254.10.70. Which of the following is the MOST likely cause?

- A. The device is located behind a firewall.
- B. The network card is disabled.

- C. The device is not configured for DHCP.
- D. The device cannot locate a DHCP server.

Correct Answer: D

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 14

A user reports that after installing a PCIe video card into a system, the onboard video no longer displays. Which of the following is MOST likely the cause?

- A. The drivers for the onboard video card have been overwritten by the PCIe video card drivers.
- B. The PCIe video card is defective and is conflicting with the onboard video.
- C. The BIOS detected the PCIe video card and disabled the onboard video.
- D. The processor has overheated and is causing the video to not display.

Correct Answer: C

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 15

After performing a preventative maintenance on a laser printer, which of the following is the NEXT step a technician should take?

- A. Refill the paper trays
- B. Restart the printer
- C. Print a test page
- D. Restore to factory settings

Correct Answer: C

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 16

Which of the following commands would be used to go from c:\windows to c:\windows\system32?

- A. RD
- B. MD
- C. DIR
- D. CD

Correct Answer: D

Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 17

Which of the following tools would gather the MOST detailed statistics about disk I/O?

- A. Task Manager
- B. Computer Management
- C. Performance Monitor
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- D. Device Manager

Correct Answer: C
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 18

Which of the following is the BEST method of connecting a home computer to the Internet in order to protect and secure the computer from malicious Internet attacks and scans?

- A. Enable the Microsoft Windows Firewall and allow port and application exceptions.
- B. Configure the Ethernet connection on the computer to run at only 10Mbps and half-duplex.
- C. Put a firewall or router with NAT between the computer and the Internet.
- D. Use broadband Internet services instead of dial-up modem Internet service.

Correct Answer: C
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 19

A user reports that a laser printer is printing out pages with blurry text that smudges when touched. Which of the following is the MOST likely reason for this?

- A. The toner cartridge is running low.
- B. The toner cartridge is leaking.
- C. The fuser is not getting hot enough.
- D. The transfer bar needs to be replaced.

Correct Answer: C
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 20

After installing a replacement floppy disk drive, the LED on the drive stays constantly lit and the drive does not work. Which of the following is the MOST likely cause of the problem?

- A. Floppy ribbon is reversed
- B. Floppy disk is in the drive
- C. Floppy ribbon is not connected
- D. This is normal after replacement

Correct Answer: A

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 21

Which of the following is a difference between a worm and spyware?

- A. A worm replicates itself before infecting other systems.
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- B. Spyware replicates multiple times on one system before infecting another system.
- C. A worm attacks one platform, where spyware attacks across platforms.
- D. Spyware resides primarily in the boot sector, where a worm resides primarily in the registry.

Correct Answer: A

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 22

A customer reports that a workstation no longer connects to the network. The technician has the customer connect another workstation with the same cable and network port, which works successfully. Which of the following actions should the technician have the customer take FIRST?

- A. Run Windows update.
- B. Replace the NIC.
- C. Replace the motherboard.
- D. Run the loopback command.

Correct Answer: D

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 23

Which of the following ports should be forwarded on the firewall to make SSH management accessible from the Internet?

- A. 22
- B. 23

- C. 80
- D. 443

Correct Answer: A

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 24

A user is attempting to access files shared on a remote computer. The file share permissions allow the user to have full control; however, the NTFS permissions allow the user to have read access. Which of the following is the users resulting access level for the remotely shared directory?

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- A. Modify
- B. Full control
- C. Write
- D. Read

Correct Answer: D

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 25

The system administrator has setup an administrative share on the companys file server called documents\$. Which of the following are necessary to be able to access the administrative share from a computer on the companys intranet? (Select TWO).

- A. The user must be able to access the My Network Places.
- B. The user must know the exact network path to the folder.
- C. The user must have proper access rights assigned to the folder.
- D. The user must know the domain where the share is located.
- E. The user must be able to access My Network Neighborhood.

Correct Answer: BC

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 26

A user reports that after working for a while with their PC, the computer reboots without warning. The technician has ruled out a virus infection, and when examining the motherboard discovers that some of the capacitors look distended and out of shape. Which of the following should the technician do to fix the users PC?

- A. Reconfigure the BIOS settings
- B. Replace the motherboard
- C. Replace the hard drive

D. Remove and replace the affected capacitors

Correct Answer: B

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

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QUESTION 27

A new computer has an odor near the power supply when turned on. Which of the following should be done?

- A. Use compressed air to flush the odor.
- B. Replace the power supply.
- C. Run the computer for 48 hours and disregard if odor goes away.
- D. Immediately unplug the computer and contact the manufacturers technical support.

Correct Answer: C

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 28

A technician needs a list of all the routers along a given path over multiple networks. Which of the following commands will accomplish this task?

- A. IPCONFIG
- B. TRACERT
- C. PING
- D. NSLOOKUP

Correct Answer: B

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 29

Which of the following commands would output the line below? 00:0C:24:09:08:07 10.0.0.1

- A. nbtstat -a
- B. arp -a
- C. arp
- D. nbtstat

Correct Answer: B

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

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QUESTION 30

Which of the following will occur if an AGP 4x video card is used in an AGP 2x slot?

- A. The video card will run at the slower AGP 2x speed.
- B. The video card will run at the higher AGP 4x speed.
- C. The video card will run in-between the two speeds at the AGP 3x speed.
- D. The video card will not operate.

Correct Answer: A

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 31

A user is connected to a stand alone printer. The user is receiving an out of memory error when printing large graphic files. Which of the following should the technician perform?

- A. Upgrade RAM on the printer
- B. Upgrade HDD on the computer
- C. Upgrade RAM on the computer
- D. Reinstall printer drivers

Correct Answer: A

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 32

A computer just had a memory upgrade installed on the machine. Upon boot, the system does not recognize the new memory even though it is listed as being compatible on the manufacturers website. Which of the following is MOST likely needed to resolve the issue?

- A. OS update
- B. Adjust jumper settings
- C. BIOS update
- D. New CMOS battery

Correct Answer: C

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

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QUESTION 33

Which of the following requires an adapter when connecting to a Molex connector?

- A. SCSI drive
- B. SATA drive
- C. IDE CD-ROM drive
- D. Video card

Correct Answer: B

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 34

A technician is upgrading memory in a desktop PC. The user purchased two 2GB DIMMS from the PC manufacturer. The PC powers on and POST shows 2GB of RAM. Which of the following is the FIRST action to perform?

- A. Update the manufacturers chipset drivers.
- B. Replace the two 2GB DIMMs with four 1GB DIMMs.
- C. Update the PC BIOS and verify all memory is seen in POST.
- D. Replace both of the 2GB DIMMs memory with new memory.

Correct Answer: C

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 35

A technician is experiencing an issue with the computer randomly rebooting throughout the day. The technician suspects the cause is from over heating. Which of the following should the technician check for the cause?

- A. The heat sink is firmly attached to the processor.
- B. The RAM chips are firmly in place.
- C. The hard drive is attached to the power supply.
- D. The graphics card is firmly in place.

Correct Answer: A

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

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QUESTION 36

Which of the following is fault tolerant and allows for disk mirroring?

- A. RAID 0
- B. RAID 1

- C. RAID 3
- D. RAID 5

Correct Answer: B

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 37

After the network printer has been rebooted none of the users are able to print. After verifying that the printer was plugged in and that a test page can print locally, the technician realizes that the printer was never properly configured. Which of the following should be done NEXT on the printer?

- A. Replace the NIC.
- B. Replace the network cable.
- C. Verify the default gateway is configured correctly.
- D. Assign a static IP.

Correct Answer: D

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 38

Which of the following commands will be run at a command prompt to determine which Windows OS is running on the computer?

- A. VER
- B. Device Manager
- C. VERIFY
- D. SET

Correct Answer: A

Section: Exam D

Explanation

Explanation/Reference:

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Explanation:

QUESTION 39

Which of the following will occur if an NTFS-formatted USB drive is inserted into a USB port on a second computer?

- A. The USB drive will not be accessible.
- B. The files and folders will inherit permissions from the second computer.
- C. Files and folders may or may not be accessible depending on set permissions.
- D. The user will be prompted to enter credentials to access the files and folders on the drive.

Correct Answer: C

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

QUESTION 40

A technician troubleshooting an issue over the phone determines that a home user has a faulty hard drive. The only information the home user can give is that the PC is ten years old, and the drive capacity is 40GB. Which of the following drive types should the technician bring to the service call?

- A. Solid state
- B. USB
- C. SATA
- D. PATA

Correct Answer: D

Section: Exam D

Explanation

Explanation/Reference:

Explanation:

Topic 3, Volume C

Exam E

QUESTION 1

Which of the following should be used to connect a small office of ten computers together and provide the computers access through a common Internet connection?

- A. Wireless access point
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- B. Router and Ethernet switch
- C. Gigabit Ethernet switch and an intrusion prevention device
- D. Firewall with an integrated 4 port switch

Correct Answer: B

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 2

A technician has just replaced the motherboard in a desktop computer. The user of the computer reports that their system now reboots periodically. Which of the following can the technician do to correct the rebooting problem?

- A. Update the motherboards firmware
- B. Add more RAM
- C. Upgrade the power supply
- D. Change the voltage jumpers on the motherboard

Correct Answer: C

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 3

The purpose of a proxy exception rule is to configure the browser to:

- A. force an anonymous window for traffic to certain URLs.
- B. bypass the proxy server for certain URLs.
- C. route certain URLs to the proxy server.
- D. force a new secure window for traffic to certain URLs.

Correct Answer: A

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 4

A technician is troubleshooting a users problem; important Windows services are not starting. In which of the following locations should the technician check to investigate when these services started or stopped?

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- A. Com+.log
- B. System Log
- C. Security Log
- D. Application Log

Correct Answer: B

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 5

A user reports that each time the computer is rebooted, the time on the taskbar resets. Which of the following is the MOST likely cause of the problem?

- A. The BIOS is not properly configured.
- B. The CMOS battery is faulty.
- C. The computer has lost connection to the time server.
- D. The clock needs to be reset for the appropriate time zone.

Correct Answer: B

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 6

Which of the following would resolve a problem in which external speakers connected to a sound card are not playing audio?

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- A. Enable the integrated COM port in the BIOS.
- B. Move the cable to the headphone jack on the CD-ROM drive and adjust the volume.
- C. Move the cable to another jack on the sound card.
- D. Change the LPT port from ECP mode to bi-direction in the BIOS.

Correct Answer: C

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 7

Which of the following is the built-in security feature of Windows Vista?

- A. HCL
- B. NTP

- C. UAC
- D. ECP

Correct Answer: C

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 8

An alternative to plain old telephone service (POTS) would be:

- A. X.25.
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- B. Asynchronous transfer mode (ATM).
- C. VoIP.
- D. Public Switched Telephone Network (PSTN).

Correct Answer: C

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 9

Windows BitLocker can be used with which of the following? (Select TWO).

- A. USB flash drive
- B. Trusted platform module
- C. Compact Disc
- D. SSID
- E. PCMCIA card

Correct Answer: AB

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 10

A technician has just installed a second SATA HDD into a Windows XP desktop. The computer boots up successfully without any errors, but the technician cannot locate the additional HDD when clicking on My Computer. Which of the following is MOST likely the problem?

(Select TWO).

- A. The HDD must be partitioned.
- B. The HDD must be assigned a drive letter.
- C. The HDD was formatted as FAT16.
- D. The HDD is incompatible with Windows XP.
- E. The HDD was formatted as FAT32.

Correct Answer: AB

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 11

An executives laptop screen has been damaged and will not power on. Which of the following is

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the FASTEST way to get the executive back online?

- A. Pull the hard drive and install it in a spare laptop of the same make and model.
- B. Replace the motherboard on the laptop.
- C. Build the executive a temporary laptop and attempt to repair the damaged one.
- D. Replace the backlight on the laptop.

Correct Answer: A

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 12

Which of the following is a sign that a computer has been infected by a worm?

- A. Screensaver changed on its own
- B. Unauthorized outgoing emails being sent
- C. Desktop background changed on its own
- D. Left and right mouse buttons have been flipped

Correct Answer: B

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 13

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Which of the following is the BEST way to ensure that only specified computers can access a wireless network?

- A. Enable MAC filtering
- B. Change the default password
- C. Disable SSID broadcast
- D. Change SSID from default

Correct Answer: A

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 14

A user reports that a newly issued smartcard does not work in their laptop, but the technicians smartcard works without any issues. Which of the following would MOST likely resolve the issue?

- A. Upgrade the smartcard readers firmware.
- B. Reinstall the operating system.
- C. Perform a flash BIOS upgrade.
- D. Replace the smartcard reader.

Correct Answer: A

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 15

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A user states that the LCD display on their laptop has intermittent lines on the screen. The technician notices that when the display panel is moved, the line appears and then disappears.

Which of the following is the MOST likely cause?

- A. The hinge on the display panel is damaged.
- B. The display cable is loose or damaged.
- C. The display panel is defective.
- D. The video controller on the system board is defective.

Correct Answer: B

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 16

Which of the following components is MOST often removed in order to access laptop motherboards and internal components?

- A. PCMCIA card
- B. Keyboard
- C. Display
- D. Power button

Correct Answer: B

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

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QUESTION 17

A user is reporting that a PC will suddenly shut down without warning. The PC boots up with no problems, but after using the PC for a short time, the PC turns off. Which of the following components should the technician check? (Select TWO).

- A. CPU fan
- B. RAM
- C. Hard drive
- D. Power supply
- E. Video card

Correct Answer: AD

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 18

Which of the following will happen if a PCI express video card is used in a PCI slot?

- A. A PCI express video card used in a PCI slot will function normally.
- B. A PCI express video card used in a PCI slot will run with a firmware upgrade.
- C. A PCI express video card cannot be used in a PCI slot.
- D. A PCI express video card used in a PCI slot will run at a slower than rated speed.

Correct Answer: C

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 19

Which of the following should be implemented on a small office home office (SOHO) server?

- A. Enable MAC filtering
- B. Change SSID from default
- C. Assign static IP address
- D. Enable WEP encryption

Correct Answer: C

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 20

A user reports that there is no access to the network from the computer. The technician notices that all of the lights on the switch are on and not flashing, the network cables are all plugged in and the computers network card is functioning properly. Which of the following should the technician perform to resolve the issue?

- A. Power cycle the switch

- B. Ping 127.0.0.1
- C. Reboot the computer
- D. Replace the switchs uplink cable

Correct Answer: A

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 21

A technician observes poor network performance on a networked computer when transferring large amounts of data over the network. The technician confirms manually configured settings of 100Mbps and full-duplex on the computer, but the connected Ethernet switch shows an auto- negotiated 100Mbps and half-duplex. Which of the following will correct this issue?

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- A. Replace the network card on the computer.
- B. Replace the Ethernet switch.
- C. Upgrade the network card device drivers.
- D. Configure auto-negotiation on the computer.

Correct Answer: D

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 22

A technician performs a laptop memory upgrade and now the laptop will not boot. The laptop is emitting a series of continuous beeps prior to startup. Which of the following is the MOST likely problem?

- A. Hard drive needs to be reseated
- B. Memory contacts are dirty
- C. The CMOS battery is dead
- D. The BIOS is faulty

Correct Answer: B

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 23

Which of the following commands displays all local network shares?

- A. NET statistics
- B. NET share
- C. NET view
- D. NET user

Correct Answer: C
Section: Exam E
Explanation

Explanation/Reference:
Explanation:

QUESTION 24

All users within an office are wirelessly connected to a network, except one user that has a valid connection on a leased IP address in a different range. Which of the following is a possible cause of the user having a different IP address range?

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- A. The wireless access point is using MAC address filtering
- B. The user has connected to a nearby wireless access point from another office
- C. The user has configured the wireless settings with the wrong encryption type
- D. The wireless access point has SSID broadcast disabled

Correct Answer: B
Section: Exam E
Explanation

Explanation/Reference:
Explanation:

QUESTION 25

A user has just moved a PC from one office to another. The patch cable and the NIC do not appear to be functioning in the new office but were working before the move. The patch cable is plugged in correctly to both the NIC and the wall jack. Which of the following actions should the technician take FIRST?

- A. Verify that the network card is compatible with the operating system.
- B. Verify that the port on the switch is enabled.
- C. Update the network card driver.
- D. Replace the network cable with a crossover cable.

Correct Answer: B
Section: Exam E
Explanation

Explanation/Reference:
Explanation:

QUESTION 26

A technician confirms a memory read error in Windows XP. Which of the following should the technician do to resolve the problem?

- A. Replace the hard drive.
- B. Change the memory settings in the BIOS.
- C. Reseat or replace RAM modules.
- D. Swap the video card with another video card.

Correct Answer: C
Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 27

A technician notices that a computer is randomly rebooting. When the technician accesses the

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BIOS and the computer reboots. Which of the following should the technician check FIRST?

- A. Check the case fan
- B. Check for CMOS battery failure
- C. Check for blown capacitors
- D. Check for hard drive failure

Correct Answer: C

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 28

Which of the following is the BEST way to ensure that only specified devices can connect to a wireless network?

- A. Use MAC filtering
- B. Set up a VLAN
- C. Disable SSID broadcasting
- D. Enable WEP encryption

Correct Answer: A

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 29

The technician suspects a computer has been compromised by malware. Which of the following statements BEST describes the steps a technician should take to eliminate the malware?

- A. Reboot in Safe Mode with Networking enabled, update and then run an anti-malware scanner.
- B. Update the anti-malware signatures, and then run an anti-malware scanner.
- C. Update the anti-malware signatures, reboot the system, and then run the anti-malware scanner.
- D. Reboot the system, log on as administrator, and run the anti-malware scanner.

Correct Answer: A

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Explanation

Explanation/Reference:

Explanation:

QUESTION 30

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A technician needs to boot a PC from a CD to run diagnostics, but the PC always boots from the hard drive. Which of the following will allow the PC to boot from the CD?

- A. Change the drive order sequence in the BIOS.
- B. Unplug the power cable from the hard drive.
- C. Reformat the hard drive.
- D. Unplug the data cable from the hard drive.

Correct Answer: A

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 31

Which of the following is the QUICKEST way to view network adapter statistics?

- A. System Information
- B. Task Manager
- C. Performance Monitor
- D. Computer Management

Correct Answer: B

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 32

A customer reports that their sound is not working. They state that the speakers worked previously. Which of the following should the technician check? (Select THREE).

- A. Speakers are in regulatory compliance.
- B. Speakers are on and the mute is off.
- C. Ensure the speakers are on the Windows HCL.
- D. Verify the system has enough hard drive space.
- E. The audio driver is installed correctly.
- F. Speakers are plugged into the correct jack.

Correct Answer: BEF

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

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QUESTION 33

A technician receives a ticket about VPN issues on a Windows XP PC. The ticket explained that the Internet

was working until the VPN connection was established; now it will not allow the user to remote desktop or browse the Internet. Which of the following would cause these network issues?

- A. Windows XP firewall is corrupt and not working correctly.
- B. Windows XP firewall is turned on and not configured correctly.
- C. The user is not using the correct Ethernet cable.
- D. Windows XP does not support VPN features.

Correct Answer: B

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 34

After removing malware from a users computer, the Internet browser does not access any websites. Which of the following is the BEST method to fix this?

- A. Remove Proxy Settings from the Internet browser
- B. Run Operating System Updates
- C. Reset the Internet router
- D. Reboot the computer

Correct Answer: A

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 35

A user installed a Blu-Ray drive in their PC. The user reports that the new drive and their existing DVD-RW drive are not operating. Which of the following needs to be replaced?

- A. Power supply
- B. DVD-RW
- C. Blu-Ray drive
- D. Motherboard

Correct Answer: A

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Explanation

Explanation/Reference:

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QUESTION 36

A system powers on, begins POST, displays the BIOS version information and then hangs with the error message Error loading operating system. Which of the following is MOST likely cause of this issue?

- A. A virus has infected the system
- B. Corrupted BOOT.INI file

- C. Corrupt MBR
- D. Boot sector corruption

Correct Answer: C

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 37

Which of the following is the reason for pinging the loopback address?

- A. To verify the functionality of the network card
- B. To verify the functionality of the DNS server
- C. To verify the functionality of the TCP/IP stack
- D. To verify the functionality of the host file

Correct Answer: C

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 38

Which of the following symptoms would indicate a power supply issue?

- A. Frequent failure of hard drives
- B. The CD-RW takes longer to write
- C. The CPU is constantly over-clocking
- D. The wireless range is reduced

Correct Answer: A

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

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QUESTION 39

When troubleshooting an email problem which of the following is the correct syntax for telnet?

- A. telnet <servername> 25
- B. telnet <servername>:25
- C. telnet <servername> port:25
- D. telnet 25 <servername>

Correct Answer: A

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 40

Which of the following protocols would a technician use to run commands on a remote computer?

- A. NETBIOS
- B. FTP
- C. SMTP
- D. TELNET

Correct Answer: D

Section: Exam E

Explanation

Explanation/Reference:

Explanation:

QUESTION 41

Which of the following commands would be used to set the time on a workstation?

- A. NET timer
- B. NET time
- C. NET time set
- D. time

Correct Answer: D

Section: Exam E

Explanation

Explanation/Reference:

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Explanation:

Exam F

QUESTION 1

A technician is unfamiliar with terms in a dialog box. Which of the following would quickly provide more information?

- A. Alternate click and select WhatsThis?
- B. Use Microsoft knowledge base to search for the term
- C. Alternate click and select more information
- D. Press F1 and search for the term

Correct Answer: A

Section: Exam F

Explanation

Explanation/Reference:

Explanation:

QUESTION 2

A technician needs to find out if a scheduled task completed without error. Which of the following tools would allow the technician to verify the task status?

- A. Task Manager
- B. Device Manager
- C. Performance Monitor
- D. Event Viewer

Correct Answer: D

Section: Exam F

Explanation

Explanation/Reference:

Explanation:

QUESTION 3

A Windows Vista computer has an experience index of 3.8. The technician discovers that the computer has the following: Performance index RAM 1GB 4.6 Video 3D 3.8 CPU 2.4GHz 4.2 The technician upgrades the memory to 2GB and gets the following results: Performance index RAM 2GB 5.0 Video 3D 3.8 CPU 2.4GHz 4.2 But the Windows experience index is still at 3.8. Which of the following can the technician do to improve the performance index?

- A. Upgrade the video card
- B. Increase the RAM to 4GB
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- C. Upgrade the CPU to 3GHz
- D. Increase the resolution on the screen

Correct Answer: A

Section: Exam F

Explanation

Explanation/Reference:

Explanation:

QUESTION 4

Which of the following ports should be forwarded on the firewall to make the internal FTP server accessible

from the Internet?

- A. 22
- B. 23
- C. 25
- D. 80

Correct Answer: B

Section: Exam F

Explanation

Explanation/Reference:

Explanation:

QUESTION 5

A technician needs to transfer data to an external hard drive that is 10/100 network capable. Which of the following has the FASTEST transfer rate?

- A. IEEE 1394
- B. USB 1.1
- C. Broadband
- D. USB 2.0

Correct Answer: A

Section: Exam F

Explanation

Explanation/Reference:

Explanation:

QUESTION 6

A floppy drive is replaced in a computer and now when the computer is turned on the floppy drive light is constantly lit. Which of the following is the MOST likely cause?

- A. The power supply has failed.
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- B. The drive cable is connected backwards.
- C. The floppy drive has failed.
- D. The proper drivers have not been loaded.

Correct Answer: B

Section: Exam F

Explanation

Explanation/Reference:

Explanation:

QUESTION 7

How many physical hard drives can fail in a RAID 5 array consisting of 8 physical hard drives without losing the entire RAID 5 array?

- A. 0
- B. 1
- C. 5

D. 8

Correct Answer: B

Section: Exam F

Explanation

Explanation/Reference:

Explanation:

QUESTION 8

Which of the following is a recommended power rating for a desktop PC power supply running office applications?

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- A. 12 Volts
- B. 120 Volts
- C. 400 Watts
- D. 1800 Watts

Correct Answer: C

Section: Exam F

Explanation

Explanation/Reference:

Explanation:

QUESTION 9

Which of the following drives are configurable via a jumper? (Select TWO).

- A. IDE
- B. PATA
- C. FDD
- D. SATA
- E. SSD

Correct Answer: AB

Section: Exam F

Explanation

Explanation/Reference:

Explanation:

QUESTION 10

A technician has been tasked to test an application on a Windows XP desktop. The technician installs the application and reboots the computer. Upon reboot the technician receives a BSOD. Which of the following is the BEST for the technician to perform?

- A. Run Windows XP repair utility
- B. Start the computer in Safe Mode
- C. Reinstall Windows XP
- D. Contact the vendor of the application

Correct Answer: B

Section: Exam F
Explanation

Explanation/Reference:
Explanation:

QUESTION 11

Which of the following should a field technician do before attempting to open a laptop for repair or upgrades?

- A. Take photographs of all the screws so they can be easily repositioned.
- B. Obtain a copy of the manufactures disassembly guide.
- C. Clean it with a lint free cloth to prevent any static discharges.
- D. Download a copy of the specs from the manufactures website.

Correct Answer: B
Section: Exam F
Explanation

Explanation/Reference:
Explanation:

QUESTION 12

A technician installs newly compatible memory into a computer, and the computer does not recognize the memory. Which of the following would the technician need to perform?

- A. Replace the memory chips.
- B. Replace the hard drive.
- C. Upgrade the power supply.
- D. Flash the BIOS.

Correct Answer: D
Section: Exam F
Explanation

Explanation/Reference:
Explanation:

QUESTION 13

Which of the following is a modem diagnostic command which can be used to verify communication between the computer and a connected modem?

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- A. IRQ
- B. DMA
- C. AT&V
- D. MBR

Correct Answer: C
Section: Exam F
Explanation

Explanation/Reference:
Explanation:

QUESTION 14

A user wants to have maximum speed within their SOHO, while maintaining ease of accessibility for walk-in clients. They use a laptop and two desktops and broadband Internet access. Which of the following should the technician recommend?

- A. Wired router only to provide Gigabit speed, several RJ-45 wall plates for ease of access
- B. Wired router with Gigabit access and an access point
- C. Wi-Fi router; it is fast and provides easy access to the network
- D. Plugging the computers to the broadband router

Correct Answer: B

Section: Exam F

Explanation

Explanation/Reference:

Explanation:

QUESTION 15

Which of the following should a technician do before sending a users laptop to a manufacturers

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repair center?

- A. Remove the hard drive
- B. Remove the LCD
- C. Remove the Wi-Fi card
- D. Clean it thoroughly

Correct Answer: A

Section: Exam F

Explanation

Explanation/Reference:

Explanation:

QUESTION 16

A home user is determining whether to install a wired or wireless network. Which of the following considerations should be taken into account? (Select TWO).

- A. A wireless network provides more flexibility in user access location.
- B. A wireless network may interfere with cell phone reception.
- C. A wired network is easier to install in the home environment.
- D. A wired network is more flexible because it can accommodate an unlimited number of users.
- E. A wired network provides a faster and more reliable solution.

Correct Answer: AE

Section: Exam F

Explanation

Explanation/Reference:

Explanation:

QUESTION 17

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Wake-On Lan is an option that is enabled in:

- A. Device Manager
- B. System Properties
- C. Control Panel
- D. the BIOS

Correct Answer: D

Section: Exam F

Explanation

Explanation/Reference:

Explanation:

QUESTION 18

A user reports that their new optical drive is not working. It opens and closes, but nothing pops-up

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on their screen when the user puts a disk in. The technician checked Device Manager and could not locate the drive. Which of the following is the MOST likely reason for this?

- A. The drives SATA cable is not connected
- B. The disk is blank or scratched
- C. The user does not have administrator privileges
- D. The PSU is not providing enough power

Correct Answer: A

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Explanation

Explanation/Reference:

Explanation:

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