

220-702 V15.02_formatted

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Exam : 220-702

Title : CompTIA A+ Practical

Application (2009 Edition)

Version : V15.02

Exam A

QUESTION 1

A technician wants to clear out the temporary files on a system by manually browsing to the correct location. Which of the following folders would store the temporary files for a user named EDWARD on a Windows XP Pro machine?

- A. C:\Documents and Settings\Users\EDWARD
- B. C:\Documents and Settings\EDWARD
- C. C:\EDWARD
- D. C:\Windows\Users\EDWARD

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

Windows 7 has notified a user that it has blocked access to the following address in Internet Explorer: ftp://ftp.microsoft.com:21.

Which of the following Windows features should the technician check to ensure that there is not an explicit rule disallowing access to this location.?

- A. Windows Bitlocker
- B. Windows BranchCache
- C. Windows User Account Control
- D. Windows Firewall

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

A technician has a user that consistently picks up viruses and malware no matter what kind of software is installed to prevent infection.

Which of the following should be a cost-effective logical step in preventing future infections?

- A. Place the user behind a high end NIPS device.
- B. Migrate the user to a Virtual Machine environment.
- C. Educate the user on browsing habits.
- D. Install multiple antivirus programs on the machine to decrease the chances for infection.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

A technician is tasked with replacing the processor and cooling fan in a laptop computer. Which of the following

procedures will help the technician complete the task efficiently?

- A. Place all of the screws together in one container so they do not get lost.
- B. Place the screws for each disassembly step together in an organizer.
- C. Tag each screw hole with a different color coded tag.
- D. Throw away the existing screws and replace them with new screws.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

A technician receives a service call about a printer producing wrinkled pages. Which of the following can cause wrinkled paper in a printer? (Select TWO).



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- A. Toner may be contaminating the paper path
- B. The PostScript commands are not being processed
- C. The corona transfer wire needs to be cleaned
- D. The new paper was stored in a damp location
- E. The fuser unit is reaching the end of its life

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

Which of the following represents the default installation folder for a 32-bit program installed under Windows 7 Professional 64-bit?

- A. C:\Documents and Settings
- B. C:\Program Files (x64)
- C. C:\Program Files (x86)
- D. C:\Program Files

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7

During startup an error message "One or more services failed to start" appears. Which of the following methods can be used to examine the status of the services running on the computer? (Select TWO).

- A. Click on Start > Control Panel > System
- B. Right click on My Computer and select Properties from the context menu
- C. Click on Start > Control Panel > Administrative Tools
- D. Right click on the Desktop and select Properties from the context menu
- E. Right click on My Computer and select Manage from the context menu

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

A SOHO user has just installed a new wireless router on the network. Which of the following is the FIRST thing the user should do to secure the router from unauthorized use?

- A. Change the default administrator name and password
- B. Update the firmware in all of the client computers
- C. Setup MAC filtering to limit the devices that can connect
- D. Determine the DHCP range and any static exclusions

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

A shared computer is used on multiple shifts and each user creates a log file in a shared folder. Lately there has been an issue with log files being deleted by users other than the creators. Which of the following options will prevent these deletions while allowing users access to their own files?

- A. Uncheck the Allow Modify security attribute on the folder from the Users group.
- B. Uncheck the Allow List Folder Contents security attribute on the folder from the Users group.
- C. Check the Deny Full Control security attribute on the folder from the Users group.
- D. Uncheck the Allow Write security attribute on the folder from the Users group.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

Which of the following operating systems supports full BitLocker functionality?

- A. Windows XP
- B. Windows 7 Professional

- C. Windows Vista Home
- D. Windows 7 Enterprise

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

Which of the following protocols could a technician use to connect a smartphone to an email server? (Select TWO).

- A. SMTP
- B. POP3
- C. HTTP
- D. SNTP
- E. ICMP

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

Which of the following should a technician do FIRST to secure a mobile device?

- A. Assign a passcode
- B. Download updates
- C. Disable GPS
- D. Install antivirus

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

When running Windows XP, which of the following would give a list of switches for the CHKDSK command?

- A. chkdsk ~?
- B. chkdsk :?
- C. chkdsk /?
- D. chkdsk \?

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

Which of the following security threats would cause a computer to run slow and redirect HTTP sites?

- A. Phishing
- B. Key logger
- C. Social engineering
- D. Malware

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

Which of the following security threats involve shoulder surfing and phone phishing?

- A. Man-in-the-Middle
- B. Social engineering
- C. Trojan virus
- D. Spyware

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

A technician is tasked with building three systems that are capable of utilizing the new Windows HomeGroup functionality.

Which of the following versions of Windows would need to be used?

- A. Windows 7 or Windows Vista
- B. Windows Vista only
- C. Windows XP Professional x64 Edition
- D. Windows 7 only

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

Which of the following security threats does NOT use software to extract sensitive information or credentials?

- A. Grayware
- B. Shoulder surfing
- C. Malware

D. Man-in-the-Middle exploits

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

Social engineering makes use primarily of which of the following techniques, to bypass common corporate security barriers?

- A. Grayware installation
- B. Worm transmission
- C. Human interaction
- D. Malware installation

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

A user has a laptop that they need to get ready for an outdoor presentation. The user is concerned that the laptop will turn off the screen or go into standby before their presentation is complete. Which of the following Control Panel paths should the technician use in order to prevent this from occurring?

- A. System -> Hardware
- B. Power Options -> Power Schemes
- C. System -> Advanced -> Performance
- D. Power Options -> Hibernate

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

A user states their workstation will not reach the login screen. Which of the following commands can be used to write a new partition boot sector to the system partition in the Recovery Console?

- A. FIXMBR
- B. BOOTCFG
- C. FIXBOOT
- D. DISKPART

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

Which of the following features helps to prevent shoulder surfing?

- A. Native resolution
- B. Auto adjust
- C. Degaussing
- D. Privacy screen

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

A user wants to change the functionality that occurs when the laptop lid is closed. Which of the following Control Panel options is the MOST direct way to adjust this?

- A. Display
- B. Power Options
- C. Personalization
- D. Device Management

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

Which of the following Control Panel items will allow for easy streaming of pictures, music, and videos to other Windows 7 PCs?

- A. Ease of Access Center
- B. AutoPlay
- C. Sync Center
- D. HomeGroup

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

The folder "Documents" is shared. The user can create and delete documents when on the local PC, but can only read documents when accessing them remotely. Which of the following should be adjusted?

- A. Read Only Attribute
- B. Share Permissions

- C. Firewall Settings
- D. NTFS Permissions

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

Which of the following security controls would be an example of the least privilege principle on a home PC?

- A. Install antispyware on the PC.
- B. Create a standard user account for kids.
- C. Store all financial data in a separate folder.
- D. Disable the firewall for online gaming.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

A user regularly has to walk away from their computer and is worried someone may access their workstation. Which of the following would BEST prevent this?

- A. Lock the workstation
- B. Shutdown the computer
- C. Logon using the unprivileged guest account
- D. Set the screensaver password

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

A user has an LCD and a CRT monitor attached to their workstation. The colors are slightly off on the CRT but not the LCD.

Which of the following controls should be used in troubleshooting?

- A. Geometry
- B. Contrast
- C. Brightness
- D. Degauss

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

A user has not received any new emails on their smartphone in the last two days. The user is able to access the Internet without any problems.

Which of the following should the user do FIRST?

- A. Restart the smartphone
- B. Reconfigure the smartphone email account
- C. Resynchronize the smart phone
- D. Update the operating system

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

A technician needs to format a file system to be compatible with the WIDEST range of operating systems.

Which of the following file systems should be used?

- A. NTFS
- B. FAT16
- C. CDFS
- D. FAT32

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

A company is experiencing issues with third parties tailgating authorized users during entry to secure server rooms.

Which of the following would BEST alleviate this problem?

- A. Retinal scanners
- B. Mantraps
- C. Door locks
- D. Smart card badges

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

A company has experienced loss of confidential information from disposed paper records. Which of the following security procedures should be implemented?

- A. Biometrics
- B. Shredding
- C. Key fobs
- D. Mantraps

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

Which of the following security concepts establishes the notion that a user should only be given sufficient access to the resources they need to perform their job function?

- A. Deny all
- B. Allow all
- C. Most privilege
- D. Least privilege

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

A user reports that settings on the SOHO Wi-Fi router are being changed. Which of the following is the BEST course of action to prevent unwanted changes in the future?

- A. Change the default password of the administrator router login account.
- B. Enable a stronger password for the SNMP reporting functionality of the router.
- C. Change the internal IP of the router.
- D. Set the DHCP lease expiration time to half of its current value.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

A technician is trying to diagnose a laptop that is experiencing heavy artifact corruption and random loss of video during operation.

Which of the following are MOST likely causes of this problem? (Select TWO).

- A. Integrated system video chip is failing and/or near death.
- B. Video drivers were not installed directly from Microsoft update.
- C. Incompatible or untested video drivers have been installed.
- D. The BIOS is not set for the proper operation temperature of the video chipset.
- E. The BIOS is underclocking the video card's operating speed.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

A user reports that every time they use a search engine and click on a link to go to a website, they instead are taken to a site blocked by their company's content filter. The user is not trying to go to the blocked site and needs to be able to successfully use the search engine to complete their assignment. Which of the following tools would a technician use to BEST resolve this issue?

- A. Anti-malware software
- B. Factory pre-installation
- C. System restore
- D. Recovery console

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

After being infected with a virus, a user's computer does not recognize the user as having local administrator rights to the computer. After troubleshooting the issue, a technician determines the computer needs to be rebuilt and data needs to be restored from the user's backup. Which of the following tools would BEST reset the computer to how it worked when first purchased?

- A. Recovery Console
- B. Factory restore CD
- C. Anti-malware software
- D. System Restore

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37

After installing an updated video card driver in a Windows XP machine, a technician sees a bluescreen of death (BSOD).

Which of the following would BEST help the technician repair the computer?

- A. Update antivirus definitions
- B. Run System Restore
- C. Last Known Good Configuration
- D. Factory pre-installation CD

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:****QUESTION 38**

A technician installed a second hard drive in a computer. Upon restart, a message appears stating "primary drive 0 not found. Press F1 to continue.

Which of the following should the technician check FIRST?

- A. That NTLDR and boot.ini are not missing
- B. Proper drive installation (e.g. cables/jumpers)
- C. If computer can boot into safe mode
- D. If the BIOS boot settings are correct

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:****QUESTION 39**

Which of the following is BEST used to prevent other people from viewing a user's computer screen?

- A. Anti-virus software
- B. Key fob
- C. Biometric device
- D. Privacy filter

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:****QUESTION 40**

A pest exterminator tries to gain access to a company's computer lab, but the receptionist does not see an extermination scheduled on the calendar and denies the exterminator access to the lab. Which of the following security threats almost occurred?

- A. War driving
- B. Social engineering
- C. Shoulder surfing
- D. Phishing

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:****QUESTION 41**

Which of the following can be used as an appropriate boot device?

- A. USB drive
- B. HDMI
- C. OEM recovery media
- D. FDISK

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

Which of the following is the BEST tool to verify the cable is plugged into the correct port on the patch panel?

- A. Cable certifier
- B. Punch down
- C. Toner probe
- D. Cable tester

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

Which of the following is the BEST tool for a technician to use to make sure the network wires are securely fastened in a wall jack?

- A. Crimper
- B. Small flat screwdriver
- C. Wire strippers
- D. Punch down

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

A user wants to upgrade their CPU. They currently have a processor from vendor A, but the user wants to purchase a different vendors CPU.

Which of the following will MOST likely need to be upgraded in order to support a CPU from a different manufacturer? (Select TWO).

- A. Surge protector
- B. Computer case
- C. Heatsink / cooling fan
- D. Power supply
- E. Motherboard

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

A technician is setting up VoIP service for a SOHO customer. Which of the following should the technician enable on the customers home router?

- A. QoS
- B. SSID
- C. PoE
- D. WPA

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

A customer states they recently updated their system and now it will not boot properly in normal mode. Which of the following could be used from Safe Mode to correct the issue?

- A. Event Viewer
- B. Disable DEP
- C. System Information
- D. System Restore

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

A user wants to prevent certain individuals from using the Internet throughout the day in Windows Vista. Which of the following tools can be used to perform this action?

- A. Parental Controls
- B. User Account Control
- C. Windows Firewall
- D. Windows Defender

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

Which of the following commands will resolve a host name to an IP address?

- A. nslookup
- B. netstat
- C. arp
- D. ipconfig

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

When combining NTFS and Share permissions, which of the following is true?

- A. The least restrictive permission overrides
- B. The most restrictive permission overrides
- C. The NTFS permissions override
- D. The Share permissions override

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50

A client has been unable to fix corruption of system files and does not have a backup or an Automated System Recovery (ASR) disk.

Which of the following is the BEST action to take next?

- A. Copy the missing file from another computer and reboot.
- B. Execute a Windows repair from the Windows setup media.
- C. Boot into the Recovery Console and execute FIXBOOT.
- D. Reboot and press the F2 key when prompted.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

A client wants a wireless SOHO installed in the building that already has other wireless networks in it. The client wants the network to not be easily seen.

Which of the following can the technician disable to help the network from being seen?

- A. SSID broadcast
- B. DHCP
- C. MAC filtering

D. Wireless encryption

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

A technician has recently installed a printer on a customer's computer and verified it is working correctly. The customer calls and states that nothing has changed but now they are unable to print to any printer. In which of the following places would the technician look FIRST to determine the problem?

- A. Users and Groups
- B. Windows Firewall
- C. Services
- D. Local Security Policy

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53

A customer with an iOS based tablet does not have serviceable parts and needs additional storage for their device.

Which of the following would BEST address their increased storage needs?

- A. Attach an external USB drive
- B. Restore the operating system
- C. Install additional flash memory
- D. Purchase an upgraded device

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54

An IR printer stops working for half of an office while the other half is able to print.

Which of the following should be checked FIRST?

- A. Proper lighting
- B. Paper levels
- C. Physical obstructions
- D. Printer share name

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

Which of the following should be checked FIRST when troubleshooting a computer that intermittently shuts down after heavy usage?

- A. Proper paper levels in the printer
- B. Inadequate available RAM
- C. Optical drive device drivers
- D. Central processing unit fan

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56

The computer starts up and runs for less than a minute before shutting down or locking up. This is a symptom of:

- A. overheating.
- B. incompatible RAM.
- C. a faulty hard drive.
- D. a bad internal USB hub.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57

A computer's time settings reset every time it is unplugged. This is a symptom of a faulty:

- A. memory module.
- B. power supply.
- C. motherboard.
- D. CMOS battery.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

When the computer is turned on it emits a series of beeps and does not POST. This can be caused by a bad:

- A. CMOS battery.
- B. video card.

- C. IDE cable.
- D. floppy cable.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59

A technician recently installed a new USB printer for a customer that is running Windows 7. Windows automatically installed the drivers. When the user prints, the printout has a bunch of symbols. Which of the following should the technician do NEXT?

- A. Install the vendor specific driver
- B. Replace the printer
- C. Check for Windows Updates
- D. Run antivirus application

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60

A technician is configuring a PC that will have confidential information stored on it. To ensure that only authorized users can access this PC, which of the following should the technician do? (Select TWO).

- A. Disable the guest account
- B. Install antivirus applications
- C. Disable DHCP
- D. Change the SSID
- E. Change the default username

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 61

A company recently had a security breach and is now required to increase the security on their workstations. A technician has been tasked to harden all the workstations on the network. Which of the following should the technician do?

- A. Enable Windows automatic updates
- B. Enable screensaver required passwords
- C. Enable MAC filtering
- D. Enable wireless encryption

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 62

A technician recently installed a new video card in a PC. The PC already has integrated video on the motherboard. When the technician turns on the PC, there is no video. Which of the following is MOST likely the cause?

- A. The motherboard BIOS version is out of date.
- B. The incorrect video card drivers are installed.
- C. The power connector for the video card is unplugged.
- D. The video card is unsupported by the motherboard.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 63

A user has just purchased a wireless router for their home. Which of the following should be done to BEST secure the router from unauthorized access? (Select TWO).

- A. Change router default logins
- B. Change the security settings on their computer
- C. Set encryption on the router
- D. Update router firmware
- E. Change the encryption on the computer's wireless adapter

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 64

A laser printer is producing completely blank sheets. Which of the following processes should the technician check FIRST?

- A. Fusing
- B. Paper handling
- C. Transfer
- D. Development

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65

A Windows user states that every time they hit certain letter keys on their notebook, a number appears instead of the letter.

Which of the following items is MOST likely the cause of this problem?

- A. The user enabled sticky keys.
- B. The user changed the keyboard character set.
- C. The user enabled accessibility options.
- D. The user enabled num lock.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 66

A user would like to purchase a computer with 8GB of memory installed and recognized by the operating system.

Which of the following operating systems could be installed on the computer to meet their requirements? (Select TWO).

- A. Windows 7 Home Premium 32-bit
- B. Windows 7 Professional 64-bit
- C. Windows XP Professional 32-bit
- D. Windows Vista Business 64-bit
- E. Windows Vista Enterprise 32-bit

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 67

Which of the following should be regularly scheduled to prevent data loss in the event of a system failure?

- A. Check Disks
- B. Backups
- C. System Restore
- D. Defragmentation

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 68

Which of the following should be regularly scheduled to MINIMIZE non-contiguous files?

- A. Backups

- B. System Restore
- C. Defragmentation
- D. Check Disk

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 69

A technician has just finished installing a new NIC in a desktop. Which of the following should the technician perform NEXT according to the troubleshooting theory?

- A. Test the theory to determine cause
- B. Verify full system functionality
- C. Escalate issue to a manager
- D. Document findings and repairs

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 70

After replacing a motherboard on a customer's laptop for a no POST issue, the technician realizes that there is no wireless connectivity on the laptop. Which of the following should the technician do FIRST?

- A. Check to see if there is a wireless switch on the laptop and its current position.
- B. Disassemble the laptop and check if WiFi antennas connected properly to wireless card.
- C. Reinstall WiFi card drivers.
- D. The new motherboard is defective and not recognizing wireless; it needs to be replaced.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 71

After installing a new multifunctional printer, an administrator realizes the flatbed scanner does not scan any documents.

Which of the following is the MOST likely reason of the issue?

- A. The scanner lock switch on the device is locked.
- B. The printer driver was installed incorrectly.
- C. The multifunction printer's USB cable was plugged into the incorrect port.
- D. The scanner's alignment and calibration was not performed.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 72

After replacing a motherboard on a customer's laptop for a no sound issue, a technician realizes that there is intermittent wireless connectivity on the laptop. Which of the following should the technician perform FIRST?

- A. Reinstall the driver of the WiFi card.
- B. Check to see if there is a wireless switch on the laptop and its current position.
- C. Replace the wireless card because it is not fully compatible with the new motherboard.
- D. Check if the WiFi antenna is connected properly to the wireless card.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 73

Which of the following is a valid local loopback address test command?

- A. PING 10.10.1.1
- B. PING 127.0.0.1
- C. PING 192.168.0.1
- D. PING 255.255.255.0

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 74

Which of the following is the MOST likely reason for a low wireless signal?

- A. The distance from the access point
- B. Incompatible wireless hardware
- C. The access point is bridged
- D. Channel conflict in the access point

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 75

A technician would like to dispose of a hard drive that is no longer needed. According to company policy, all contents on the disk should be deleted before disposal. Which of the following OS command line tools should be used?

- A. CHKDSK
- B. DEL
- C. SCANDSK
- D. FORMAT

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 76

A user is stating that a laptop is taking a long time to boot up. A technician needs to know which programs are running during startup.

Which of the following OS command line tools would assist the technician in identifying the running programs?

- A. PING
- B. DISKPART
- C. MSCONFIG
- D. IPCONFIG

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 77

A customer states that there are many applications running on the PC and the PC locks up occasionally. A technician has requested that the customer attempt to close several applications, but they are not responding. After requesting the customer to press CTRL+ALT+DEL, which of the following options should the customer select NEXT?

- A. Processes
- B. Performance
- C. Lock Computer
- D. Task Manager

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 78

A technician wants to test video functionality on a Windows XP machine. Which of the following utilities would the technician use to accomplish this?

- A. MSCONFIG
- B. Performance Monitor
- C. DXDIAG

D. Services.msc

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 79

When securing a new wireless router, which of the following should be changed FIRST?

- A. Default SSID
- B. Radio power levels
- C. Default password
- D. DHCP settings

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 80

A client has a Windows Vista PC that has several unused programs that run on startup. Which of the following utilities can a technician use to disable these programs from running at startup?

- A. Default programs
- B. Performance information and tools
- C. Performance Monitor
- D. Device Manager

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 81

Every time the PC is rebooted, the time needs to be reset. Which of the following components MOST likely needs to be replaced?

- A. CMOS battery
- B. RAM module
- C. SATA controller
- D. Power supply

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 82

Which of the following switches should a technician use with the PING command to resolve an IP address to a hostname?

- A. -a
- B. -f
- C. -n
- D. -t

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 83

A customer states that their wireless stops working a few times a day. They said the problem started when a new neighbor moved in.

Which of the following is the MOST likely cause of the issue?

- A. Neighbors are using the same encryption.
- B. Neighbors are using the same model router.
- C. Neighbors have SSID broadcast enabled.
- D. Wireless channels are overlapping.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 84

A technician recently installed a new video card in a Windows XP computer. In which of the following locations in the Control Panel would the technician go to change the resolution?

- A. Power Options
- B. Display
- C. System
- D. User Accounts

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 85

A technician recently setup a new wired network and wants to ensure only their computers can use it. Which of the following is the MOST secure way to accomplish this?

- A. Make sure the computers are using strong passwords.
- B. Enable an intrusion detection system.

- C. Assign the computers static IP addresses.
- D. Disable the extra ports on the router.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 86

Which of the following BEST describes a method for installing an operating system across the network?

- A. USB 3.0
- B. IEEE 1394
- C. PXE
- D. NTFS

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 87

Which of the following would be the BEST format for optical media?

- A. FAT32
- B. EXT3
- C. CDFS
- D. NTFS

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 88

Which of the following relies on individual characteristics unique to each person?

- A. Rootkits
- B. Phishing
- C. Antispyware
- D. Biometrics

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 89

Which of the following BEST describes the practice of attempting to gain information through deceptive emails?

- A. Hashing
- B. Biometrics
- C. Phishing
- D. Encryption

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 90

After connecting a laptop to an external monitor, no display is detected and the monitor goes into sleep mode. Which of the following should be attempted FIRST to correct the problem? (Select TWO).

- A. Change the input mode on the monitor
- B. Reboot the operating system
- C. Reload the display adapter drivers
- D. Toggle the display using the keyboard shortcut
- E. Verify network connectivity

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 91

A technician has been dispatched to a customer site to diagnose an issue where the computer turns off intermittently. Upon arriving at the site, the technician detects a smoke smell coming from the computer. Which of the following is the BEST solution?

- A. Power down the system and replace the CPU.
- B. Power down the system and replace the power supply.
- C. Install an additional case fan for proper ventilation.
- D. Remove the side panel for proper ventilation.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 92

A technician has installed several new devices on a computer. The computer no longer boots properly, and the technician needs to determine which device driver may be causing the issue. Which of the following allows the operating system to run in a limited capacity with minimal device drivers loaded?

- A. Last known good configuration

- B. Recovery console
- C. Power shell
- D. Safe mode

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 93

Which of the following can be achieved with Group Policy to help with workstation security measures?

- A. BitLocker password
- B. Complexity requirements
- C. BIOS password
- D. Wake on LAN

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 94

Slow system performance may be caused by which of the following?

- A. Faulty firewall
- B. Viruses
- C. Second hard drive
- D. Outdated BIOS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 95

Which of the following can enable a technician to remove a virus that prevents users from updating their antivirus software?

- A. Recovery console
- B. REGEDIT
- C. Safe mode
- D. MSCONFIG

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 96

A technician notices that a computer is making a loud clicking noise but continues to run. System speed is barely affected, but they cannot access certain drives. These are the symptoms of which of the following?

- A. Failing second hard drive
- B. Failing system hard drive
- C. Bad CMOS chip
- D. Bad CPU fan

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 97

Which of the following is the BEST way to get rid of dead pixels on a laptop screen?

- A. Replace the inverter
- B. Replace the back bezel
- C. Replace back light
- D. Replace the LCD

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 98

A technician works for a company that uses an application to track licensing information. The application runs in the background on the Windows 7 computers. A technician receives a call stating that the licensing tracking software is not running.

Which of the following should the technician perform to ensure that the application is always running?

- A. Keep Windows updated with the latest patches
- B. Run the application in compatibility mode
- C. Set the service to automatically start
- D. Install application in Windows XP mode

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 99

Which of the following operating systems has a 64-bit version?

- A. Windows XP Home
- B. Windows XP Media Center

- C. Windows 7 Starter
- D. Windows XP Professional

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 100

A user contacts a PC technician and states that their computer is not functioning properly. The technician logs into the PC and tries to run the antivirus application on the PC, but gets an access denied error. The technician also tries to run a System Restore and gets the same error. Which of the following steps should the technician perform?

- A. Boot into safe mode and run antivirus software.
- B. Replace the PC hard drive then rerun antivirus application.
- C. Reformat the hard drive and reinstall the operating system.
- D. Install a new antivirus application, perform all updates, then run software.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 101

A technician has just finished installing and configuring a SOHO wireless network for a client. To ensure that unauthorized users cannot make changes to the router, which of the following should the technician do?

- A. Set wireless encryption to WPA2
- B. Enable MAC filtering
- C. Change default usernames and passwords
- D. Disable port forwarding

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 102

A company suspects that there are unauthorized users connecting to their wireless router. The SSID broadcast is already turned off.

Which of the following should the technician perform NEXT to increase security on the wireless router? (Select TWO).

- A. Enable MAC filtering
- B. Configure DHCP
- C. Change the encryption key
- D. Disable the DNS port
- E. Configure port forwarding

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 103

A company is using a software application that remotely deploys applications over the network. A technician receives a call that one of the computers did not get the new application because the computer was in power-save mode.

Which of the following network settings would prevent this issue in the future?

- A. Drivers
- B. Speed
- C. Duplex
- D. Wake-on-LAN

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 104

Which of the following settings **MUST** be configured in order to turn on a VoIP phone?

- A. PoE
- B. Flow control
- C. VPN
- D. Duplex speed

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 105

A user calls the helpdesk and states that they suddenly cannot connect to the Internet or any other network resources. The user is on a company network that uses DHCP. The technician runs IPCONFIG from the command prompt and the PC has an IP address of 0.0.0.0. Which of the following steps should the technician perform **FIRST** to troubleshoot this issue?

- A. Check the network cable
- B. Replace network card
- C. Assign a static IP address
- D. Reinstall the network drivers

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 106

An entry level network analyst calls and is not sure which Windows OS features to use to check for users who are currently logged on.

Which of the following features would BEST assist this analyst?

- A. Task Manager
- B. MSCONFIG
- C. Disk Management
- D. Administrative Tools

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 107

A technician is not sure where to go to view hidden files on a Windows 7 PC. Which of the following Control Panel Utilities would assist the technician?

- A. Windows Firewall
- B. Security Center
- C. Folder Options
- D. Internet Options

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 108

Which of the following OS features is unique to Windows 7?

- A. Action Center
- B. Automatic Updates
- C. Add/Remove Programs
- D. Tablet PC Settings

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 109

A technician has a client's laptop that is randomly shutting down. Which of the following is the FIRST step of the troubleshooting theory that the technician will perform to resolve the laptop's issue?

- A. Document finding, actions, and outcomes

- B. Identify the problem
- C. Establish a theory
- D. Establish a plan of action to resolve the problem

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 110

A technician has finished fixing a computer that has been experiencing problems and has verified the system is fully functional.

Which of the following is the NEXT step of the troubleshooting theory the technician should perform?

- A. Document findings, actions, and outcomes
- B. Establish a plan of action to resolve the problem
- C. Establish a theory
- D. Test the theory to determine the cause

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 111

A customer calls and states the new plasma display they just received has yellow spots all over the screen.

Which of the following is the MOST likely cause of this issue?

- A. Using wrong video connector
- B. Dead pixels
- C. Dropped in shipping
- D. Incorrect installation

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 112

A customer calls and states they recently changed locations and now when they open several applications on their computer they are getting low virtual memory errors. Which of following is the MOST likely cause of this issue?

- A. Graphics card is loose
- B. CPU is damaged
- C. Hard drive is damaged
- D. RAM has come loose

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 113

A customer recently installed an updated version of a piece of software and now they are reporting that when they open a file from their desktop that uses the software the old version opens. Which of the following would resolve this issue with the LEAST amount of effort?

- A. Change the file association for that extension
- B. Reinstall old version of software
- C. Instruct customer to open the new version and use the open menu to open files
- D. Reinstall the updated version of software

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 114

Which of the following utilities will display a listing of active IP ports on the computer being tested?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 115

Which of the following commands may be used on a computer, running Windows 7, to stop a single process from the command line?

- A. ERASE
- B. KILL
- C. SHUTDOWN
- D. DEL

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 116

A technician is installing a wireless router at a new location. When securing a SOHO wireless router, the

password should be:

- A. changed to match the company name.
- B. written down and posted near the router.
- C. set to the factory default.
- D. strong and stored in a safe location.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 117

When securing a small office home office (SOHO) that has empty cubicles with unused network ports, which of the following can be used to secure ONLY the unused ports?

- A. Use DHCP addressing on the network.
- B. Disable the ports on the router or switch.
- C. Power down the router when it is not being used.
- D. Disable DNS on the network.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 118

A user reports that browser windows keep opening on their own after the user has closed their browser. Which of the following is occurring?

- A. SPAM
- B. Worms
- C. Phishing
- D. Pop-ups

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 119

A user receives an Access is Denied error when trying to install an application on their computer. Which of the following should the technician check FIRST?

- A. Check if File and Print sharing for Microsoft Networks is turned on.
- B. Check if the System Group has access rights on the drive.
- C. Check if the Everyone Group has access rights on the drive.
- D. Check if user is a local administrator on the computer.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 120

A user states they receive a message Boot device not found half of the time they boot their system. Which of the following is the MOST likely cause?

- A. A dead CMOS battery
- B. The OS is not installed on the hard drive
- C. A faulty RAM
- D. A faulty HDD connection

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 121

There are four USB devices connected to a clients computer through a USB hub. The client states the external hard drive connected to this hub has had a dramatic deterioration in response time recently. Which of the following is the MOST likely cause?

- A. There is a new IRQ conflict with the hard drive that is connected to the USB hub.
- B. The USB cable connecting the hub and the computer is loose.
- C. A USB 1.1 device has been plugged into the USB hub.
- D. There are too many devices plugged into the USB hub.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 122

Which of the following partition schemes allows a user to extend volumes across multiple hard drives?

- A. Logical
- B. Dynamic
- C. Basic
- D. Primary

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 123

Which of the following scenarios BEST defines phishing?

- A. A user receives an email from a friend to download a picture but the file format ends in .exe.
- B. A user receives a pop-up message about a virus from a company that states that if they buy this product it will remove the virus.
- C. A user receives a message about unwanted activity from their antivirus asking to remove the suspect file.
- D. A user receives an email from a person in another country with a story as to why they need help with a financial arrangement.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 124

Which of the following components would a user MOST need when building a virtual server? (Select TWO).

- A. Networking speed
- B. High-end sound card
- C. RAM
- D. High-end video card
- E. HDMI
- F. CPU

Correct Answer: CF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 125

A user states that their wireless connection drops when the phone rings. Which of the following solutions BEST shows what the technician should do to prevent this from happening?

- A. Move the access point closer to the user
- B. Remove the phone
- C. Change the frequency that the wireless router is using
- D. Change the wireless security encryption settings

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 126

A technician has discovered two PCs with the same name being used on the network. Which of the following BEST describes what has been happening and how to resolve the problem?

- A. Both users can log in but only one can access company shares; both PCs need their network names changed.

- B. Only one user can log in; one PC needs to have its network name changed.
- C. Both users can log in and access company shares; one PC needs to have its network name changed.
- D. Neither user can log in; one PC needs to have its network name changed.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 127

A user has installed a new wireless router and is unable to connect their game console to the manufacturer's service.

Which of the following should the technician look for FIRST?

- A. Ensure the game system has a static IP address.
- B. Contact the manufacturer to see if service is available.
- C. Ensure the game system has updated firmware.
- D. Ensure the correct ports are open.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 128

Which of the following are the BEST workstation user security practices? (Select THREE).

- A. Regular password changes
- B. Regulated directory permissions
- C. Signed security agreement
- D. User education
- E. Assigned passwords
- F. Access card readers at all exits

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 129

A user is reporting that they cannot connect to the wireless network from their office but they were able to connect yesterday.

Which of the following would be the MOST likely reason?

- A. Radio switch on laptop is enabled
- B. Radio switch on laptop is disabled
- C. Channel interference
- D. User is too far away from the access point

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 130

A user reports that their PC does not work.

Which of the following would be the BEST question for the technician to ask the user to get further information?

- A. "Can you get to the Internet?"
- B. "What exactly does not work?"
- C. "Does the PC turn on?"
- D. "Are you able to sign on?"

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 131

A user reports that their PC boots up to a screen that reads "OS not found". Which of the following would be the MOST likely cause of this problem?

- A. There are conflicting operating systems.
- B. Not enough memory is available.
- C. The system has a BSOD.
- D. The user has a USB key attached.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 132

Which of the following paths would a technician use to map a network drive?

- A. //servername\usershare
- B. \\servername\usershare
- C. \\servername/usershare
- D. //servername/usershare

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 133

Which of the following ports MUST be open in order for Remote Desktop to function?

- A. 53
- B. 80
- C. 3389
- D. 5900

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 134

A technician would like to stop a program from automatically starting upon boot-up. Which of the following Windows commands would BEST accomplish this task?

- A. REGEDIT
- B. MSCONFIG
- C. AUTOEXEC.BAT
- D. CONFIG.SYS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 135

A manager needs to have remote access to the main office at all times. Which of the following is the BEST setup?

- A. WWAN
- B. LAN
- C. MAN
- D. VPN

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 136

Which of the following is the BEST place for a technician to get the most recent driver/firmware updates?

- A. Manufacturer's website
- B. Antivirus server
- C. Windows updates
- D. Search engine

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 137

Which of the following has the HIGHEST level rights?

- A. Standard User
- B. Power User
- C. Guest User
- D. Remote Desktop User

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 138

Which of the following allows a user to reset their password with a series of security questions that only the user should know?

- A. Permission propagation
- B. Administration
- C. Verification
- D. Authentication

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 139

Which of the following is the MOST secure method when enabling screensavers?

- A. Set delay to 45 minutes
- B. Enable Remote Assistance
- C. Enable password protection
- D. Display pictures from "My Pictures"

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 140

A technician's supervisor wants to implement a data destruction solution. Which of the following is the BEST choice for destroying hard drives?

- A. Format the disk

- B. Third party software
- C. Drive wipe
- D. Shredder

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 141

Which of the following is an advantage of a virtual machine hosted on a PC?

- A. Reduces the training required for employees.
- B. Reduces the amount of physical hardware required.
- C. Reduces the amount of CPU required on the host PC.
- D. Reduces the amount of RAM required on the host PC.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 142

Which of the following commands can be used in Windows XP to modify when the CHKDSK command runs?

- A. CONVERT
- B. IPCONFIG
- C. CHKNTFS
- D. SCANDSK

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 143

A user gets a warning from their ISP about illegally downloading copyrighted movies. The user insists that they did not download any movies and calls a technician to implement stronger small office home office (SOHO) security.

Which of the following will allow only known workstations to connect to the SOHO router?

- A. WPA password
- B. Static IPs
- C. MAC filtering
- D. WEP password

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 144

A company wants to prevent websites from installing keystroke loggers on employee workstations. Which of the following can be implemented to prevent access to these sites?

- A. Antispyware software
- B. DMZ
- C. Antivirus software
- D. Firewall

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 145

A technician is installing a remote web teleconferencing virtual server that has poor connectivity. Which of the following requirements will need to be taken into consideration?

- A. VoIP
- B. Emulator
- C. Security
- D. Network

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 146

When comparing laptops and tablet PCs which of the following is true?

- A. Tablets typically have higher resolution displays
- B. Laptops typically have a longer battery life
- C. Laptops typically use touch screen displays
- D. Tablets typically use solid state drives

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 147

Which of the following is the MOST secure method, short of physical destruction, that would be used to ensure that data on a hard drive cannot be recovered?

- A. Use a degaussing tool

- B. Format the drive
- C. Use an overwrite program
- D. Repartition the drive

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 148

A user would like to run a copy of Windows XP for testing; however, the user is currently using a Windows 7 PC.

Which of the following technologies should a technician recommend in order for the user to have access to both systems simultaneously?

- A. Purchase a second PC
- B. KVM switch
- C. Dual boot
- D. Virtualization

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 149

When putting a mobile device into airplane mode, which of the following features is typically disabled? (Select TWO).

- A. Bluetooth
- B. Multi-touch ability
- C. Data encryption
- D. Cellular data
- E. Wireless

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 150

Which of the following ports and protocols are MOST likely needed to set up email on a mobile device?

- A. SMTP 25, POP3 10
- B. SMTP 25, POP3 110
- C. SMTP 110, POP3 25
- D. SMTP 110, POP3 25

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 151

A technician has to enter a 4 digit numeric key before they can access the phone. Which of the following security measures has the technician decided to employ?

- A. Locator application
- B. Passcode lock
- C. Remote wipe
- D. Failed login attempts restrictions

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 152

A customer wants to ensure that if their phone is lost, someone can only try five times to enter the correct password, and then the phone erases all of the data. Which of the following types of mobile security methods is being described?

- A. Passcode locks
- B. Failed login attempt restrictions
- C. Remote wipes
- D. Remote backup applications

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 153

A user calls a technician to state that the touch portion of their iPad does not type the correct letters that they touch.

Which of the following should the technician perform on the iPad?

- A. Calibrate the touch settings
- B. Reinstall the iOS
- C. Reinstall iTunes
- D. Charge the battery

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 154

While using a mapping program, which of the following functions shows the user's location on the map as well as movements on the map as they travel?

- A. Accelerometer
- B. Geotracking
- C. Gyroscope
- D. GPS

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 155

Which of the following is the function of Geotracking?

- A. Allows the user to search for locations of hidden prizes left by others
- B. Provides location updates on mobile mapping applications
- C. Displays location information on mobile phone pictures
- D. Allows tracking the location of a lost or stolen phone

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 156

Which of the following BEST represents a security vulnerability of mobile devices? (Select TWO).

- A. Unauthorized downloads
- B. Viruses
- C. Improper file permissions
- D. Phishing
- E. Theft

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 157

Which of the following would be considered the PRIMARY difference between a laptop and a tablet?

- A. Unable to replace parts
- B. Fold out screen
- C. Solid state hard drives
- D. Touch interface

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 158

When connecting a Bluetooth device to a mobile device, which of the following BEST describes the purpose of discovery mode?

- A. Allows two Bluetooth devices to connect to each other without a mobile device
- B. Disconnects all devices and connects to the closest powered on device
- C. Allows a peripheral to be contacted by the mobile device
- D. Instructs the phone to seek out all nearby devices and connect to them

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 159

A user launches a software application on their Android tablet device. Once the software has loaded, the user reports that when turning the tablet to work the application in landscape mode, the software does not automatically adjust to landscape mode.

Which of the following is the cause of the issue?

- A. The auto-adjust setting is not enabled in the operating system.
- B. The tablet is running low on power and disabled landscape mode.
- C. The application was not developed to react to changes to the gyroscope.
- D. The user did not switch the tablet to landscape mode.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 160

A user wants to share their cell phone Internet connection with three other laptop users in an airport lobby. Which of the following features will securely provide this functionality?

- A. Enable MAC filtered wireless access
- B. Enable password-protected hotspot
- C. Enable 4G connectivity
- D. Enable tethering

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 161

A user wishes to synchronize files between their Android phone and their desktop PC. Which of the following will provide the FASTEST and most reliable connection?

- A. Bluetooth
- B. USB 2.0
- C. Infrared
- D. IEEE 1394

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 162

A user wishes to secure their personal Android device in case of theft. Which of the following methods should be used?

- A. Install antivirus software and setup a locator application.
- B. Install application security software to lockdown access.
- C. Disable wireless networking and Bluetooth connections.
- D. Setup a passcode with a limited number of login attempts.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 163

A user is running a RAID 0 array and has problems with one of the drives. Which of the following actions will the technician take NEXT?

- A. Replace the failing drive and let the RAID recover.
- B. Add an additional drive to the array and let the RAID recover.
- C. Replace the drive; all the data is lost and cannot be recovered.
- D. Remap the RAID array to another drive letter to recover the data.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 164

A user recently purchased a new PC with a 500GB hard drive. However, they are reporting that their

- A. Drive is only 420GB.
Which of the following BEST explains this?
- B. The manufacturer blocks off that 80GB so that user cannot exceed the drive space.

- C. The file system is using the 80GB for tables.
- D. BIOS and systems files are hidden in the 80GB.
- E. A Factory Recovery Partition is using the 80GB.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 165

Which of the following actions could be done in the disk management utility of Windows? (Select TWO).

- A. Assign the boot order of drives
- B. Add a new MBR
- C. Mark a drive as 'safe to eject'
- D. Assign a drive letter
- E. Create a new partition

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 166

A user wants to upgrade the OS on their PC which is currently running Windows XP Home. Which of the following upgrades is available?

- A. Windows 7 Ultimate
- B. Windows 7 Professional
- C. Windows Vista Ultimate 64-bit
- D. Windows Vista Home Basic

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 167

Which of the following allows a hidden backdoor to be used for access to workstations on the Internet?

- A. Firmware
- B. Rootkits
- C. SQL injection
- D. Cross-side scripting

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 168

Which of the following operating systems allows the creation of HomeGroups?

- A. Windows 7 Starter
- B. Windows XP Home
- C. Windows 7 Home Premium
- D. Windows Vista Business

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 169

A technician wants to test out Windows 7 before deploying it on a workstation. Which of the following must be completed FIRST in order to run Windows 7 from a bootable USB drive?

- A. Format the USB drive to FAT16 file format
- B. Copy over the boot.ini file
- C. Create a primary partition and make it active
- D. Copy over the config.sys file

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 170

Which of the following types of data can be synchronized to a mobile device?

- A. Log files
- B. Drivers
- C. Pictures
- D. System32 config files

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 171

A technician needs to remove the ability of standard users to shut down or restart a shared computer. Which of the following commands can be used to accomplish this task?

- A. services.msc
- B. shutdown.exe

- C. bootrec.exe
- D. gpedit.msc

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 172

A user reports that all print jobs sent to a certain printer that require legal sized paper are not printing. However, standard size paper jobs are printing correctly. A technician checks the paper tray and verifies that it is loaded with legal size paper.

Which of the following is the MOST likely cause of the problem?

- A. The printer is not designed to print legal sized pages.
- B. The print queue is holding jobs from printing.
- C. The paper weight is too heavy for the printer.
- D. The paper size for the tray is incorrect in the printer setup.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 173

An Internet browser's cookie could be classified as which of the following?

- A. Rootkit
- B. Phishing
- C. Malware
- D. Spyware

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 174

To reach system restore, select:

- A. Start > right click on Computer > Advanced > Protection settings.
- B. Start > right click on Computer > Advanced > Advanced settings.
- C. Start > right click on Computer > Properties > System Protection.
- D. Start > right click on Computer > Advanced > Start up & Recovery.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 175

A technician finds that a laptop's display only works properly when the LCD screen is positioned at certain angles.

Which of the following should the technician check FIRST?

- A. LCD screen
- B. Display harness
- C. Video card
- D. Inverter

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 176

A desktop PC monitor has no display after a power failure. The light on the monitor is on.

Which of the following actions should be taken FIRST?

- A. Power cycle the USB peripherals.
- B. Power cycle the breaker switches.
- C. Power cycle the PC.
- D. Power cycle the uninterruptible power supply (UPS).

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 177

A customer that uses a laptop in many Wi-Fi hot-spots is reporting that it takes a long time to connect to the wireless network at home.

Which of the following is the MOST appropriate recommendation for a technician to make to the customer?

- A. Set the home network to connect automatically.
- B. Reset the home wireless router's network settings.
- C. Reinstall the drivers for the wireless network card.
- D. Reinstall the firmware on the wireless router.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 178

Upon booting, the error message 'operating system not found' stops the boot process.

Which of the following will correct the problem?

- A. Turn off SATA support in the BIOS
- B. Change the hard drives from master/slave to cable select
- C. Install the device drivers that came with the device
- D. Use the FDISK command to change the partition type to extended

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 179

Which of the following precautions should be taken before starting a repair on a laser printer? (Select TWO).

- A. Perform firmware update
- B. Turn off power
- C. Remove paper
- D. Let fuser cool
- E. Remove toner

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 180

After reassembling a computer, the power LED on the front of the case no longer turns on when the power button is pressed. The rest of the computer seems to be functioning normally.

Which of the following should the technician do FIRST?

- A. Replace the power LED
- B. Verify all power plugs and connections
- C. Test the power supply
- D. Verify the power LED pinout

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 181

A technician is troubleshooting a laser printer that spontaneously pauses and resumes during long print jobs. Which of the following is the MOST likely cause of the printer issue?

- A. Updated drivers are required.
- B. The printer is overheating.
- C. The toner cartridge is defective.
- D. The printer needs a larger paper tray.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 182

A client has moved a computer from one office to another office. When the computer is restarted, the hard drive is not recognized.

Which of the following procedures should be performed FIRST?

- A. Open the case and check that the PATA cable is connected properly.
- B. Open the case and check that the ATX power connector is plugged into the system board.
- C. Open the case and check that the CMOS battery is properly seated.
- D. Open the case and make sure that the memory is seated properly.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 183

Which of the following would a technician do FIRST if a user cannot print to a network printer and other users are able to print without issues?

- A. Replace the drum.
- B. Restart the print spooler.
- C. Add more paper.
- D. Replace the NIC.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 184

A customer has a network of eight machines and wants to add a new machine to their network. The customer is currently using an eight port hub and has been experiencing lag time. Which of the following would be the BEST solution for the customer to optimize network performance?

- A. Add a second eight port hub.
- B. Upgrade to a sixteen port switch.
- C. Upgrade the hub's firmware.
- D. Upgrade the network cabling infrastructure.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 185

Which of the following would a technician do FIRST if the customer stated their monitor resolution was changed and now the customer does not see a display?

- A. Reset the monitor
- B. Boot in Safe Mode
- C. Go into Display Properties
- D. Reseat video card

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 186

Which of the following is the FIRST step when troubleshooting a malfunctioning USB controller?

- A. Use Windows Device Manager
- B. Replace the USB controller
- C. Test the voltage using a multimeter
- D. Use the System Information Utility

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 187

A burning smell is coming from a PC.

Which of the following steps should a technician take to determine the point of failure?

- A. Plug the machine back in and monitor carefully.
- B. Remove all peripheral hardware from the machine and replace one at a time.
- C. Replace the CPU and the memory modules.
- D. Visually inspect the machine for damaged hardware.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 188

A tape drive is reporting errors.

Which of the following maintenance procedures should the technician do FIRST?

- A. Replace all the tapes with brand new tapes.
- B. Install a new IDE drive cable.
- C. Uninstall the backup software and reinstall.

D. Use the included cleaning tape on the drive.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 189

Which of the following speeds will a PC3200 memory module operate at if the bus speed is 400MHz?

- A. 400MHz
- B. 800MHz
- C. 1600MHz
- D. 3200MHz

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 190

A workstation that is reporting memory errors that started when a memory upgrade was completed. Which of the following is the MOST likely cause of the errors?

- A. The new memory was installed in the second bank and runs at a lower speed than bank one.
- B. A different brand of memory was installed in bank two.
- C. The memory stick was larger than the memory stick already installed.
- D. The memory stick installed in bank two was smaller than the memory stick in bank one.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 191

A technician replaced a floppy drive and now the front indicator light is consistently illuminated. Which of the following is the cause for this?

- A. It is a feature of new floppy drives.
- B. The data cable was put on backwards.
- C. A disk is being read by the floppy drive.
- D. The new floppy drive is defective.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 192

A technician is trying to retrieve a screw that fell inside a case and is just out of reach. Which of the following is the BEST procedure to retrieve the screw?

- A. Turn the case upside down, shake gently and let the screw fall out.
- B. Use a shop vacuum to retrieve the screw.
- C. Use the hardware abstraction layer (HAL).
- D. Use an extension magnet.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 193

A technician needs to replace the RAM in a desktop computer. The existing RAM is PC2700 and the technician does not have any RAM with that specification. Which of the following RAM types would be the BEST option to use?

- A. PC2100
- B. PC3200
- C. PC4200
- D. PC5400

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 194

Which of the following is the correct socket type for a Pentium i7 processor?

- A. 478
- B. 775
- C. 1366
- D. AM2+

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 195

Which of the following is the correct output voltage on a 4-pin Molex connector?

- A. -5v and 12v
- B. 3v and 5v
- C. 5v and 12v
- D. 12v and 3v

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 196

Which of the following voltages are found on a 15-pin SATA power connector? (Select TWO).

- A. -5v
- B. 3.3v
- C. 12v
- D. 24v
- E. 120v

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 197

A user reports that when they press the `Y` key the letter `U` appears on the screen. After testing, the technician finds that the `U` key is producing the letter `Y` when pressed. All of the other alphabetic keys appear correctly. Which of the following is the MOST likely problem?

- A. The caps on the keyboard have been reversed.
- B. StickyKeys has been enabled.
- C. The regional language settings are not set correctly.
- D. The keyboard is faulty and will need to be replaced.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 198

Which of the following is a requirement of creating a mount point in the Windows OS?

- A. The mount point folder must contain a pointer file
- B. The mount point folder name must be in 8.3 format
- C. The mount point folder must be empty
- D. The name of the mount point folder must start with a capital letter

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 199

Which of the following can be used to prevent changes to the BIOS?

- A. Hardware tokens
- B. Passwords
- C. EFS
- D. TPM

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 200

A customer wants to run an application that is disk I/O intensive. Which of the following drive types should be installed for MAXIMUM performance?

- A. SATA
- B. SSD
- C. NAS
- D. PATA

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 201

A technician needs to implement basic security controls on a system. Which of the following should be implemented FIRST?

- A. TPMs
- B. User authentication
- C. Whole disk encryption
- D. BIOS passwords

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 202

A service fails to start on a Windows machine. Which of the following can be used to enable the service on the next startup?

- A. MSCONFIG
- B. IPCONFIG
- C. NTLDR
- D. CHKDSK

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 203

Users cannot print to a network printer. After physically checking the printer everything appears to be functioning correctly on the printer.

Which of the following is the MOST likely cause of the problem?

- A. The printer is out of memory.
- B. The printer is disconnected from the network.
- C. The printer is out of paper.
- D. The printer is not powered on.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 204

Which of the following Internet connections has the GREATEST latency?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 205

Every time a computer boots, the driver wizard window opens. In which of the following locations can a technician disable the driver wizard hardware?

- A. My Computer
- B. Services
- C. Computer Management
- D. Device Manager

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 206

Which of the following would be BEST to use when testing the functionality of a PSU?

- A. Multimeter
- B. Power supply tester
- C. Cable tester
- D. Volt meter

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 207

A user has an external hard drive connected to a USB 2.0 port on a computer. The USB 2.0 port is no longer functioning.

Which of the following ports can the user plug the external hard drive into and receive the FASTEST response time?

- A. USB 1.0
- B. IEEE1394a
- C. eSATA
- D. IEEE1394b

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 208

Which of the following is a benefit of having a laptop with TPM?

- A. Multiprocessing can be enabled and disabled easily.
- B. Battery life is increased by 20%.
- C. A laptop can directly connect to SCSI cards.
- D. An entire drive can be encrypted.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 209

A technician is replacing a laptop's motherboard with a used motherboard. Which of the following should the technician perform FIRST when installing the replacement motherboard?

- A. Connect the laptop battery to ensure replacement board has sufficient power
- B. Inspect replacement motherboard for any physical damages
- C. Remove the memory from old motherboard and install the memory on replacement motherboard

D. Connect the laptop power cable and test existing motherboard to find the point of failure

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 210

Which of the following should be used when replacing the CPU?

- A. Extension magnet
- B. Toner probe
- C. Power supply tester
- D. Thermal compound

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 211

A technician has received a computer that has onboard video. The VGA connector on the motherboard is broken.

Which of the following should the technician try FIRST?

- A. Install a video card
- B. Backup hard drive files
- C. Replace the motherboard
- D. Replace the VGA connector

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 212

Which of the following commands will repair boot sector blocks after a virus has been removed?

- A. chkdsk
- B. format
- C. fixmbr
- D. sfc

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 213

A user attempts to login to a bookmarked site but is prompted for their social security number, mother's maiden name and date of birth.

Which of the following has MOST likely happened?

- A. The website has updated the security policies.
- B. The user's identity has been stolen.
- C. The browser has been hijacked.
- D. The user typed the website address incorrectly.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 214

When working in a SOHO environment with a machine that has been infected with a virus, which of the following is the FIRST step the technician should take with the infected machine?

- A. Remove the infected system from the network.
- B. Update the antivirus software with the newest definitions.
- C. Remove the user's permissions from the machine and then run a virus scan.
- D. Reboot the computer in Safe Mode and run a system scan.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 215

A user states while making several attempts to install a new version of their graphics application, they place the disk in the drive and the LED blinks but nothing happens.

Which of the following is the FIRST action to perform?

- A. Clean the drive with an approved cleaning disk.
- B. Check the media for scratches or cracks.
- C. Replace the drive with a known good one.
- D. Verify the type of media and drive.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 216

A technician has replaced a video card with another manufacturer's video card. The driver installation does not complete.

Which of the following steps should the technician take FIRST?

- A. Roll back the driver.

- B. Install the original video card and reboot.
- C. Delete the monitor.
- D. Remove the video card and reboot.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 217

A change has been made to the system that is not allowing access to the BIOS, the machine will not POST. Which of the following is the FIRST action that the technician should perform?

- A. Remove the CMOS battery
- B. Use the CMOS jumper to reset the BIOS
- C. Flash the CMOS
- D. Access Advanced BIOS settings and reset

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 218

Which of the following recovery options restores the registry and driver settings that were affected since the computer was started successfully?

- A. BIOS update
- B. Full backup
- C. Safe Mode with command prompt
- D. Last known good configuration

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 219

Which of the following would be used to implement digital phone service inside of a large company?

- A. LDAP
- B. Fiber
- C. PSTN
- D. VoIP

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 220

Which of the following is the default SMTP port?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 221

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: (none)

Explanation

Explanation/Reference:

QUESTION 222

A user is unable to connect to the Internet.

Which of the following commands can the technician use to identify the user's network address?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 223

A user states that a document is stuck in the print queue. A technician logs on to the computer and tries to delete the document, but the document will not delete and the printer has stalled. Which of the following is the NEXT step that the technician should attempt?

- A. Restart the print spooler service.

- B. Remove and re-add the printer.
- C. Power cycle the printer.
- D. Reinstall the print drivers.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 224

A user updates the wireless adapter software on a PC. Upon reboot the user logs in and the computer displays a stop error.

Which of the following steps should the technician perform NEXT?

- A. Purchase a new wireless adapter.
- B. Roll back the device drivers in Safe Mode.
- C. Install the device on a known working computer.
- D. Reboot the computer in Last Known Good Configuration.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 225

Which of the following is the default install directory in Windows 7?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 226

Which of the following is the default directory for User Profiles in Windows 7?

- A. C:\Profiles\
- B. C:\User Profiles\
- C. C:\Users\Profiles\
- D. C:\Users\

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 227

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 228

The technician is working on a system and has determined that the hard drive must be reimaged.

However, the customer wants to retain all the data.

Which of the following would take the LEAST amount of time to implement?

- A. Create a new partition on the hard drive, copy all data to the new partition, reimage the drive, and the old data will be on the new partition and accessible.
- B. Install a new hard drive, slave the old drive, image the new drive, and show the customer how to access their data on the old drive.
- C. Upload the data to an external FTP server, reimage the drive, and then restore the data to the newly imaged drive.
- D. Copy data to a USB connected hard drive, reimage the drive, and then restore the data to the newly imaged drive.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 229

A technician installs a new video driver and upon restart the computer bluescreens. How can the technician fix the computer?

- A. Boot to the recovery disk supplied by the video card manufacturer and reinstall the standard drivers. Then reboot the machine and in the video configuration menu choose Automatically Configure Video Driver.
- B. Start the computer in Safe Mode and run DRIVERCONFIG then configure an updated driver from the console.
- C. Restart the computer in Safe Mode and roll back the video driver.
- D. Remove the video card and replace it with another known good video driver.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 230

A user reports that a network printer will not print, however, other users are not experiencing any problems. The user has rebooted their computer twice and it is still not printing. Which of the following should the technician check?

- A. Run the printer configuration wizard on the desktop.
- B. Check to see if the network printer is turned on.
- C. Verify that the printer is connected to the network.
- D. Check the local print queue for a failed print job.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 231

The system administrator has setup an administrative share on the company's file server called `documents\$'. Which of the following are necessary to be able to access the administrative share from a computer on the company's 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: (none)

Explanation

Explanation/Reference:

QUESTION 232

A technician is replacing a motherboard in a user's 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: (none)

Explanation

Explanation/Reference:

QUESTION 233

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.
- 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: (none)

Explanation

Explanation/Reference:

QUESTION 234

User profiles in Windows 7 are stored in which of the following locations?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 235

A technician is having trouble connecting to a network printer that uses TCP/IP. Which of the following commands can the technician use remotely to check the connectivity of the printer?

- A. PING
- B. RDP
- C. SSH
- D. IPCONFIG

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 236

A technician is resolving a computers IP address to a hostname but cannot remember the correct switch. Which of the following can the technician use to find the correct switch?

- A. ping ?
- B. ping
help
- C. ping /?
- D. ping \?

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 237

Most laptops have two PCMCIA slots that are stacked on top of each other with no separator in between. Which of the following does this accommodate? (Select TWO).

- A. One Type II card
- B. Two Type II cards
- C. One Type III card
- D. Three Type I cards
- E. Two Type III cards

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 238

A user is trying to watch a high definition movie on a computer with a built-in DVD drive. Which of the following is the MOST likely reason that the user cannot watch the movie?

- A. Blu-Ray discs are not compatible with DVD drives.
- B. The disc is damaged and needs to be replaced.
- C. The monitor does not support high definition resolution.
- D. The DVD codec has not been installed.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 239

A device driver is not loading properly. If Boot Logging has been turned on, which of the following files will list the drivers that load on startup?

- A. INDEX.DAT
- B. BOOT.INI
- C. NTBTLOG.TXT
- D. AUTOEXEC.BAT

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 240

A technician installed a new application on a Windows XP desktop. When the technician tries to launch the application it crashes.

Which of the following can the technician use to troubleshoot the application?

- A. System logs
- B. Security logs
- C. Application logs
- D. Application installation logs

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 241

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: (none)

Explanation

Explanation/Reference:

QUESTION 242

A technician tries to install a program and a pop-up appears and asks 'a program needs permission to continue'.

Which of the following could be causing this pop-up to appear?

- A. Aero
- B. BitLocker
- C. UAC
- D. Sidebar

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 243

A technician installs legacy software on a Windows 7 machine. The technician ignores all warnings and reboots the computer, and the computer bluescreens.

Which of the following is the BEST way to resolve this?

- A. Remove the software in Safe Mode
- B. Rerun the Software Installation Wizard

- C. Boot to Emergency Repair Disk
- D. Reinstall the OS

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 244

Which of the following file permissions should be set to ensure other users cannot access a file?

- A. Modify
- B. Edit
- C. Read
- D. Deny

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 245

Which of the following is used by BitLocker to lock an encryption key and protect data?

- A. ECP
- B. IRQ
- C. AGP
- D. TPM

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 246

Which of the following built-in applets should a technician use to configure offline files and folders in Windows 7?

- A. Robust File Copy
- B. Sync Center
- C. USMT
- D. Microsoft PowerToy

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 247

A customer is unable to connect to network resources and their IP address is 169.254.0.5. Which of the following address types does this represent?

- A. Static
- B. APIPA
- C. NetBEUI
- D. Dynamic

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 248

Which of the following are correct sockets for an Intel Core IX series processor? (Select TWO).

- A. 478
- B. 775
- C. 1156
- D. 1366
- E. AM2
- F. AM3

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 249

After installing a new processor in a computer, which of the following is the NEXT step the technician should perform?

- A. Format the hard drive and reinstall the operating system
- B. Install the heat sink and fan
- C. Power up the system and set the BIOS parameters
- D. Apply thermal compound to the processor

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 250

A user states that after a recent move Windows Media Center live TV option does not work. All connections are plugged in and all other programs are working. Which of the following is the MOST likely cause?

- A. The memory has up and down errors.
- B. Media Center is corrupt and needs to be reinstalled.
- C. The Media Center library needs to be rebuilt.
- D. The coax cable is plugged into the antenna port.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 251

The technician has replaced a power supply with an identical power supply, and now the high end graphics card is not working.

Which of the following should the technician check?

- A. The memory
- B. The CMOS battery
- C. The PCIe power jack
- D. The processor for chip creep

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 252

Which of the following is the default location for the User profiles folder in Windows 7?

- A. C:\Users
- B. C:\Program Files (x86)
- C. C:\Documents and Settings\
- D. C:\Windows\system32

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 253

Which of the following locations would a 32-bit program install on a 64-bit version of Windows 7?

- A. C:\Windows
- B. C:\Program Files (x86)
- C. C:\
- D. C:\Program Files

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 254

Which of the following commands will show all active TCP/IP network connections?

- A. PING
- B. NETSTAT
- C. NET
- D. TRACERT

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 255

A virus scanner is running on a computer and scans all files currently in use. Why should a full scan be performed periodically?

- A. Files not accessed recently may contain a virus.
- B. A full scan optimizes all files on the hard drive.
- C. A full scan resets the archive bit on the file.
- D. Active antivirus software only scans the C:\WINDOWS directory.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 256

Which of the following interfaces can an internal CD-RW/DVD drive use? (Select THREE).

- A. SATA
- B. VLBus
- C. PATA
- D. SCSI
- E. AGP
- F. PCI

Correct Answer: ACD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 257

Which of the following protocols should a technician consider troubleshooting if a user is not receiving incoming emails on their desktop?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 258

A user installed a sound card on a Windows XP desktop. After the installation, the user is not able to hear any sounds.

Which of the following should the technician do FIRST?

- A. Reboot the computer
- B. Check Device Manager
- C. Install the sound card in a known working computer
- D. Reinstall the sound card drivers

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 259

Which of the following is the channel that connects the processor with the main memory?

- A. L2 Cache
- B. L1 Cache
- C. Chipset
- D. Front side bus

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 260

A user's PC will not start. When the technician powers on the computer the video display remains blank and a series of beeps can be heard.

Which of the following should the technician do NEXT?

- A. Unplug the speaker cable from the motherboard to avoid damaging it.
- B. Remove all the memory from the motherboard and replace with new modules.
- C. Check the power supply connector to the motherboard to see that it is seated correctly.
- D. Find the BIOS version and consult the vendor's documentation to determine the error.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 261

Which of the following should be configured on a wireless router to enhance security? (Select TWO).

- A. Disable DHCP
- B. Change wireless channel
- C. Disable SSID broadcasting
- D. Change the default username and password
- E. Use a static IP address

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 262

Which of the following should be done on a PC before performing a virus scan?

- A. Delete any unwanted software
- B. Reboot the PC
- C. Update the signature definitions
- D. Defrag the hard drive

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 263

A user's PC is experiencing spontaneous reboots and intermittent lockups during normal operation. Which of the following tools would be the BEST option to troubleshoot this problem?

- A. Cable Tester
- B. Loopback plug
- C. Power Supply Tester
- D. Multimeter

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 264

A user cannot connect to the network. The technician determines that the network settings are correct and that

the NIC is fully functional.

Which of the following tools is BEST used to troubleshoot this problem?

- A. Cable tester
- B. Breakout box
- C. Multimeter
- D. Loopback plug

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 265

A PC is giving electric shocks whenever the technician touches the case or chassis. Which of the following tools should the technician use FIRST to isolate the problem?

- A. A loopback plug
- B. A multimeter
- C. A logic probe
- D. An outlet/receptacle tester

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 266

Which of the following is the correct path to add new local user accounts to a Windows 7 computer?

- A. Click on the Start button> Right click on Computer> Select Manage> Expand Local Users and Groups> Right click on Users> Select New User
- B. Click on the Start button> Right click on My Computer> Select Manage> Right click on Local Users and Groups> Select Add Users from the menu
- C. Click on the Start button> Right click on Computer> Select Manage> Right click on Local Users and Computers> Select New User
- D. Click on the Start button> Right click on Network Neighborhood> Select Manage> Right click on Users> Select New User

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 267

Which of the following is true about a Guest account on a Windows XP stand alone system?

- A. A Guest account has no access to the Internet.
- B. A Guest account cannot be disabled once enabled.

- C. A Guest account cannot use shared or multiuser software in a non-domain network.
- D. A Guest account can access files of non-password protected users.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 268

Which of the following Windows Vista tools will allow a technician to track system performance over long periods of time?

- A. Data Collector Sets
- B. Task Manager
- C. System Restore
- D. Event Subscription

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 269

Which of the following Windows Vista tools will allow a technician to collect event records from one computer and store them on another computer?

- A. Data Collector Sets
- B. System Restore
- C. Event Subscription
- D. Task Manager

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 270

Which of the following should a technician use FIRST to troubleshoot issues related to software installations and application failures in Windows 7?

- A. Reliability Monitor
- B. Task Manager
- C. System Information
- D. System Restore

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 271

Which of the following is a file system that theoretically supports up to 64ZB and more than 1000 files per directory?

- A. NTFS5
- B. FAT32
- C. NTFS
- D. exFAT

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 272

Which of the following is the BEST tool to use to move a user's documents and file settings, when upgrading the user from a Windows Vista computer to a Windows 7 computer?

- A. Easy Transfer
- B. Backup and Restore
- C. XCOPY
- D. System Restore

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 273

Which of the following is the BEST tool to use in Windows 7 to backup important system files without requiring external storage?

- A. XCOPY
- B. NTBackup
- C. Task Manager
- D. System Protection

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 274

A laboratory requires all Windows computers run 24 hours a day to measure data over a period of weeks. Once a month the lab manager finds that the computers have rebooted in the middle of the night. Which of the following is the MOST likely cause of this random occurrence?

- A. The computer is overheating and causing a restart.
- B. The Operating System is automatically updating and rebooting to install the update.
- C. The software is crashing and causing the system to generate a bluescreen.
- D. The computer power supply is failing.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 275

A user reports that .tiff files are no longer able to be opened.
Which of the following is the MOST likely cause?

- A. File associations have been removed.
- B. The file extension is invalid or unusable.
- C. The file is corrupted.
- D. There is no photo-editing program loaded on the computer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 276

A User reports their new Windows 7 system is slow to start up. The technician discovers the user has 10 gadgets running on the desktop.
Which of the following should the technician do to remove the gadgets?

- A. Select the Windows Key ?G.
- B. Drag the gadget to the recycle bin to delete it.
- C. Point and close the gadget with the X in the top right.
- D. Right click on the desktop and hide all the gadgets.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 277

Which of the following is a feature of System Protection in Windows 7?

- A. System Image
- B. System Information
- C. Shadow Copy
- D. System Backup

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:****QUESTION 278**

A user's Windows 7 computer has a Celeron M processor and 2GB RAM installed. The user wants to speed up their system using ReadyBoost.

Which of the following should be used to produce the BEST increase in performance?

- A. USB 1TB hard drive
- B. 200GB SATA drive
- C. 2GB USB flash drive
- D. 120GB internal hard drive

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:****QUESTION 279**

A user's laptop fan is making an unusually high pitched noise. The FIRST step would be to:

- A. Contact the manufacturer's technical support.
- B. Remove the bottom of the laptop to view the fan.
- C. Blow compressed air through the fan slot out of the computer.
- D. Replace the fan.

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:****QUESTION 280**

The user reports when a laptop's power button is pushed there is no response. The FIRST step to address the issue would be which of the following?

- A. Reseat the memory
- B. Plug in the external power supply
- C. Replace the battery
- D. Close the lid and reopen it

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:****QUESTION 281**

Which of the following commands would be used to display the contents of c:\windows\system32\?

- A. MSCONFIG
- B. DIR
- C. CD
- D. NET

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 282

Which of the following options would be used to determine the switches for the command IPCONFIG?

- A. /%
- B. /*
- C. /!
- D. /?

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 283

Which of the following commands would be used to create a directory?

- A. create
- B. cd
- C. rd
- D. md

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 284

A system has three different network adapters installed. Which of the following should a technician use to get the details of all the adapters at the same time?

- A. IPCONFIG /ALL
- B. NETSTAT /A
- C. NBTSTAT /ALL
- D. PING LOCALHOST

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 285

A technician is attempting to verify if a computer is back online after a remote reboot. Which of the following switches, to the PING command, should be used to continuously monitor its status?

- A. /t
- B. /a
- C. /c
- D. /i

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 286

The same customer calls the helpdesk every Friday with the exact same issue. The computer locks up when loading payroll files. The solution is to download the file before attempting to open it. Which of the following is the BEST way to help the user resolve this problem instead of the weekly call?

- A. Document the issue again; inform a manager, and the customer's manager of the situation.
- B. Configure Volume Shadow Copy service on the customer's computer and notify the user that this is the preferred method.
- C. Tell the customer to download the file before attempting to open it.
- D. Set the file to be available offline so the customer is always using the local copy.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 287

A company's wireless network is called FOO and it is not publicly visible. In a wireless configuration wizard which of the following locations should the technician put FOO?

- A. SSID
- B. WPA Passphrase
- C. WEP Key
- D. Network Path

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 288

On a firewall how would a technician make sure that all external website traffic goes to the right computer?

- A. Configure all interior traffic appropriately
- B. In the exceptions list put in the IP address of the local website
- C. Configure firewall NAT
- D. Configure port forwarding

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 289

For the IP address 192.168.2.1 which of the following subnet masks would be MOST likely used?

- A. 255.255.0.0
- B. 255.255.248.0
- C. 255.255.255.0
- D. 255.255.255.255

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 290

Which of the following protocols is commonly used by ISPs for incoming mail?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 291

NBTSTAT -S:

- A. reloads the remote cache name table.
- B. lists session table with destination IP.
- C. refreshes the network cache.
- D. displays local NETBIOS name.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 292

Which of the following is used in securing a wireless network?

- A. DHCP
- B. SmartCard
- C. WEP
- D. Secure Token

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 293

Someone is constantly trying to hack into a network.

Which of the following would be the MOST practical way to protect the network from the intrusion?

- A. Disconnect the Internet connection
- B. Install a firewall
- C. Disable SSID broadcast
- D. Install an antivirus server

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 294

The helpdesk receives a call that the graphics department's color laser print device is not printing yellow.

Which of the following should the technician perform FIRST?

- A. Swap out the yellow toner cartridge with a new one.
- B. Print a color test page.
- C. Check to verify the printer is not set to print in black and white only.
- D. Verify the paper type.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 295

The CAD department is having a problem with the specialty plotter. Every time something is printed, the toner just falls off the paper.

Which of the following could be the cause?

- A. A defective toner cartridge.
- B. The fuser needs to be replaced.

- C. The drum needs to be replaced.
- D. The Maintenance kit is missing.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 296

The departmental network print device is not printing for one person. The device has power and is connected to the network and works for everyone else.

Which of the following is the FIRST thing a technician should check?

- A. Verify that the print device is connected to the network.
- B. Reset the queue on the print device.
- C. Verify the user is attempting to use the printer online.
- D. Reset the security on the print device.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 297

A technician updates the motherboard firmware and the workstation does not indicate any hard drives in it now. Which of the following is MOST likely the problem?

- A. The hard drives were not plugged back in after the firmware update.
- B. RAID drivers need to be updated.
- C. The front side bus is corrupted.
- D. The USB ports need to be reset.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



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QUESTION 298

A newly installed floppy drive activity light stays on. Which of the following is the MOST likely problem?

- A. The computer does not support this type of drive.
- B. Connector is plugged in backwards.

- C. Power is plugged in backwards.
- D. All floppies are corrupt.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 299

Which of the following protocols would be used to connect to in order to send email?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 300

Which of the following utilities would a technician use to disable a dial-up modem?

- A. Network Connections
- B. Phone and Modem Options
- C. Computer Management
- D. Device Manager

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 301

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: (none)

Explanation

Explanation/Reference:

QUESTION 302

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: (none)

Explanation

Explanation/Reference:

QUESTION 303

A legacy AGP 2X video card is upgraded to an AGP 8X card. The PC is powered on and nothing happens. Which of the following is the MOST likely cause of the problem?

- A. The AGP 8X video card does not have proper jumper settings.
- B. The PC BIOS must use a larger AGP window setting.
- C. The AGP version is not supported by the PC BIOS.
- D. The AGP card requires the video memory shading enabled.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 304

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: (none)

Explanation

Explanation/Reference:

QUESTION 305

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: (none)

Explanation

Explanation/Reference:

QUESTION 306

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: (none)

Explanation

Explanation/Reference:

QUESTION 307

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: (none)

Explanation

Explanation/Reference:

QUESTION 308

Which of the following system utilities would be used to change a drive type from dynamic to basic?

- A. System Partition Manager
- B. NTBACKUP
- C. Device Manager
- D. Disk Management

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 309

A Windows XP system has been badly infected with malware. The technician notices that the malware is making repeated attempts to broadcast over the network from activity seen on the local firewall. Which of the following Windows XP startup options would be the SAFEST way to remove the malware?

- A. Use the Safe Mode with Networking option
- B. Use the Safe Mode option
- C. Use the Enable Boot Logging option
- D. Use the Last Known Good Configuration option

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 310

A technician needs to modify the BIOS settings of a PC; however, the BIOS setup password is unknown to all current employees. How can the technician accomplish this task?

- A. Set the motherboard configuration jumper to clear the password.
- B. Use a third party utility to reset the password.
- C. Disconnect the power supply to the motherboard.
- D. Contact the OEM and ask them to clear the password.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 311

Which of the following uses port 143 by default?

- A. SNMP
- B. POP3
- C. IMAP
- D. SMTP

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 312

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 card's optical plug is not connected.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 313

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: (none)

Explanation

Explanation/Reference:

QUESTION 314

Which of the following commands can be used to change a file from read-only to a writable state?

- A. Label
- B. Edit
- C. Set
- D. Attrib

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 315

Which of the following encryption methods needs to be configured inside of a WAP to provide the HIGHEST level of security on the network?

- A. WPA
- B. SSID
- C. DHCP
- D. WEP

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 316

Which of the following Windows Vista Ultimate features allows a user to encrypt their entire hard drive and operating system?

- A. Advanced Encryption Standard (AES)
- B. Bitlocker
- C. Encrypted File System (EFS)
- D. NTFS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 317

A user states that when the user copies files from 'My Documents' to a network share, the files are no longer available locally.

Which of the following BEST describes the reason the files are no longer visible?

- A. The user copied to a read-only folder share.
- B. The user changed the attributes of the files.
- C. The user copied the files from the local My Documents folder.
- D. The user moved instead of copied the files.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 318

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?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 319

How many logical partitions are allowed on a single NTFS drive?

- A. 1
- B. 3
- C. 4
- D. 6

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 320

A small momentary button on the inside of a computer case is MOST likely which of the following?

- A. BIOS reset button
- B. Fan switch
- C. Soft reset
- D. Intrusion detection

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 321

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?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 322

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: (none)

Explanation

Explanation/Reference:

QUESTION 323

Which of the following is the MOST important factor when using offline files on a networked computer?

- A. Proximity of the computer to the server
- B. Size of the computer hard drive
- C. Availability of either a CD-ROM or DVD-ROM on the computer
- D. File server operating system

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 324

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: (none)

Explanation

Explanation/Reference:

QUESTION 325

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: (none)

Explanation

Explanation/Reference:

QUESTION 326

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: (none)

Explanation

Explanation/Reference:

QUESTION 327

A technician wants to setup disk defragmenter to run every night at a specified time. Which of the following tools would be the BEST option to configure this?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 328

A lab is setup with removable drives to train users in multiple operating systems. A user states that the lab computer will not boot up and receives an error about no operating system found. All of the cables are plugged in securely to the computer.

Which of the following is the MOST likely cause that a user cannot boot up the workstation?

- A. The removable drive is not locked.
- B. The monitor is not functioning.
- C. The lab network is down.
- D. The memory is not seated properly.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 329

In which of the following locations would the HomeGroup feature be accessed?

- A. System properties
- B. Network and Sharing Center
- C. Network adapter properties
- D. Device Manager

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 330

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: (none)

Explanation

Explanation/Reference:

QUESTION 331

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 332

Which of the following describes a computer in which the HDD LED is lit, but the mouse does not respond and the computer is unresponsive?

- A. The computer has locked up
- B. Windows Update is running
- C. The computer is in Safe Mode
- D. The reset button is stuck

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 333

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: (none)

Explanation

Explanation/Reference:

QUESTION 334

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: (none)

Explanation

Explanation/Reference:

QUESTION 335

A technician changed the wireless router settings to automatically assign only five IP addresses to make the network more secure. The technician notices that now a wireless printer is sporadically dropping connections when multiple computers are on the wireless network. Which of the following would MOST likely solve the connection issue?

- A. Set up the printer to use a static IP address.
- B. Increase the wireless router lease times.
- C. Install an additional access point.
- D. Configure the printer for DHCP.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 336

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: (none)

Explanation

Explanation/Reference:

QUESTION 337

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
- 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: (none)

Explanation

Explanation/Reference:

QUESTION 338

A user's 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 customer's system?

- A. Update antivirus definitions on the user's system.
- B. Log the user off the system.
- C. Disconnect the network cable from the user's system.
- D. Boot the system in Safe Mode.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 339

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

- A. A worm replicates itself before infecting other systems.
- 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: (none)

Explanation

Explanation/Reference:

QUESTION 340

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: (none)

Explanation

Explanation/Reference:

QUESTION 341

An internal IEEE 1394 expansion card should be installed on which port type?

- A. AMR
- B. AGP
- C. ISA
- D. PCI

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 342

A technician is troubleshooting intermittent network issues and suspects a faulty cable. Which of the following tools would be the BEST to determine the cause?

- A. Cable tester
- B. Network sniffer
- C. Loopback plug
- D. Multimeter

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 343

A user has just upgraded to Windows Vista Ultimate from Windows XP. The user stated that since the upgrade, the computer performance is slow.

Which of the following can be done to increase the performance of the computer?

- A. Replace the HDD

- B. Reinstall Windows XP
- C. Disable Windows Aero
- D. Run CHKDSK

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 344

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: (none)

Explanation

Explanation/Reference:

QUESTION 345

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: (none)

Explanation

Explanation/Reference:

QUESTION 346

In Windows Vista, a user can store their documents on a drive other than the default C drive location by changing the:

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 347

Which of the following does the command FDISK /MBR do?

- A. Repairs Boot Blocks
- B. Quarantines infected sectors on a disk
- C. Format Disk
- D. Wipes a Floppy Disk

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 348

A technician reboots a computer and receives the error, "NTLDR is missing, press any key to restart". Which of the following is a MOST likely cause of this error?

- A. Operating system is corrupt.
- B. RAM is going bad.
- C. Computer needs to be restarted again.
- D. Video card is corrupt.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 349

A technician needs to plug a network cable into an inactive network drop in a user's cubicle. Which of the following will allow the technician to find the correct drop in the network room to make the port hot?

- A. Multimeter
- B. Extension magnet
- C. Power supply tester
- D. Toner probe

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 350

A user is unable to view any DVDs on their laptop which has a DVD-ROM drive installed. After further investigation, the technician realizes that there is not any DVD-ROM or CD-ROM available under the My Computer utility.

Which of the following system utilities would MOST likely be used to identify and resolve this issue?

- A. Task Manager
- B. Device Manager
- C. DEFRAG
- D. Event Viewer

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 351

If a drive's file system becomes corrupt, which of the following commands would the technician use to repair the file system?

- A. chkdsk
- B. format
- C. fdisk
- D. verify

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 352

Which of the following commands should Jill, a technician, use to resolve a host name to an IP address?

- A. nslookup
- B. netstat
- C. arp
- D. ipconfig

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 353

When troubleshooting an 802.11g network.
Which of the following can interfere with the network?

- A. 2.4 GHz cordless phone
- B. 900 MHz cordless phone
- C. Bluetooth headset
- D. Bluetooth printer

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 354

A technician installs 1GB of RAM in the single SODIMM slot of a laptop. After the installation, Windows reports that only 960MB of RAM are available.

Which of the following is the MOST likely cause?

- A. The laptop requires single sided memory.
- B. The laptop does not have the most current BIOS version installed.
- C. The laptop requires ECC RAM.
- D. The laptop has onboard video with shared memory.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 355

After installing a DOS based software package, a user reports that they are now having problems with other software programs installed on their Windows XP computer. Which of the following should the technician ask the user to run FIRST?

- A. Start > Run > SFC.EXE /SCANNOW
- B. Start > Run > WINVER.EXE
- C. Start > Run > VERIFIER.EXE /QUERY
- D. Start > Run > WUPDMGR.EXE

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 356

Bob, a technician, has finished reassembling a computer. When the power button on the computer is pressed, the computer beeps many times, but nothing is displayed on the monitor. Bob does not observe any hard drive activity.

Which of the following steps should Bob take FIRST?

- A. Change the jumper settings on the hard drive.
- B. Swap the monitor with a known good monitor.
- C. Reseat the RAM.
- D. Reconnect front panel connectors.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 357

When a laptop is turned on, it reports that a SMART error has occurred. Which of the following components should Mike, a technician, test FIRST?

- A. Motherboard
- B. Video card
- C. Hard drive
- D. Floppy drive

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 358

If the BIOS does not recognize a new hard drive after installation, which of the following is MOST likely the cause?

- A. A partition was not created on the drive.
- B. The BIOS chip was corrupted.
- C. The jumper configuration on the drive was incorrect.
- D. The drive was not formatted correctly.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 359

A customer states that their laptop battery is not charging and it will not power on with the AC adapter. Which of the following would the technician use to check the AC adapter?

- A. Multimeter
- B. Ground fault tester
- C. Power supply tester
- D. Toner probe

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 360

When getting an Inaccessible boot drive error, the FIRST step to solve the issue should be to:

- A. ensure there is not a disk in the floppy drive.
- B. check to see if the correct disk is in the CD-ROM.
- C. check the hard drive to ensure it is working.
- D. check to see if the computer is connected to the network.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 361

A desktop computer will POST and boot to the operating system. After a few minutes the system will suddenly turn itself off. It is unable to power on again for a few minutes. The problem repeats itself. Which of the following is MOST likely the cause?

- A. The hard drive is overheating.
- B. The CPU is overheating.
- C. The memory is overheating.
- D. The operating system requires the newest updates.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 362

A customer reports that all printed documents display random characters. Which of the following is the MOST likely cause of this problem?

- A. A broken corona wire
- B. Incorrect or corrupt driver
- C. Loose USB or parallel cable
- D. Incorrect IP configuration

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 363

Which of the following are methods to automatically update the antivirus application? (Select TWO).

- A. Establish rules in the email scheduling program to perform updates.
- B. Select Update Now from the program options.
- C. Use the Automatic Update feature built into the application.
- D. Use scripts.
- E. Use Windows Update.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 364

A user reports that when they started their computer up it gave them the message "Non system disk or operating system is missing," and to press enter to continue. The user stated that the computer worked fine last night when they shut it down.

Which of the following is the MOST likely cause of the error?

- A. The system BIOS has failed.
- B. The user left a diskette in the floppy drive.
- C. The computer needs the system recovery CD.
- D. The CD-ROM does not contain a system disk.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 365

Which of the following command line tools can be used to display the default gateway, IP address, and DNS servers currently being used by a host?

- A. TRACERT
- B. IPCONFIG /ALL
- C. NSLOOKUP
- D. PING -T

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 366

Which of the following command line utilities would Karen, a technician, use to set the read-only attribute of a file?

- A. ATTRIB +R /D
- B. ATTRIB -R /D
- C. ATTRIB -R
- D. ATTRIB +R

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 367

Which of the following command line utilities would a technician use to delete a folder?

- A. RD
- B. EDIT

- C. CD
- D. MD

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 368

A customer is experiencing problems downloading a file from the Internet. The customer is still successfully receiving emails and has Internet access. Other users are successfully receiving the file with no issues. Which of the following is the MOST likely cause for the customer's file problems?

- A. The third party firewall software is disabling access.
- B. The user's file system is corrupted, and a disk scan should be performed.
- C. A copy of the file already exists on the local machine.
- D. The server is blocking access to the file.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 369

A technician, Karen, receives a work order that a user's computer will not boot into Windows. The user reports he is seeing the error message: "NTLDR is missing". Which of the following is the FIRST troubleshooting step Karen should perform?

- A. Copy the boot.ini file to the Windows directory from another computer.
- B. Boot into safe mode, and attempt to repair the issue from inside Windows.
- C. Use the FIXMBR command in the Recovery Console.
- D. Format the disk and reinstall Windows.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 370

A technician has installed front panel USB ports and now they are not functioning properly; however, the ports located on the rear of the motherboard are functioning properly. Which of the following would be the FIRST step to take?

- A. Check the Device Manager for any alerts or question marks over USB related devices.
- B. Check the USB rear panel header pinouts, and ensure that the ports are wired per the manufacturer's instructions.
- C. Ensure that the devices being plugged in are not drawing too much power from the USB ports.
- D. Test the voltage output of each USB port with a multimeter and compare front and rear USB ports.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 371

Which of the following should Mike, a technician, perform to create a new directory in Windows XP?

- A. Use the FTP protocol to place a new directory onto the machine.
- B. Run the MKDIR command from the command prompt.
- C. In Control Panel, select folder options, then new.
- D. Run the CD command from the command prompt.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 372

After installing a motherboard on a PC, the power light is not on. Which of the following should fix this problem?

- A. Reverse the polarity of the HDD LED.
- B. Reverse the polarity of the power switch.
- C. Replace the power supply.
- D. Reverse the polarity of the power LED.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 373

Which of the following options would limit a printer's availability?

- A. Establish times of printer availability under printing preferences under the printer's properties.
- B. There is no option to change printer availability under Windows XP.
- C. Remove the printer driver from the local machine.
- D. Establish times of printer availability under advanced tab under the printer's properties.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 374

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?

- 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: (none)

Explanation

Explanation/Reference:

QUESTION 375

A technician is troubleshooting an issue on a desktop PC and has reduced the system to its essential components but cannot get the system to boot. The computer is emitting an ongoing series of beeps. Which of the following has malfunctioned?

- A. Keyboard
- B. Memory
- C. Video card
- D. CPU

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 376

A laptop ticket description reads, "When the computer was turned on a no operating system message appeared. There were no warning signs or malfunctions before the failure". The technician confirms the issue. Which of the following should be done FIRST?

- A. Reseat the hard drive.
- B. Reseat the memory.
- C. Perform a memory test.
- D. Reinstall the operating system.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 377

After installing an updated driver in Windows XP and rebooting the PC, Bob, a technician, notices that the computer is acting erratically and suspects that the update is the cause. Which of the following is the BEST method for correcting this driver problem?

- A. Use Last Known Good Configuration
- B. Use driver rollback
- C. Reseat the hardware

D. Uninstall and reinstall the same updated driver

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 378

A laptop is received for repair indicating that the screen is very dim. The technician has confirmed that it is a hardware issue.

Which of the following parts should be replaced FIRST?

- A. The display harness
- B. The LCD inverter
- C. The LCD panel
- D. The video adapter

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 379

After being transported, a desktop computer is no longer booting. When the power button is pressed, the power LED comes on, the fans spin, and the computer beeps many times. Nothing appears on the monitor.

Which of the following procedures should the technician try FIRST?

- A. Check the SATA connection.
- B. Test the power supply.
- C. Replace the VGA cable.
- D. Reseat the RAM.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 380

A computer is reporting that the internal system temperature on a Socket A based system is too high. The BIOS shows that the 60mm CPU fan is spinning between 100 and 150 RPM. Which of the following should the technician do to decrease the temperature?

- A. Enable thermal monitoring.
- B. Replace the CPU fan.
- C. Swap out the fan duct.
- D. Add thermal grease to the CPU fan.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 381

Multiple users reported that they are no longer able to print to a network printer. Which of the following has MOST likely changed to create this problem?

- A. MAC address
- B. IP address
- C. DNS server name
- D. Printer description

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 382

After a user has installed a USB scanner, nothing on the USB hub works. Which of the following is the MOST likely cause of the problem?

- A. The hub needs to be powered.
- B. The scanner driver has become corrupt.
- C. The USB driver database has become corrupt.
- D. The USB port on PC is faulty.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 383

Which of the following paths can a technician follow to clear the Temporary Internet Files in Windows XP Professional?

- A. Start > Settings > Control Panel > Internet Options > Programs > Reset Web Settings
- B. Start > Settings > Control Panel > Internet Options > Advanced > Restore Defaults
- C. Start > Settings > Control Panel > Internet Options > Delete Files
- D. Start > Settings > Control Panel > Internet Options > Privacy

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 384

A technician is repairing a laptop that has a problem with its monitor. The technician hooks up an external monitor to the laptop and the display works fine. The technician notices that when the laptop is turned on there is a faint dim light that can be seen on the internal monitor. Which of the following should be replaced to correct

this problem?

- A. Backlight
- B. Screen
- C. Wiring harness
- D. Video card

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 385

A SOHO has added three more wireless devices to their network. And now the new devices are having problems with signal strength.

Which of the following would help with the LEAST amount of cost to the SOHO?

- A. Relocate the wireless router to a more central location.
- B. Have a technician come in and install new cable routes to the new devices.
- C. Install a second wireless router to cover the new devices.
- D. Have a wireless access point installed.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 386

In which of the following scenarios would MAC filtering be MOST effective as a part of wireless security?

- A. A public place where guests are free to access the wireless network.
- B. A small office where a defined number of specific wireless devices are used.
- C. A meeting room where various company users will access the wireless network during meetings.
- D. An office where some users are unable to use WPA encryption due to older wireless cards so they use MAC filtering.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 387

A computer was recently moved in an office area. The computer is using DHCP and the CAT5 cable is properly connected into a different network jack. The network jack does not have network functionality. Which of the following is the BEST way to resolve this issue?

- A. Perform an ipconfig /flushdns.
- B. Plug into a different RJ-11 wall jack.
- C. Perform an ipconfig /all.

D. Perform an ipconfig /renew.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 388

A user states that the laser printer is leaving a black line on all pages being printed. Which of the following is the MOST likely cause and solution for this issue?

- A. Faulty driver; reinstall or update driver.
- B. Bad fuser; place service call to printer manufacturer.
- C. Excess toner on drum; perform maintenance (e.g. clean drum surface).
- D. Deteriorating rollers and worn brushes; replace rollers and brushes.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 389

A user states that their web browser was recently updated and continuously crashes. Which of the following could the technician use to gather more information about the issue?

- A. NTBACKUP log
- B. Advanced tab in the System applet in Control Panel
- C. Event Log
- D. Internet Options applet in Control Panel

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 390

A user reports their computer has slowed down dramatically. Updated antivirus program reports show no inherent issues.

Which of the following is the MOST likely cause?

- A. Worm
- B. Spyware
- C. Virus
- D. Trojan Horse

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 391

A user notices that a lot of Internet browser windows displaying advertisements are popping up when logging on to the network.

Which of the following is the MOST likely cause of the pop-ups?

- A. The hard drive is fragmented.
- B. The mouse is not functioning properly.
- C. The antivirus software is not functioning properly.
- D. Spyware has infected the workstation.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 392

During the startup of a Windows XP Professional workstation, a message appears stating a service failed to start.

Which of the following administrative areas will show what service failed?

- A. Registry utility
- B. MSCONFIG utility
- C. Control Panel
- D. Event Viewer

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 393

Bob, a technician, wants to schedule a task to be sure a machine is optimized on a regular basis. Which of the following should be scheduled to accomplish this?

- A. Defragmenter
- B. System Restore
- C. Indexing Services
- D. Disk Cleanup

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 394

A customer, Jill, is having trouble accessing a particular website. Bob, a technician, notices that it is a secured website.

Which of the following steps should Bob take in the troubleshooting process?

- A. In the Internet Options applet, click the Programs tab, and then click 'Reset Web Settings'.
- B. In the Internet Options applet, click the Content tab, and then click 'Clear SSL State'.
- C. In the Internet Options applet, click the Advanced tab, and then check 'Move system caret with focus/selection changes'.
- D. Shut down the computer and wait for five minutes.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 395

Which of the following below would BEST optimize Windows XP startup?

- A. Remove any unnecessary applications that start with Windows.
- B. Remove device drivers for unused peripherals.
- C. Disable the computer's memory check in BIOS.
- D. Configure ScanDisk to run at startup.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 396

A technician notices that the printer is jamming right before the fuser. Which of the following is the solution to the problem?

- A. Replace the pick-up roller.
- B. Replace the fuser.
- C. Replace the transfer roller.
- D. Replace the feed roller.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 397

Which of the following BEST explains the purpose of the Windows Recovery Console?

- A. Allows a system to boot into a limited shell with command line functions.
- B. Allows Bob, a technician, to fix most issues though the MBR.
- C. Allows access to all directories on the system.
- D. Fixes the device driver issues.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 398

On a Windows XP Professional computer, several 'service fails to start' messages appear. Which of the following service property tabs would be viewed to verify service requirements?

- A. General
- B. Dependencies
- C. Recover
- D. Log On

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 399

Which of the following commands is used to review and repair protected Windows XP files?

- A. tracert
- B. chkdsk
- C. sysprep
- D. sfc

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 400

Which of the following commands would be used to invoke the Disk Manager utility?

- A. sfc /scannow
- B. diskmgmt.msc
- C. chkdsk
- D. diskpart.exe

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 401

A technician is given a computer that is very slow but has a fast processor and plenty of memory. Which of the following commands could be used for troubleshooting start-up services?

- A. msconfig

- B. chkdsk
- C. defrag
- D. fdisk

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 402

Which of the following will occur if Karen, a technician, applies too much thermal paste on a processor?

- A. The thermal paste will corrode the processor.
- B. The thermal paste will insulate heat around the processor.
- C. The thermal paste will have no noticeable affect on the processor.
- D. The thermal paste will conduct more heat away from the processor.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 403

Which of the following are the steps that Mike, a technician, should take to set up a PC to enable Remote Desktop connection in Windows XP Professional?

- A. My Computer>Manage>Expand users and groups>Remote Desktop>Add User>Choose the user that needs the connection.
- B. My Computer>Manage>Users and Groups>Groups>Remote Assistance Group>Add Users> Choose the user that needs the connection.
- C. My Computer>Properties>Remote Tab>Remote Assistance>Add User>Choose the user that needs the connection.
- D. My Computer>Properties>Remote Tab>Allow Users to connect remotely to this computer> Select Remote Users.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 404

A technician suspects one of the workstations in the office is infected with malware. Which of the following are symptoms of a malware infection? (Select TWO).

- A. Computer overheats and shuts off.
- B. After a period of inactivity the screen shuts off automatically.
- C. Computer will not power on.
- D. Drive light is always on even when no programs are running.
- E. Cannot perform any anti-virus updates.

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 405

Which of the following utilities determines how many CPU resources are being used by a service?

- A. Service Manager
- B. MMC
- C. Task Manager
- D. Msconfig

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 406

A client has returned a computer with a hard drive that has failed twice. Which of the following should Bob, a technician, check in the computer?

- A. Boot partition
- B. Power supply voltages
- C. L1 cache
- D. Front side bus width

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 407

Jill, a technician, determines a laser printer is jamming at the fusing unit. She has checked the paper path in the printer and it is clear of anything that could cause a paper jam. Which of the following is the BEST solution?

- A. Try paper from a different package of paper.
- B. Update the printer drivers in the operating system.
- C. Reboot the computer that the printer is connected to.
- D. Replace the toner cartridge.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 408

When a network service fails to start at boot-up, which of the following is the BEST solution that Mike, a technician, should recommend?

- A. CTRL+ ALT+ DELETE and use Task Manager.
- B. Manually start the service.
- C. Reinstall the OS.
- D. Reboot the computer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 409

If indexing is enabled on a local PC, which of the following will be directly affected?

- A. NTFS file system
- B. File searching
- C. Backup time
- D. HDD speed

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 410

A technician is trying to use the nslookup command.

Which of the following needs to be installed before this command can be used?

- A. NetBIOS
- B. IPX/SPX
- C. UDP
- D. TCP/IP

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 411

Mike, a technician, installed a faster CPU and now the system will not start after the install. Mike removed and reseated the CPU with no positive results. He then installed a known good CPU with the same negative results. Which of the following is MOST likely the cause?

- A. The BIOS needs to be updated.
- B. A loose connection on the hard drive.
- C. The RAM needs to be upgraded.

D. The CMOS chip needs to be replaced.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 412

When receiving a 'Missing NTLDR' error, which of the following is the FIRST action that should be taken?

- A. Reload the operating system.
- B. Check for a floppy disk in the FDD.
- C. Reboot the computer.
- D. Check the CMOS to make sure the boot order is correct.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 413

Each time a user tries to print a document, the user receives an 'out of memory' error message. Which of the following should Mike, a technician, do that would BEST solve the issue?

- A. Add additional RAM to the printer.
- B. Change the printer paper to lighter grade.
- C. Add a higher capacity toner cartridge to the printer.
- D. Decrease the graphics resolution for the printer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 414

Which of the following is the name of the Windows Vista application that will display items such as a clock, weather and thumbnails on the desktop at startup?

- A. Aero
- B. Gadgets
- C. Sidebar
- D. Applets

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 415

Which of the following commands would create an emergency repair disk for the Windows 2000 Professional operating system?

- A. rdisk.exe
- B. bootdisk.exe
- C. bootcfg /rebuild
- D. erd.exe

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 416

A user is reporting that the image on their CRT monitor is shaking and giving them eye strain. The technician notices the display is OK at first, then after a minute it begins wavering. Which of the following is the FIRST step the technician should take?

- A. Replace the display with a LCD monitor.
- B. Look around the monitor for items that maybe interfering with the display.
- C. Open the monitor menu and degauss the display.
- D. Open the display properties and change the refresh rate from 60Hz to 120Hz.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 417

A customer, Jill, cannot print certain PDF documents on her laser printer. The print job in question is a multi-page large PDF with multiple colors.

Which of the following is the MOST likely solution?

- A. Change the driver from PCL to PostScript.
- B. Update the printer firmware to handle larger jobs.
- C. Add additional memory to the laser printer.
- D. Add additional memory to the computer.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 418

Where in Windows XP would a secondary DNS IP address be entered, that is used when the primary DNS server is unavailable?

- A. Control Panel> Internet Options
- B. NIC properties> Client for Microsoft Networks

- C. Computer Management> Device Manager
- D. NIC properties> Internet Protocol Properties

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 419

Jill, a technician, has been asked to replace a hard drive in a laptop. The documentation calls for an IDE hard drive. Upon removal, the drive has an unfamiliar connector. Which of the following types of hard drives is in the laptop?

- A. eSATA
- B. SATA
- C. IDE but with an adapter
- D. SATA but with an adapter

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 420

In Windows Vista, where would Mike, a technician, find User1 desktop files?

- A. C:\Documents and settings\User1\Desktop
- B. C:\Users\User1\Desktop
- C. C:\windows\System32
- D. C:\Users\User1

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 421

When a SMART error is received on a computer, which of the following devices MOST likely has a problem?

- A. Hard disk
- B. Floppy disk
- C. CD-ROM
- D. Processor

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 422

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: (none)

Explanation

Explanation/Reference:

QUESTION 423

Which of the following 802.11 standards by default uses the 2.4GHz frequency range and supports speeds up to 11Mbps?

- A. A
- B. G
- C. N
- D. B

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 424

Which of the following should be the FINAL step a technician should take once they have cleaned a system of a malware infection?

- A. Backup the registry.
- B. Remove all used applications.
- C. Backup the boot.ini.
- D. Educate the user.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 425

A user has a computer with a 100GB IDE hard drive formatted as a single FAT32 partition. This drive is only used to store data. The user adds a second 100GB hard drive and wants to mirror the two drives. When the user goes to disk management there is no option to mirror the drives. Which of the following will resolve this issue?

- A. Convert the partition to NTFS.
- B. Change the partition to be an extended partition.
- C. Convert both drives to a dynamic disk.
- D. Change the partition to be the active partition.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 426

Mike, a technician, is getting ready to upgrade the graphics card in a customer's computer with a performance PCIe graphics card. The customer has verified that she has a 16x PCIe slot on her motherboard. Which of the following may also need to be upgraded?

- A. RAM
- B. Motherboard
- C. Power supply
- D. Processor

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 427

A technician is replacing a processor in a workstation. After installation, the workstation starts up and immediately shuts down; the technician tries to start the workstation several more times and gets the same result.

Which of the following is the cause of this issue?

- A. The workstation is not plugged in.
- B. The thermal paste was not applied.
- C. The memory was not installed properly.
- D. The L2 cache was not cleared.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 428

Which of the following is the correct socket type for a Pentium 4 processor?

- A. 478
- B. 939
- C. 1366
- D. AM2+

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 429

Which of the following is an advantage of installing a 64-bit processor versus a 32-bit processor?

- A. Uses less bandwidth on the front side bus
- B. Only requires half of the clock speed
- C. Able to access a larger amount of RAM memory
- D. Able to be used as two 32-bit processors

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 430

A technician is instructed to configure a set of mirrored drives on a desktop. Which of the following RAID levels does this match?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 431

After a desktop computer was fixed, the end user reports that their external USB drive is now not working when plugged in.

Which of the following is MOST likely the problem?

- A. The USB controller was updated to version 2.0.
- B. The drive requires an IEEE1394 connection.
- C. The USB cable is defective.
- D. The front panel connector is not connected.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 432

Which of the following is an advantage of a 100Base-T network card versus an 802.11g wireless network card?

- A. Flexibility in relocating the computer
- B. Ability to provide secure data communications
- C. Faster data speed
- D. Ability to setup P2P networking

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 433

Which of the following commands will delete a folder at the command prompt?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 434

A new security administrator asks Bob, a technician, to help review logs on a computer system. Which of the following tools would Bob use to show the security administrator the logs?

- A. Performance Monitor
- B. Administrator logs
- C. Event Viewer
- D. Disk Manager

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 435

Which of the following is used to assign a computer to a specific network segment?

- A. Subnet mask
- B. DNS
- C. NAT
- D. Default gateway

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 436

While using the ping command to try and reach a local server, a technician receives a response of "Destination host unreachable". After confirming that the PC is physically connected to the network, which of the following commands should the technician use to get more detailed information?

- A. TRACERT
- B. GREP
- C. TELNET
- D. DIG

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 437

Bob, a technician, wants to run antivirus scans on every machine on a daily basis. To minimize the impact to all system resources, which of the following is the BEST time to schedule the scans to run?

- A. 5:00 p.m. - 7:00 p.m.
- B. 7:30 a.m. - 9:30 a.m.
- C. 11:00 p.m. - 1:00 a.m.
- D. 12:00 p.m. - 2:00 p.m.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 438

A user receives an error about missing or corrupt files every time the user reboots their computer. Which of the following system tools should a technician use FIRST to correct the error?

- A. MSCONFIG
- B. DEFRAG
- C. CHKDSK
- D. FDISK

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 439

In which of the following logs are messages related to successful and failed logon attempts contained?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 440

Computers on the network are frequently infected with viruses, malware, worms and Trojans. Which of the following should Mike, a technician, update automatically to prevent future problems?

- A. Antivirus signatures
- B. Antivirus engines
- C. Malware engines
- D. Virus encyclopedias

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 441

In which of the following locations is the fonts folder stored in the Windows OS?

- A. \System32
- B. \Temp
- C. \Documents and settings
- D. \Windows

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 442

Which of the following provides Bob, a technician, with the GREATEST security?

- A. Disabling SSID
- B. WEP
- C. Static IP
- D. WPA

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 443

Which of the following commands is used to duplicate a directory from one location to another?

- A. MOVE
- B. COPY
- C. XCOPY
- D. EDIT

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 444

A user is having difficulty installing a program in Windows Vista, as the computer appears to stall prior to the installation.

Which of the following is the BEST choice of why this is occurring?

- A. Aero Settings are not enabled.
- B. Power Settings need to be enabled.
- C. BitLocker is scanning for corrupt software.
- D. UAC is waiting for user input.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 445

Which of the following ports will have to be forwarded to allow an RDP connection to a specific machine?

- A. 25
- B. 110
- C. 3389
- D. 8080

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 446

A user states that every print job submitted to a local printer prints out random characters. Which of the following steps would MOST likely resolve the problem?

- A. Reboot the computer and reset the printer

- B. Clear the NVRAM on the printer
- C. Reload the printer drivers
- D. Replace the printer cable

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 447

A technician is attempting to install a RAID 1 configuration. Which of the following is the MINIMUM amount of disks that can be used to create a RAID 1 array?

- A. 1
- B. 2
- C. 3
- D. 4

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 448

A technician is attempting to install a RAID 5 configuration. Which of the following is the MINIMUM amount of disks that can be used to create a RAID 5 array?

- A. 1
- B. 2
- C. 3
- D. 4

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 449

A customer reports that a laser printer has a paper jam error at the output assembly. After a visual inspection, there are no visible paper jams.

Which of the following are the MOST likely causes? (Select TWO).

- A. Fuser flag sensor is defective
- B. Transfer roller is defective
- C. Exit flag sensor is defective
- D. Toner cartridge is defective
- E. Paper input sensor is defective

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 450

When disassembling a laptop Mike, a technician, should do which of the following?

- A. Remove the hard drive and backup all data before disassembly.
- B. Carefully place all screws in one container so that they do not get lost.
- C. Refer to the manufacturer's documentation.
- D. Start from the top of the laptop, carefully disassembling each component.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 451

A user attempts to plug a scanner into the front USB port of a Windows computer but the scanner seems to not power on.

Which of the following is the BEST solution to this?

- A. Run Windows Update on the computer
- B. Use a different USB cable
- C. Use the onboard USB ports
- D. Upgrade the computer's drivers

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 452

A customer states that it takes a while to refresh their display when multitasking and switching between windows, in Windows XP.

Which of the following is the BEST way to shorten the delay and increase response time?

- A. Tell the user to use Safe Mode.
- B. Disable the Windows Firewall Service.
- C. Turn off the System Restore.
- D. Change to Performance Mode.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 453

A user, Bob, would like 50GB of data transferred from his old computer to his new computer. Which of the following would be the BEST way for Mike, a technician, to transfer the user's data?

- A. Flash drive
- B. DVDs
- C. Floppy disks
- D. USB hard drive adapter

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 454

Which of the following will translate an IP address to a FQDN?

- A. tracert
- B. nslookup
- C. ipconfig
- D. netsh

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 455

Which of the following could be disabled to improve performance and response, in Windows Vista, on a computer with an older video card?

- A. Desktop Icons
- B. Aero
- C. Task Manager
- D. UAC

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 456

A laptop has been scheduled to have its internal wireless upgraded with an 802.11n card. Which of the following card types would the technician purchase to accomplish this?

- A. ISA card
- B. Mini PCI Express card
- C. PCMCIA card
- D. Smart card

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 457

Which of the following tools can be used to test if voltage is being distributed out of a PSU 24-pin connection? (Select TWO).

- A. Loopback plug
- B. Extension magnet
- C. Power supply tester
- D. Multimeter
- E. Cable tester

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 458

A technician would like to review the .NET Framework, Services and Disk Management all at once, while working on a workstation.

Which of the following user interfaces would the technician use?

- A. msconfig
- B. MMC
- C. Task Manager
- D. Control Panel

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 459

A user has a monochrome laser printer that recently has started printing dark lines on all printed pages.

Replacing the toner does not resolve the issue.

Which of the following could cause this issue?

- A. The drum is scratched
- B. Piezoelectric jet malfunction
- C. Paper thickness is too high
- D. Toner is recycled

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 460

Which of the following is a graphical enhancement in Windows Vista?

- A. UAC
- B. BitLocker
- C. SFC
- D. Aero

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 461

A technician installs a local web server which is not accessible from the network. Which of the following is the local IP address that the web server should be using on the loopback adapter?

- A. 127.0.0.1
- B. 172.31.146.1
- C. 192.168.1.1
- D. 10.1.1.1

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 462

Which of the following alerts a user on a Windows Vista PC that system settings are going to be changed, dims the screen and gives the user the opportunity to reject the change?

- A. NTFS
- B. BitLocker
- C. Aero
- D. UAC

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 463

Bob, a technician, needs to add an Ethernet adapter to a laptop computer. In which of the following slot types would the new card MOST likely be installed?

- A. PCIe
- B. PCI

- C. AGP
- D. PCMCIA

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 464

A serial port does not appear to be working properly.

Which of the following tools should be used to test the serial port functionality?

- A. Degausser
- B. Loopback plug
- C. Multimeter
- D. Cable tester

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 465

In Windows XP, where is the default user profile located?

- A. C:\Windows
- B. C:\Users
- C. C:\Documents and Settings
- D. C:\Program Files

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 466

A technician is troubleshooting a performance problem with a PC. When looking at the Task Manager Process List, only a few processes are listed.

Which of the following should be done to view all of the processes on a PC?

- A. Configure guest rights on the PC
- B. Configure backup user rights on the PC
- C. Select show processes from all users
- D. Login as the user and then view the task list

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 467

When attempting to boot a PC, the POST process completes without error. The PC then displays, 'non system disk or disk error'.

Which of the following would MOST likely cause the issue?

- A. Out-of-date BIOS
- B. Invalid motherboard jumper settings
- C. Failing power supply
- D. Floppy disk in the drive

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 468

A user is able to send email, but receives an error when trying to receive email. Which of the following server settings should be checked?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 469

Which of the following file attributes is used to show that a file has changed since the last time it was backed up?

- A. A
- B. S
- C. I
- D. H

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 470

In which of the following locations would the public user profile 'My Documents' folder be located in Windows Vista?

- A. C:\Documents and Settings\Public Documents
- B. C:\Users\Public\Public Documents
- C. C:\Users\Shared Documents
- D. C:\Documents and Settings\All Users\Shared Documents

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 471

An ACPI PC powers on and runs POST. Less than a minute later it powers off. Which of the following should Jill, a technician, check FIRST?

- A. Memory type and speed
- B. Hard drive jumpers
- C. HDD for bad sectors
- D. CPU fan operation

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 472

Which of the following could Mike, a technician, test with a set of loopback plugs? (Select TWO).

- A. PS/2 ports
- B. FireWire ports
- C. Serial ports
- D. SATA ports
- E. Parallel ports

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 473

A digital mixer requires the fastest speed possible to operate at its optimal level of performance. Which of the following connections provides the FASTEST transmit/receive speed when connected to the computer?

- A. USB
- B. Parallel
- C. IEEE 1394b
- D. PS/2

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:****QUESTION 474**

Which of the following tools is scheduled and performed automatically in Windows Vista by default?

- A. Performance Monitor
- B. Defrag
- C. MSCONFIG
- D. NTBACKUP

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:****QUESTION 475**

A technician would like to implement RAID 0.

Which of the following is the MINIMUM number of hard drives required?

- A. 1
- B. 2
- C. 3
- D. 4

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:****QUESTION 476**

A new network printer was installed at a company. Now no one can access the network printer and one user is unable to access network resources.

Which of the following is the MOST likely problem?

- A. The ARP table has been corrupted.
- B. The printer has outdated firmware.
- C. The printer was assigned an IP address already in use.
- D. The printer has a faulty network interface card.

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:****QUESTION 477**

A technician finds that a system is getting a 169.254.0.x address when an IPCONFIG is performed.

This shows that the system is:

- A. not getting an IP address from the DHCP server.
- B. set up as a network repeater.
- C. incorrectly configured to the DHCP server.
- D. configured correctly for a static IP address.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 478

The local library has several public desktops and is concerned about PCs being opened and components being stolen.

Which of the following could prevent this?

- A. Secure the PCs to the table with cable locks.
- B. Install biometrics to track user access and identities.
- C. Install real-time system resource monitoring software.
- D. Use security screws to prevent the case from being opened.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 479

A new device was added to a machine and after a reboot; the new device's drivers cause the machine to crash. Which of the following can be used in Safe Mode to roll the entire O/S system back to its configuration before the install?

- A. Recovery Console
- B. System Restore
- C. Task Manager
- D. Device Management

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 480

In which Windows Vista directory would the SAM file be found?

- A. C:\WINDOWS\SYSTEM32\SAM\CONFIG\
- B. C:\WINDOWS\SYSTEM32\CONFIG
- C. C:\WINDOWS\SYSTEM32\SAM
- D. C:\WINDOWS\SYSTEM\CONFIG32\SAM

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 481

A screw has fallen inside the computer case, which of the following tools should be used to retrieve the screw?

- A. Screwdriver
- B. Extension magnet
- C. Anti-static wrist strap
- D. Loopback plugs

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 482

When a technician is installing a wireless access point, which of the following should be performed FIRST?

- A. Enable MAC filtering
- B. Disable DHCP
- C. Enable static IPs
- D. Change default passwords

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 483

When installing an access point on a network, which of the following is the MAXIMUM length of a single CAT5e cable run?

- A. 100 feet (30 meters)
- B. 300 feet (92 meters)
- C. 328 feet (100 meters)
- D. 984 feet (300 meters)

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 484

A computer is having problems with programs closing randomly. Which of the following is the BEST tool the technician can use to help troubleshoot the PC?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 485

A technician needs to edit applications and services that are running on a user's machine, once the OS has loaded.

Which of the following commands would MOST likely be used to complete this task?

- A. IFCONFIG
- B. EDIT
- C. IPCONFIG
- D. Task Manager

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 486

Which of the following encryption methods needs to be configured inside of a WAP to provide the HIGHEST level of security on the network?

- A. WPA
- B. SSID
- C. DHCP
- D. WEP

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 487

Which of the following would MOST likely need to be updated to reduce the risk of new exploits?

- A. ACLs
- B. Firmware
- C. Definitions
- D. Route lists

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 488

Which of the following connection types is used to provide mobile users with network access?

- A. Bluetooth
- B. ThinNet
- C. Cellular
- D. IR

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 489

Which of the following uses port 25 by default?

- A. SNMP
- B. IMAP
- C. SMTP
- D. POP3

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 490

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: (none)

Explanation

Explanation/Reference:

QUESTION 491

A user is experiencing slowness while opening documents from the hard drive. Which of the following tools should a technician use as a FIRST step in solving this problem?

- A. Defrag
- B. Event Viewer
- C. Performance Monitor
- D. Regedit

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 492

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 493

Recently three new applications were installed on all the desktops in a company branch. One of the applications causes Windows to crash on startup, but the technician is unable to find out which application it is. Without removing all three applications, which of the following is the BEST way to determine the cause of the crash?

- A. Launch REGEDIT and remove the offending applications from the Run key.
- B. Start the computer in Safe Mode and check Event Viewer.
- C. Put in the ERD and when the window pops up select the option for Repair Broken Links and Applications.
- D. Hit the F6 key as Windows loads and run Repair Broken Links and Applications.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 494

A technician wants to setup security permissions for a FAT32 hard drive while ensuring all data is intact. Which of the following commands should be used?

- A. FORMAT /X
- B. FORMAT /C
- C. REPLACE
- D. CONVERT

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 495

A Windows Vista computer has an experience index of 3.8. The technician discovers that the computer has the following:

Performance index

RAM1GB4.6

Video3D 3.8

CPU2.4GHz4.2

The technician upgrades the memory to 2GB and gets the following results:

Performance index

RAM2GB5.0

Video3D 3.8

CPU2.4GHz4.2

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
- C. Upgrade the CPU to 3GHz
- D. Increase the resolution on the screen

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 496

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: (none)

Explanation

Explanation/Reference:

QUESTION 497

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?

- 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: (none)

Explanation

Explanation/Reference:

QUESTION 498

A technician is replacing a Windows 2000 Professional computer with a Windows 7 computer for someone with login account USER1.

Which of the following directories should be copied or moved from the old computer and where should they be placed on the new computer?

- A. \Documents and Settings\USER1 to \Documents and Settings\USER1
- B. \Documents and Settings\USER1 to \Users\USER1
- C. \Users\USER1 to \Users\USER1
- D. \Users\USER1 to \Documents and Settings\USER1

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 499

A client used file properties to hide files in their user folder and now needs to get the files back. Using the command line tool, which of the following combination of command line parameters will make the files viewable once again?

- A. attrib +A *.*
- B. attrib -A +H *.*
- C. attrib -R *.*
- D. attrib -H *.*

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 500

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

- 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: (none)

Explanation**Explanation/Reference:****QUESTION 501**

Which of the following would be used to correct a ghost image on a laser printer?

- A. Replace the drum
- B. Replace the fuser
- C. Clean the printhead
- D. Replace the cartridges

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:****QUESTION 502**

A technician installed a new application on a Windows XP desktop. After the application was installed, the technician rebooted the desktop and received a bluescreen error. Which of the following steps should the technician perform? (Select TWO).

- A. Boot into Safe Mode
- B. Replace the motherboard
- C. Uninstall the application
- D. Replace the hard drive
- E. Install more RAM

Correct Answer: AC

Section: (none)

Explanation**Explanation/Reference:****QUESTION 503**

A user no longer has access to a site that the user frequently visits. The technician pings another system and the gateway within the network. The pings made successful connections. Which of the following should the technician do NEXT?

- A. Update the operating system
- B. Check the DHCP settings
- C. PING the Internet site
- D. Update the anti-virus software

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:****QUESTION 504**

A user has a 1TB external hard drive connected to a desktop system. When the user searches the drive for a file, the response to the search is very slow. How can the user improve the performance of the file searches on the external drive?

- A. Change the sort order of the files.
- B. Make sure that all of the files are in folders that are in alphabetical order.
- C. Search multiple drive letters at the same time.
- D. Turn on indexing for the assigned drive letter.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 505

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.
- 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: (none)

Explanation

Explanation/Reference:

QUESTION 506

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

- A. The operating system's temporary folder will be opened.
- B. Applications located in the %temp% folder will be executed.
- C. Applications will be deleted in the %temp% folder.
- D. The current user's temporary folder will be opened.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 507

Which of the following does PING -t 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: (none)

Explanation

Explanation/Reference:

QUESTION 508

Where would a technician go to turn off UAC in Windows Vista?

- A. Control Panel
- B. Active Directory Users and Computers
- C. Computer Management
- D. Run> Command prompt > NET STOP UAC

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 509

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: (none)

Explanation

Explanation/Reference:

QUESTION 510

Jill, a user, states that there are two lines running down the middle of all printed pages on the laser printer. Which of the following could be the cause of the lines?

- A. The drum is dirty
- B. The driver is corrupt
- C. The printer is out of memory
- D. The toner is out

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 511

A technician suspects that a power supply may be failing in a computer. Which of the following are the standard voltages for a SATA connection on an ATX power supply?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 512

A user reports that printed pages are smearing after the pages come out of a laser printer. Which of the following is the MOST likely problem?

- A. The corona wire is not supplying the correct voltage.
- B. The fuser is not reaching the correct temperature.
- C. The paper is card stock and is too thick.
- D. The paper has a humidity content that is too low.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 513

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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 514

After Microsoft Windows boots, a message appears stating that a service failed to start. Which of the following can be used to find more information about this error?

- A. Disk Manager
- B. Control Panel
- C. Start Menu

D. Event Viewer

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 515

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: (none)

Explanation

Explanation/Reference:

QUESTION 516

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 bluescreen 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: (none)

Explanation

Explanation/Reference:

QUESTION 517

A laptop display is not working. The technician connects the laptop to an external monitor and it displays fine. The technician opens the laptop and checks the physical connector from the display to the motherboard and it appears connected and undamaged.

Which of the following is the MOST likely problem?

- A. The LCD inverter is faulty.
- B. The video adapter is faulty.
- C. The LCD converter is faulty.
- D. The LCD lamp needs to be replaced.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 518

A technician needs to delete an infected file. The system says the file is in use every time the technician attempts to delete the file.

Which of the following will be the BEST way to delete the file?

- A. The technician should boot into Safe Mode with Command Prompt and delete the file.
- B. The technician should reboot the machine, log in as administrator, and delete the file.
- C. The technician should bring up Task Manager and delete the file from there.
- D. The technician should boot the system normally and delete the file from the command prompt.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 519

Which of the following protocols should a technician consider troubleshooting if a user is not receiving incoming emails on their desktop?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 520

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?

- A. Download manufacturer printer drivers
- B. Restart the printer spooler
- C. Check for Microsoft Windows updates
- D. Check Device Manager

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 521

Which of the following can be used to kill a running process?

- A. Control Panel
- B. Computer Management
- C. Task Manager
- D. Add/Remove Programs

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 522

Which of the following utilities will a technician use to determine how many partitions a hard drive has?

- A. Administrator Tools
- B. Disk Management
- C. Device Manager
- D. Computer Management

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 523

If a technician needs to convert a hard drive from Basic to Dynamic, which of the following utilities would the technician use?

- A. Add Hardware Wizard
- B. Device Manager
- C. Computer Management
- D. Disk Management

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 524

A customer requires a shock resistant mass storage device in their PC. Which of the following drives should the technician install?

- A. Hard disk
- B. Solid state
- C. Floppy
- D. Tape

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 525

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: (none)

Explanation

Explanation/Reference:

QUESTION 526

Which of the following locations would a technician use to add a Windows 7 computer to a domain?

- A. System Properties
- B. Windows Defender
- C. Network and Sharing Center
- D. Device Manager

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 527

After powering on a workstation, an intrusion alert is displayed indicating that the case has been opened. How would a technician reset the alert?

- A. Change the setting in the registry
- B. Change the setting in the BIOS
- C. Change the setting in the DOS startup files
- D. Change the setting in the Control Panel

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 528

A technician plugs a USB device into the computer. The system tray displays a message that reports the device is installed, but may not work properly.

Which of the following is the MOST likely cause of the message?

- A. The device needs a firmware update.
- B. The device needs an updated driver installed.
- C. The plugged in device is too slow for the USB port speed.
- D. The device is incompatible with the installed version of Windows.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 529

A technician is replacing the motherboard on a laptop.

Which of the following is the MOST important step during the disassembly process?

- A. Place all of the screws in a container with other parts.
- B. Keep the power supply plugged in to ground the system.
- C. Organize the screws and document the locations.
- D. Use a magnetic tipped screwdriver to remove the screws.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 530

A customer has a wireless router installed in their home office. The customer is having issues with signal strength at the opposite end of the house.

Which of the following is the BEST option to increase the signal strength?

- A. Install a high gain antenna focused towards the office wall
- B. Run CAT5e cable to all of the rooms that have poor signal strength
- C. Install a wireless repeater at the far end of the house
- D. Install a second wired router in the far end of the house

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 531

A technician wants to setup hardware RAID 5 for a Windows 7 computer to prevent data loss. In which of the following locations would the technician MOST likely change the setting?

- A. Disk Manager
- B. Device Manager
- C. Windows Boot DVD
- D. The BIOS

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 532

Which of the following will fix a laptop with dark irregular lines that run the width of the display in all video modes?

- A. Perform a System Restore
- B. Replace the video capture card
- C. Change the resolution to 800 x 600
- D. Replace the LCD

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 533

Offline files and folders are available on which versions of Windows? (Select TWO).

- A. Windows 7 Ultimate
- B. Windows 7 Home Premium
- C. Windows XP Home
- D. Windows Vista Home Premium 64-bit
- E. Windows XP Professional

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 534

Two users share the same Windows 7 computer. The first user creates a document intended to be used by both users, and then logs off. The second user logs on and types the name of the document in the Start menu, but the document is not found.

Which of the following is the problem?

- A. The document is set to hidden.
- B. The document is locked.
- C. The document was saved as a system document.
- D. The document is owned by the first user.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 535

Which of the following characteristics of Windows Gadgets is accurate?

- A. Windows Gadgets are available in all versions of Windows since XP.
- B. Windows Gadgets are part of the Sidebar in Windows Vista and Windows 7.
- C. Windows Gadgets were introduced in Windows 7.
- D. Windows Gadgets are part of the Sidebar in Windows Vista.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 536

A user powers up their desktop PC, and instead of booting up normally, the user is taken into the BIOS setup. Which of the following is the MOST likely problem?

- A. The MBR is corrupt
- B. NTLDR cannot be found by the system
- C. A faulty CMOS battery
- D. The BIOS requires a firmware update

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 537

A home user wants to setup a wireless network. Which of the following would be the MOST important consideration?

- A. Operating system type of the connected PCs
- B. Location of the wireless router
- C. Number of PCs that will access the network
- D. Number of available Ethernet ports on the router

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 538

A computer running Windows 7 will not boot up. A user is receiving an 'Invalid boot disk' error. Which of the following is the cause of this error?

- A. The BOOT.INI file is not found.
- B. The Windows registry is corrupt.
- C. There is a CD-ROM in the drive.
- D. The floppy drive is disconnected.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 539

A user is working in a small office home office (SOHO), running Windows XP, and cannot connect to the Internet. The office uses a router that is setup as a DHCP server. The technician types IPCONFIG in the command prompt, the following appears:

IP address 0.0.0.0

Gateway 0.0.0.0

Subnet Mask 0.0.0.0

DNS 0.0.0.0

Which of the following should the technician check FIRST?

- A. Network adapter drivers
- B. Router settings
- C. Network cable
- D. Firewall

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 540

Which of the following are encrypted protocols? (Select TWO).

- A. TELNET
- B. SSH
- C. POP3
- D. FTP
- E. HTTPS

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 541

A user is connecting to the Internet using a DSL modem. The user installs a new wireless router and is unable to connect remotely to their computer, using Remote Desktop. The user had no issues connecting remotely before the wireless router was installed.

Which of the following is the problem?

- A. Wireless router drivers are needed.
- B. Port forwarding is not setup.
- C. The wireless router is defective.
- D. VPN is not setup correctly.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 542

Which of the following network modifications should be implemented to extend the wireless network range and allow out-of-range users to share the Internet connection?

- A. Create a new VLAN for the out-of-range users.
- B. Add a wireless access point for the out-of-range users.
- C. Upgrade the out-of-range users' SSID searching software.
- D. Enable network sharing on the users' computers that are within range.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 543

The user cannot access some Internet websites, but can connect to resources inside the local network. The technician successfully uses the ping command to test the user's connectivity. Which of the following commands can the technician run NEXT to troubleshoot the issue?

- A. net /?
- B. ipconfig /flushdns
- C. netstat -r
- D. nbtstat -R

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 544

A customer wants to have a technician increase the amount of RAM in the laptop. Which of the following should the technician do FIRST before adding more memory?

- A. Check for available hard drive space
- B. Check the laptop documentation
- C. Open the case to check for an available slot
- D. Check the operating system on the computer

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 545

A user is cleaning up their temporary Internet files and is concerned about the number of cookies discovered. Which of the following is a correct statement about cookies?

- A. Cookies are spyware.
- B. Cookies are not always malicious.
- C. Cookies cannot be removed.
- D. Cookies should be disabled at all times.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 546

A user is trying to connect a workstation to an application that communicates only on port 1025 in a remote branch office and the connection request times out every time. Which of the following options is MOST likely the cause?

- A. All traffic on the network must travel over port 80.
- B. The application is configured to talk on an incorrect port.
- C. The firewall has the ports above 1024 blocked.
- D. All traffic on the network must travel over port 443.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 547

A customer wants to purchase a new motherboard that supports SLI. Which of the following will the new motherboard need to be able to do?

- A. Support several hard drives in a RAID.
- B. Support multiple PCIe display adapters.
- C. Support more than 4GB of memory.
- D. Support more than one power supply.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 548

Which of the following tools would be used to format a partition but not the hard drive? (Select TWO).

- A. Disk Defragmenter MMC Snap-In
- B. Format from the command line

- C. Disk Management MMC Snap-In
- D. Fdisk from the command line
- E. Chkdsk from the command line

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 549

A user cannot access the Internet via a proxy server.

Which of the following ports needs to be set on the web browser proxy to allow HTTP traffic?

- A. 21
- B. 25
- C. 80
- D. 120

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 550

A customer is installing a new 2.5 USB external HDD on a desktop PC and is using the front USB port. A light on the drive turns on but the system does not recognize the device.

Which of the following is the MOST likely problem?

- A. The system is not providing enough power to the USB port.
- B. A 2.5 drive is designed for use with a laptop not with a desktop PC.
- C. Thumb drives and cameras are plugged into the front USB ports the customer needs to use the USB ports in the back.
- D. The external drive is incompatible with the system.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 551

In which of the following is the default location of user files (e.g. My Documents, Favorites, Desktop) in Windows Vista?

- A. c:\users\<<username>>
- B. c:\user data\<<username>>
- C. c:\documents and settings\<<username>>
- D. c:\user folders\<<username>>

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 552

When installing additional memory in a notebook computer, the MOST important point to remember is:

- A. the chip installed in the expansion slot has to have the same capacity as the chip already installed.
- B. memory chips are not plug and play; special drivers will be required.
- C. the chip has to be seated properly and locked down to be detected.
- D. the chip in the primary slot has to be the same or bigger size than the chip in the expansion slot.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 553

Which of the following BEST describes the general meaning of a warning in one of the Event Viewer logs?

- A. An Informational message on successful or failed audit actions.
- B. An issue that will not prevent the basic function of the computer.
- C. An informational message from the Windows Firewall.
- D. An urgent issue that warns the user through a screen pop-up.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 554

Which of the following Microsoft encryption software provides the HIGHEST level of security for PCs running Windows Vista Enterprise or Ultimate Vista?

- A. NTFS
- B. Windows Defender for Vista
- C. BitLocker drive encryption
- D. EFS

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 555

Which of the following commands would be used to move the working directory from C:\ to C:\Windows?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 556

Which of the following commands would be used to verify and troubleshoot DNS settings of a particular host on a Windows computer?

- A. TRACERT
- B. NSLOOKUP
- C. CHKDSK
- D. XCOPY

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 557

A technician has a laptop which has a faint image showing on the screen. Which of the following components should be tested and MOST likely needs replacement?

- A. Antenna wire
- B. LCD lamp
- C. Inverter
- D. LCD cable

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 558

A technician has installed the hardware for a SOHO wired network. Which of the following is the FIRST step to securing the network?

- A. Enable MAC filtering
- B. Change default usernames and passwords
- C. Disable unused ports
- D. Assign static IP addresses

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 559

A bank is upgrading some clerical users' PCs.

Which of the following would be the MOST appropriate method for erasing the data on the old PCs?

- A. Drive degauss
- B. Standard format
- C. Change the jumpers on the hard drive
- D. Quick format

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 560

A laptop user reports that they cannot see the SSID or connect to their company's wireless network.

Which of the following should the technician try FIRST?

- A. Check the wireless settings in the OS
- B. Replace the internal wireless adapter
- C. Check the wireless on/off switch
- D. Check the signal strength

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 561

A user reports that the desktop PC shuts down 10 minutes after turning it on in the morning. When the technician moves the PC, it sounds like there are loose parts sliding around in the case. Which of the following is the MOST likely explanation for the PC shutting down?

- A. The CMOS battery is bad.
- B. A memory module has become unseated.
- C. The heat sink retaining clip has broken loose.
- D. The hard drive cable has become unseated.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 562

A user reports that the PC is not working. After questioning the user, the technician believes the problem is a bad memory module.

Which of the following is the NEXT step the technician should take?

- A. Document findings, actions, and outcomes
- B. Test the theory by replacing the motherboard
- C. Test the theory by running memory diagnostic software
- D. Verify the system is working correctly

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 563

A technician is diagnosing a PC running Windows 7 which has been affected with an "NTLDR is missing" error message.

Which of the following command line tools would BEST resolve the problem?

- A. Fixboot
- B. CHKDSK
- C. Scandisk
- D. DEFRAG

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 564

A user reports that people are receiving emails from their account that the user never sent. Which of the following security measures would BEST resolve the problem?

- A. Check the startup list on the PC for malicious entries.
- B. Change the account password.
- C. Upgrade the email client to a newer version.
- D. Install a more expensive spam filter.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 565

A technician is repairing a workstation that exhibits random reboots at odd times of the day. Which of the following should be performed FIRST when troubleshooting the issue? (Select TWO).

- A. Check the PSU integrity
- B. Check the CMOS battery

- C. Check the video card integrity
- D. Check the memory integrity
- E. Check the optical drive integrity

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 566

While using an application on a Windows XP desktop PC, a BSOD appears. Which of the following should the technician select upon reboot to troubleshoot this issue?

- A. Boot to safe mode
- B. Boot to last known good configuration
- C. Boot to another OS on a second partition
- D. Boot normally

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 567

A user powers on their Windows XP PC. The POST runs and the message "NTLDR is missing" appears. Which of the following should the technician do to troubleshoot this problem?

- A. Run FDISK
- B. Run SCANDISK
- C. Run CHKDSK /F
- D. Run FIXMBR

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 568

A user states that their old Windows XP notebook loses time when they power it off. Which of the following items would address this problem?

- A. Remove any over clocking settings in the BIOS.
- B. Replace the CMOS battery.
- C. Replace the main battery with a larger power battery.
- D. Update the BIOS to new revision.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 569

A technician would like to map a network drive.

Which of the following indicates the correct path for mapping a network drive?

- A. \\share\servername
- B. \\username\servername
- C. \\password\share
- D. \\servername\share

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 570

Which of the following is the MINIMUM account required to install most programs on Windows XP?

- A. Power user
- B. Administrator
- C. Standard user
- D. Guest

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 571

Which of the following user accounts should be disabled to adhere to security best practices?

- A. Standard user
- B. Guest
- C. Administrator
- D. Power user

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 572

When configuring user accounts, which of the following should a technician perform?

- A. Make all users local administrators
- B. Assign the minimum required access to the users

- C. Make all users standard users
- D. Assign the maximum required access to the users

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 573

A technician needs to rebuild a computer that had a virus. Which of the following data destruction methods should be used to ensure the virus has been successfully erased before reinstalling the operating system, programs, and all user data?

- A. Standard format
- B. Low level format
- C. Shredder
- D. Degaussing tool

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 574

Which of the following procedures needs to be done FIRST in order to modify system files and folders in Windows XP?

- A. Add command line options /s /v to Windows XP setup.exe file prior operating system installation.
- B. The system files and folders must be moved to another partition.
- C. Change the default settings in Folder options.
- D. Clear Read-Only restrictions in system files and folders properties.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 575

A technician is troubleshooting a computer which is making a loud clicking noise and not booting. Which of the following parts MOST likely needs to be replaced?

- A. CD-DVD drive
- B. Hard drive
- C. Memory sticks
- D. Motherboard

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 576

A technician needs to free up hard drive space by emptying the recycle bin, deleting temporary files, and compressing old files.

Which of the following utilities will allow the technician to accomplish this simultaneously?

- A. System Configuration
- B. Performance Management
- C. Disk Defragmenter
- D. Disk Cleanup

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 577

A technician needs to uninstall some software from a Windows XP computer. Which of the following utilities is unique to Windows XP?

- A. Add / Remove Programs
- B. Programs and Features
- C. Programs
- D. Uninstall a Program

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 578

A user states when they press certain letters on their laptop's keyboard, a number is displayed on the screen. Which of the following can the technician perform to resolve this issue?

- A. Change the character mapping
- B. Turn off number lock
- C. Replace the keyboard
- D. Update the keyboard drivers

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 579

A contractor needs to destroy several drives containing confidential information so that they can never be used again.

Which of the following destruction methods would BEST accomplish this task?

- A. Overwrite the hard drives.
- B. Drill into the hard drives.
- C. Degauss the hard drives.
- D. Sanitize the hard drives.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 580

A customer purchases a new 802.11n router for their home. They connect it to their current 801.11g devices, as well as their new laptop. Even though the laptop has a built-in 802.11n antenna, they are not noticing any speed increase.

Which of the following is the MOST likely cause?

- A. The laptop is not close enough to the router.
- B. The router should be set to "G-Only".
- C. The router is broadcasting in Mixed Mode.
- D. The laptop needs a dedicated access point.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 581

Which of the following home computer synchronization methods are possible with an iOS device? (Select TWO).

- A. Infrared
- B. USB
- C. FireWire
- D. Wi-Fi
- E. Parallel

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 582

A technician has a computer locked in a cabinet in the office that shares a printer and some files. The computer must remain on.

Which of the following Control Panel options would be used to control the users that are able to shut the computer down?

- A. Power options

- B. Security center
- C. Local security policy
- D. System

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 583

A customer states that another technician just removed some viruses and now they are not able to connect to websites such as Windows Update, but are able to connect to others. Which of the following is the MOST likely cause of the issue?

- A. NIC driver is damaged
- B. Not all viruses have been fixed
- C. Internet Explorer cache is full
- D. Host file has been manipulated

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 584

A technician has 50 identical computers that need to be upgraded to the Windows 7 OS, and are capable of booting from the network. They are running a Gigabit network with a Windows deployment server. Which of the following will be the BEST to use in this scenario?

- A. UEFI
- B. Windows 7 DVD
- C. PXE
- D. USB flash

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 585

A technician receives an error every time a workstation boots up. The technician needs to find out what process is responsible for the error. Which of the following utilities would be used FIRST?

- A. System Control Panel
- B. Task Manager
- C. Event Viewer
- D. MSCONFIG

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 586

A technician installs a new SOHO wireless router to replace a failed router and users report connectivity issues and IP errors.

Which of the following is the MOST likely cause?

- A. Their server has gone down
- B. There are too many static IP addresses on the network
- C. The new router's firewall is malfunctioning
- D. Users need to refresh their IP configuration

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 587

A technician installs a new video card for a customer on a desktop PC. The technician powers on the PC and does not get video.

Which of the following steps should the technician perform FIRST to troubleshoot this issue?

- A. Flash the BIOS
- B. Research the problem on the Internet
- C. Reseat the video card
- D. Replace the video card

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 588

A technician is tasked with changing the account lockout threshold to 30 minutes in Windows 7. Which of the following should the technician use to accomplish this task?

- A. User Access Control
- B. Windows Security Center
- C. Local Security Policy
- D. Users and Groups

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 589

A technician is creating an image that will be used to deploy Windows 7 to 100 PCs. Which of the following tools should be used to accomplish this?

- A. SYSPREP
- B. Windows 7 Advisor
- C. CHKDSK
- D. DISKPART

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 590

A technician is having boot issues with a newly built PC, and notices the following jumper configurations for each PATA device.

- HARD DRIVE. MASTER
- OPTICAL DRIVE. CABLE SELECT

Which of the following jumper configurations should be used instead?

- A. HDD. Cable Select; Optical Drive. Master
- B. HDD. Cable Select; Optical Drive. Cable Select
- C. HDD. Slave; Optical Drive. Slave
- D. HDD. Master; Optical Drive. Master

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 591

A computer is showing the "No boot device found" message even though a technician has verified that the hard drive is set as Device 1 in the BIOS boot order.

Which of the following causes is MOST likely at play?

- A. A 40-pin cable was used instead of an 80-pin cable to connect the HDD.
- B. The hard drive is disconnected.
- C. The hard drive has corrupted sectors and needs a CHKDSK scan.
- D. Both PATA devices are incorrectly set to the master jumper setting.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 592

A technician is troubleshooting a RAID 6 array on a high end CAD/CAM workstation. Two disk drives have their fault lights on.

Which of the following is the BEST action for the technician to perform when fixing this problem?

- A. Replace the failed drives and verify the RAID rebuilds completely.
- B. Reseat the drives, backup the data, and then replace them.
- C. Reseat the drives and monitor the RAID status over a few days.
- D. Replace the failed drives and restore the data from a known good backup.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 593

Which of the following options is MOST likely active on a network of three workstations, running Windows 7 Home Edition x64, to enable File and Print sharing?

- A. HomeGroup
- B. Active Directory
- C. WorkGroup
- D. Domain Setup

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 594

A customer on the phone is getting a 'page cannot be displayed' error when typing www.comptia.org. Which of the following commands would a technician use FIRST to troubleshoot the issue?

- A. PING
- B. NET
- C. NSLOOKUP
- D. NETSTAT

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 595

A corporate user would like to travel with a laptop and mitigate the risk of losing confidential data in the event the laptop is stolen.

Which of the following is the BEST technology to implement for this user?

- A. The Bitlocker feature in Windows 7 Enterprise.
- B. The Bitlocker feature in Windows 7 Professional.
- C. The BranchCache feature in Windows 7 Professional.
- D. The UAC feature in Windows Vista Professional.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 596

A technician is backing up a 10GB hard drive to an external drive. The PC reports the transfer time will be two hours.

Which of the following ports is the drive MOST likely connected to?

- A. USB 1.1
- B. Firewire 100
- C. USB 3.0
- D. eSATA

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 597

A laptop reports the following RAM configuration. Assuming RAM is the same price per Mb, which of the following would be the least expensive upgrade to the laptop to give it 12GB of RAM? Memory Slots 2

DRAM Frequency 661.0 MHz

Memory Timings 9-9-9-24 (CL-RCD-RP-RAS)

Device Locator Slot 1

Capacity 4096 MBytes

Memory Type DDR3 (PC3-10700)

Speed 667 MHz (DDR3 1333)

Supported Frequencies 457.1 MHz, 533.3 MHz, 609.5 MHz, 685.7 MHz EPP SPD Support No XMP SPD

Support No

Device Locator Slot 2

Capacity 2048 MBytes

Memory Type DDR3 (PC3-10700)

Speed 667 MHz (DDR3 1333)

Supported Frequencies 457.1 MHz, 533.3 MHz, 609.5 MHz, 685.7 MHz EPP SPD Support No XMPSPD

Support No

- A. Two 6Gb DDR3 PC10700 RAM modules
- B. One 10Gb DDR3 PC10700 RAM module
- C. One 8Gb DDR3 PC12800 RAM module
- D. One 6Gb DDR3 PC12800 RAM module

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 598

An employee at a branch site reports they have received the new replacement shared workgroup printer. It is

the identical model as the old one. The employee has replaced the old printer and re-plugged in all of the cables on the new printer.

Which of the following is the EASIEST way to ensure all the branch clients can still connect to the replacement printer via IPP?

- A. Allow the printer to acquire a DHCP address
- B. In DHCP set reservation by MAC address
- C. Name the printer the old printer name
- D. Have the client print the configuration page

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 599

An administrator wants to put an icon on the desktop of all users of a Windows 7 PC. In which of the following directories would the icon be placed?

- A. C:\Documents and Settings\Public\Desktop
- B. C:\Documents and Settings\All Users\Desktop
- C. C:\Users\Default\Desktop
- D. C:\Users\Public\Desktop

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 600

A PC has a RAID 1 setup. SATA Drive 0 has failed and now the PC will not boot. Which of the following would MOST likely allow the PC to boot?

- A. Mark SATA drive 1 as active
- B. Replace SATA drive 1
- C. Reboot and select Last Known Good Configuration
- D. Replace SATA drive 0

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 601

A system had been infected with a virus. After the virus was removed it returned a few days later even though the system had not been connected to a network or external media. Which of the following should be done to remove the virus more permanently?

- A. Enable last known good configuration.
- B. Disable system restore and clean the PC.
- C. Remove all spyware prior to a virus scan.

C. Run the virus scanner with heuristics.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 602

A PC administrator is trying to implement BitLocker full disk encryption but the PC reports that a security module is not found.

Which of the following should the administrator do to correct this?

- A. Enable the BIOS password
- B. Turn UAC off
- C. Create a separate partition with EFS
- D. Enable TPM in the BIOS

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 603

A user states that their laptop is slow and they would like to increase the memory. Which of the following memory modules should a technician install?

- A. 2GB SDRAM RIMM
- B. 2GB SDRAM SODIMM
- C. 4GB DDR DIMM
- D. 4GB RAMBUS DIMM

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 604

A technician needs to verify when a remote PC reconnects to the network after being rebooted. Which of the following commands would continue to ping the remote PC until the technician cancelled it?

- A. ping -a
- B. ping -s
- C. ping -t
- D. ping -w

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 605

In Windows 7, in which of the following paths would a user with account CompTIA go to in order to view their pictures?

- A. C:\Documents and Settings\CompTIA\Pictures
- B. C:\Users\CompTIA\My Pictures
- C. C:\Users\CompTIA\Documents\Pictures
- D. C:\Documents and Settings\CompTIA\My Documents\My Pictures

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 606

Whenever a user tries to print a specially formatted document, it prints but strips the text and has incorrect spacing.

Which of the following issues is the most likely cause?

- A. The wrong size paper is being used
- B. The printer is not on the network
- C. The print spooler service is not running
- D. The wrong printer drivers are installed

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 607

A user states that their work PC has become infected with a virus. Which of the following should the technician do FIRST?

- A. Perform an antivirus program scan
- B. Boot the machine into Safe Mode
- C. Remove the machine from the network
- D. Check for system security patches

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 608

Upon starting a computer, the CHKDSK utility always runs before the operating system loads. Which of the following components should the technician check in order to more closely diagnose the problem?

- A. Power supply and cables

- B. Processor and BIOS settings
- C. Hard drive and connecting cables
- D. USB controller and FireWire connector

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 609

Which of the following utilities would a technician use to look up CPU usage?

- A. Device Manager
- B. Computer Management
- C. Task Manager
- D. System Properties

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 610

A technician has a defective disk.

Which of the following commands would be used to extract readable information?

- A. REPLACE
- B. CONVERT
- C. RECOVER
- D. REM

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 611

A technician needs to make sure files are correctly being written to the drive. Which of the following commands will ensure that this is happening?

- A. CHKNTFS
- B. VERIFY
- C. XCOPY
- D. CHKDSK

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 612

A technician needs to verify the protected system files in Windows are correct. Which of the following commands would a technician use to perform this?

- A. VERIFY
- B. RECOVER
- C. SFC
- D. SCANDSK

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 613

A computer never completes its boot cycle and keeps restarting. Which of the following commands could a technician run to resolve this issue?

- A. RECOVER
- B. CHKDSK
- C. REPLACE
- D. CHKNTFS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 614

A technician needs a wireless access point to cover most of the office. Which of the following should the technician perform FIRST to achieve this?

- A. Change the radio channel
- B. Apply MAC address filter
- C. Determine placement
- D. Reduce radio power level

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 615

A technician has a SOHO with five computers.

Which of the following would the technician have to enable on the router to be able to RDP into each computer?

- A. Port forwarding

- B. MAC filtering
- C. DMZ
- D. Port assignment

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 616

Which of the following tools would a technician use to test the functionality of CAT5e line?

- A. Cable tester
- B. Loop back plugs
- C. Toner probe
- D. Lineman's tool

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 617

Which of the following tools would a technician use to trace a network cable?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 618

Which of the following is the BEST tool a technician would use to reach a screw that has fallen out of reach?

- A. Wrist strap
- B. Extension magnet
- C. Pliers
- D. Tweezers

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 619

Which of the following tools could a technician use to determine why a computer is not booting?

- A. Power supply tester
- B. Toner probe
- C. Cable tester
- D. Loop back plugs

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 620

A technician needs to transfer a file folder and all its contents from one computer to another using a command prompt.

Which of the following choices will allow the technician to transfer the folder and all associated files within the folder at one time?

- A. XCOPY
- B. DIR
- C. COPY
- D. EDIT

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 621

A technician is attempting to use a command line prompt to continuously ping a remote server to check availability and reliability of the connection.

Which of the following provides the ping command needed to continuously ping the system?

- A. ping -a
- B. ping -f
- C. ping -r
- D. ping -t

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 622

Which of the following BEST describes the use of the TRACERT command?

- A. Lists the number of hops to reach destination address
- B. To look up the IP address for a given DNS name

- C. Lists the IP address and Gateway of the currently logged on computer
- D. To copy files from one IP address to another IP address

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 623

A technician installs a second IDE hard drive into a desktop computer for extra storage space. Upon attempting to boot up the computer, the screen stays blank. Which of the following is the MOST likely cause of the blank screen?

- A. Jumper settings for the second hard drive was not set to slave
- B. Motherboard cannot handle more than one hard drive
- C. CMOS battery needs to be replaced
- D. The second hard drive was not properly plugged into the motherboard

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 624

A technician installs a new graphics card on the motherboard of a computer. After powering on the computer there is no video display.

Which of the following would be the FIRST step the technician should take to resolve this issue?

- A. Call other technicians until someone has the correct solution
- B. Remove the new graphics card and reseal it
- C. Search the Internet for possible causes and solutions to the issue
- D. Update the bios firmware of the motherboard

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 625

After moving files from one folder to another, the technician cannot access them. Which of the following MUST the technician do to regain access to these files?

- A. In folder options, select show hidden files and folders.
- B. Perform the transfer again.
- C. Reboot the system; access will be reset automatically.
- D. Take ownership of the files.

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:****QUESTION 626**

In which of the following locations will a technician start and stop the print spooler?

- A. Click Start, select run and type Services.msc
- B. Click Start, select run and type gpedit.msc
- C. Click Start, select run and type regedit
- D. Click Start, Settings, Printers and Faxes

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:****QUESTION 627**

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: (none)

Explanation**Explanation/Reference:****QUESTION 628**

Which of the following groups should a user be added to for the ability to restore files, without granting any ownership privileges?

- A. Remote Desktop Users
- B. Power Users
- C. Administrators
- D. Backup Operators

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:****QUESTION 629**

A number of printers have been installed on a local PC and are functioning normally. After a few days of use, users report that they are unable to print, and cannot see any of the installed printers. When opening the Printers and Faxes control panel applet, none of the printers are shown. Which of the following can be done to resolve this issue?

- A. Update the print drivers
- B. Start the print spooler
- C. Check the permissions on the printers
- D. Reinstall the printers

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 630

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: (none)

Explanation

Explanation/Reference:

QUESTION 631

Which of the following should be checked if Bob, a technician, can ping an IP address of a website, but cannot ping the website by FQDN?

- A. DHCP
- B. DNS
- C. Subnet mask
- D. Gateway

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 632

A laptop is powered on and the technician can hear the hard drive running but cannot see anything on the screen.

Which of the following should the technician check FIRST?

- A. Lid switch
- B. Video drivers
- C. Inverter board
- D. Battery voltage

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 633

A user's workstation is set to receive an IP address from a DHCP server. However, the workstation is only receiving the address of 169.254.1.100.

Which of the following BEST describes the reason for this?

- A. The workstation has a static address set as an alternate IP address.
- B. The DHCP server has a second scope configured to hand out IP addresses in that range.
- C. There is a second DHCP server that was inadvertently started on the network.
- D. The DHCP server is not responding to the workstation's request for an IP address.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 634

Which of the following is a file that Windows uses as temporary RAM storage when physical RAM is not available?

- A. config.sys
- B. ntldr
- C. pagefile.sys
- D. config.nt

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 635

Which of the following is the BEST choice for the frequency of an antivirus hard disk scan?

- A. Monthly
- B. Yearly
- C. Daily
- D. Quarterly

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 636

After a user has upgraded to Windows Vista, it is reported that the animations on the GUI are extremely slow. Which of the following would BEST resolve the issue?

- A. Disable UAC
- B. Disable Spooler
- C. Disable Aero
- D. Disable NTLDR

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 637

Which of the following should be used to test the functionality of a serial port?

- A. Multimeter
- B. Power supply tester
- C. Loopback plugs
- D. Cable tester

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 638

Bob, a technician, needs to backup a user's local My Documents on a Windows XP workstation. Which of the following is the QUICKEST way to the user's folder?

- A. Browse to the root, Documents and Settings, user's name, and then My Documents
- B. Browse to the root, Users, Documents and Settings, user's name, and then My Documents
- C. Type %system% into the run box
- D. Type %temp% into the run box, My Documents, and then user's name

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 639

A technician is troubleshooting a user's login issue. In which of the following locations should the technician check to investigate failed login attempts?

- A. WinLogon.log
- B. Security log
- C. Application log
- D. System log

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 640

Which of the following tools is BEST to use if a technician has dropped a screw into a workstation while repairing it?

- A. Extension magnet
- B. Locking pliers
- C. Cable tester
- D. Tweezers

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 641

A user has reported that they cannot access the company FTP site. The user states that they are using the IP address that was given to them "74200.92.105".

Which of the following is MOST likely the problem?

- A. Invalid IP address
- B. FTP program is not working
- C. Port 21 is blocked
- D. The FTP site is down

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 642

A user reports that after the Windows firewall is turned on, emails can no longer be sent.

Which of the following is MOST likely the problem?

- A. Email file is too large
- B. Emails need archiving
- C. Port 110 is blocked
- D. Port 25 is blocked

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 643

Which of the following is a speed enhancement in Windows performance when searching for files?

- A. Indexing
- B. Formatting
- C. Disk Cleanup
- D. System Restore

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 644

A user reports that the printer is no longer working correctly. The administrator is unable to ping the printer but is able to ping all other hosts on that subnet. Which of the following is MOST likely affecting the printer?

- A. Print spooler has been disabled
- B. IP address of the printer has been modified
- C. Printer is out of paper and is producing an error
- D. IRC service was stopped

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 645

A technician is replacing an internal hard drive in a laptop. Which of the following hard drive types is the technician MOST likely using?

- A. 3.5" SATA HDD
- B. 2.5" SATA HDD
- C. 3.5" USB HDD
- D. 2.5" USB HDD

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 646

A computer that has dynamic IP addressing is not receiving an IP address.

Which of the following is MOST likely the problem?

- A. SNMP
- B. DHCP
- C. DNS
- D. NAT

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 647

Before installing a second hard drive in a PC, which of the following should a technician consider?

- A. Power supply wattage
- B. Advanced BIOS settings
- C. Parallel ports
- D. Socket types

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 648

A computer briefly turns on, and then turns off. The computer does not stay on long enough for a user to get into the BIOS.

Which of the following tools should a technician use FIRST to help determine the problem?

- A. Cable tester
- B. Power supply tester
- C. Loopback plug
- D. Boot disk

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 649

The Device Manager in Windows XP shows that an incompatible device driver is installed. Which of the following BEST describes the icon that is displaying next to that device?

- A. Yellow question mark next to device
- B. Black checkmark next to device
- C. Yellow exclamation point next to device
- D. Red X next to the device

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 650

A technician finished installing antivirus software.
Which of the following should the technician perform NEXT?

- A. Run a full scan on the local disk.
- B. Remove infected files.
- C. Update antivirus signatures.
- D. Quarantine infected files.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 651

Which of the following commands can be used to map a network drive?

- A. nslookup
- B. xcopy
- C. ipconfig /all
- D. net use

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 652

Which of the following networks has gigabit speeds?

- A. 10BaseT
- B. 100BaseT
- C. 1000BaseT
- D. 10Base5

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 653

A technician notices during an onsite call that a client's five laptops are connecting to the same wireless network. When the technician attempts to scan for the same network with the technician's work laptop, it cannot

find the signal. The WiFi card and the WiFi router are both on the 802.11n standard. Which of the following is the MOST likely reason that this signal cannot be seen?

- A. The router is not capable of allowing more than five devices onto the network at once.
- B. The router has been set to disable SSID broadcasting.
- C. The router has been set to enable MAC filtering.
- D. The client has not configured the wireless card to allow for WPA-protected signals.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 654

A co-worker hands a technician a CAT5 cable which they claim to be a crossover cable. After attempting to use the cable between a router and switch, it fails to function properly. It was factory molded and looks to be in excellent condition. A CAT5 cable tester tells the technician that its internal pins are wired for "1-1", "2-2", continuously, in pattern.

Which of the following is true about the cable?

- A. The cable is a loopback cable.
- B. The cable is a straight patch cable.
- C. The cable is a CAT3 cable.
- D. The cable is a CAT5e cable.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 655

Which of the following locations would hold a user's documents and data in Windows Vista?

- A. C:\Documents and Settings\%username%
- B. C:\Users\%username%
- C. C:\Users\Documents and Settings\%username%
- D. C:\Program Files\Users\%username%

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 656

A user is consistently having paper jams when trying to print. A technician notices the paper jams occur when the user tries to print to cardstock paper. Print jobs on regular paper print fine. Which of the following is the MOST likely cause of this issue?

- A. The printer rollers need to be replaced.
- B. The user needs to configure the printer for cardstock.

- C. The printer does not support any other paper type than plain paper.
- D. The printer needs a maintenance kit.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 657

A technician recently installed a printer onto a Windows Vista workstation and shares the printer as a network printer. Other users running Windows Vista can connect and print to the shared printer fine, but users running Windows 2000 are prompted for the driver CD when trying to connect to the shared printer. Which of the following should be done to prevent Windows 2000 users from being prompted for the driver CD?

- A. Have the Windows 2000 users print to another network printer.
- B. Purchase a second printer of the same module, and install it on a Windows 2000 workstation.
- C. Install the Windows 2000 driver on the Windows Vista workstation.
- D. Uninstall the printer on the Windows Vista workstation, and install it on a Windows 2000 workstation.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 658

Which of the following user groups has access to the C\$ share?

- A. Guests
- B. Users
- C. Power Users
- D. Administrators

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 659

Which of the following is the administrator's profile path in Windows XP?

- A. C:\Temp
- B. C:\Users\Administrator
- C. C:\Windows\System32
- D. C:\Documents and Settings\Administrator

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 660

A user would like to use an external monitor with their laptop, but when the monitor is plugged in and connected to the laptop, the screen does not display on the monitor. Which of the following is the BEST way to display an image on both the monitor and the laptop?

- A. Change resolution on laptop
- B. Toggle FN key and external monitor key
- C. Try a different monitor type
- D. Try using a different monitor cable

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 661

When using Device Manager, a yellow question mark indicates which of the following?

- A. Device conflict
- B. Device is removed
- C. Device has not been digitally signed
- D. No device driver found

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 662

Windows XP Professional was remotely installed on a workstation overnight. The next day, the customer states the workstation is attempting to reinstall the OS again. Which of the following actions should be taken to use the installed OS?

- A. Press F8 to go to the Advanced Startup Options and select Boot Windows Normally.
- B. Reinstall the OS adding the /s option to the command (e.g. setup.exe /n /s).
- C. Go to the BIOS and change the boot order to use the hard drive.
- D. Use RegEdit32 to edit the registry's GUI_run_once option.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 663

A user has a toolbar installed that appears to be connected to Spyware. Which of the following is the BEST way to remove it?

- A. Go into the BIOS and disable the toolbar.
- B. Boot using the Last Known Good Configuration option.
- C. Boot into Safe Mode and remove browser helper objects.
- D. Go into the BIOS and run a virus scan.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 664

Which of the following commands is used to delete the entire contents of drive D: quickly?

- A. format c: /a:512
- B. format d: /c
- C. format d: /x
- D. format d: /q

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 665

Users are reporting their machines are losing connection to a central server during off hours, causing some processes that run after hours to stop.

Which of the following commands would BEST confirm the problem?

- A. ping -l 10000
- B. ipconfig /showclassid
- C. ping -t
- D. ipconfig /registerdns

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 666

In a 64-bit Windows operating system, which of the following directories is created twice, once for 32-bit applications and once for 64-bit applications?

- A. C:\Documents and Settings
- B. C:\Windows
- C. C:\Program Files
- D. C:\Users

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 667

A Windows XP system locks up after the GUI starts to load. The system will start in Safe Mode. The Event Viewer reports that a driver failed to load.

Which of the following methods would help diagnose the problem?

- A. Enable boot logging. In Safe Mode, read the ntbtlog.txt file.
- B. In Safe Mode, run the sigverif utility.
- C. Restart the system from the OEM recovery CD; do a full restore.
- D. In Safe Mode, run the driverquery utility.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 668

A technician is attempting to get into the BIOS and they are being prompted for a password. Which of the following can clear the BIOS password? (Select TWO).

- A. Pull the CMOS battery.
- B. Pull the 20/24 pin connector from the main board.
- C. Short the reset circuit near the RAM.
- D. Use the appropriate jumper on main board.
- E. Use the reset button on the front panel.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 669

Which of the following should a technician do LAST after cleaning up a virus infection?

- A. Enable system restore and create restore point
- B. Update antivirus software
- C. Schedule scans and updates
- D. Educate the end user

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 670

A user does not want their kids to be able to install software on their home desktop. Which of the following

types of accounts should the user set up in Windows 7?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 671

A technician is about to put a computer back into service that has not been turned on for many months. It was healthy when taken out of service and boots quickly without any problems. Which of the following actions would be a best practice to begin computer maintenance? (Select TWO).

- A. Run a full antivirus scan.
- B. Defragment the hard disk.
- C. Run antivirus updates.
- D. Run Windows updates.
- E. Configure the firewall to access the Internet.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 672

Which of the following is the BEST definition of what an accelerometer does?

- A. Prolongs battery life
- B. Calculates the rotation of a device
- C. Measures velocity in a given direction
- D. Makes the device run with more speed

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 673

All of the following jumper settings will allow for only one hard drive to exist on the IDE controller EXCEPT:

- A. master
- B. primary
- C. no jumper
- D. slave

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 674

A former Windows Vista user now has Windows 7 on their desktop. The user cannot locate the gadgets bar. How can the user put gadgets on the desktop?

- A. Download the gadgets program from the Microsoft Downloads center.
- B. Change to the Vista desktop through the Personalization folder.
- C. Add gadgets to the desktop from the Control Panel.
- D. Add the gadgets from the Display folder.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 675

A technician has just cleaned a system of severe virus and malware infections. Which of the following could prevent the system from becoming infected again?

- A. Change the attributes of all registry keys to 'read only'
- B. Relocate the temp directory
- C. Delete the system restore points
- D. Disable automatic updates

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 676

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: (none)

Explanation

Explanation/Reference:

QUESTION 677

Which of the following network protocols is non-routable?

- A. TCP/IP
- B. FTP
- C. NetBEUI
- D. IPX

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 678

A Windows workstation is taking an excessive amount of time to load the desktop after login. Which of the following could be causing the issue?

- A. BIOS on the system board needs to be updated.
- B. The power supply is providing insufficient wattage.
- C. The incorrect video drivers are installed on the computer.
- D. Too many startup applications are running.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 679

Which of the following would be the BEST tool for Bob, a technician, to use when diagnosing problems with a motherboard?

- A. POST card
- B. Multimeter
- C. Loopback plug
- D. Tone generator

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 680

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: (none)

Explanation

Explanation/Reference:

QUESTION 681

A user reports that every time they start up their computer it stops with a bluescreen error. Which of the following methods will give an alternate method of trying to start up a Windows computer?

- A. Press the F4 key during start up.
- B. Hold down the left Shift key during start up.
- C. Press the F2 key during start up.
- D. Press the F8 key during start up.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 682

A user gets an error message that the trust relationship to the domain has been broken. Which of the following can be done to resolve this from the client desktop?

- A. Re-join the computer to the domain
- B. Reboot the PC as the domain will automatically rebuild the relationship
- C. Update the BIOS using the latest version
- D. Run CHKDSK

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 683

The technician needs to view files in the C:\users\<username>; some files are not visible. Which of the following Control Panel utilities should be used FIRST to resolve this problem?

- A. Folder Options
- B. Security Center
- C. System
- D. User accounts

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 684

Which of the following resources is MOST important for accessing remote virtual environments on a client machine?

- A. Network speed
- B. CPU speed
- C. High speed memory
- D. Drive space

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 685

A computer program that functions normally while quietly installing malicious software on a machine is known as a:

- A. DDoS attack.
- B. Worm.
- C. Phishing attack.
- D. Trojan.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 686

A user sent an email requesting that a technician check if a computer is on and connected to the Internet so the user can login from home.

Which of the following commands in the command prompt would a technician use to verify if the computer is on and connected without having to go to the computer?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 687

A technician recently removed spyware from a computer and now the user is getting error messages about system files.

Which of the following tools would a technician use to verify all system files are intact and in their original versions?

- A. Repair Disk
- B. SFC
- C. FIXMBR
- D. ASR

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 688

Which of the following commands will make exact duplicates of files and directory trees?

- A. TREE
- B. COPY
- C. XCOPY
- D. DISKCOPY

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 689

After removing malware from a user's 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: (none)

Explanation

Explanation/Reference:

QUESTION 690

When installing a wireless network interface card (NIC) into a desktop computer, a technician should position the antenna:

- A. horizontally
- B. vertically
- C. at a 45 degree angle
- D. inside the computer tower

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 691

A user has reported they cannot access the wireless network. The network technician checks the laptop and cannot view the wireless adapter settings.

Which of the following should the technician do to connect the user to the wireless network?

- A. Enable the network card
- B. Enable WPA2 encryption on the WAP
- C. Change the WAP to support 802.11n
- D. Set the Default Gateway to 169.254.1.1

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 692

Several users report that they are unable to print to a new printer recently installed. The technician is unable to ping the printer.

Which of the following is the MOST likely cause?

- A. No IP address on the printer
- B. Paper jam in the paper feed tray
- C. Improper DNS settings on the printer
- D. Broken LCD screen on the printer

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 693

A new web-based application is not working properly because it is unable to connect to certain external sites after it was installed within the internal corporate network. Which of the following will need to be configured to help troubleshoot this issue?

- A. Firewall port settings
- B. Mail protocol settings
- C. DNS settings
- D. FTP settings

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 694

A technician notices that the WAP keeps getting a different IP address after it is restarted. Which of the following is the FIRST step to take to ensure the IP address assigned does not change?

- A. Enable MAC filtering
- B. Disable SSID broadcast on the WAP
- C. DNS needs to be disabled
- D. DHCP needs to be disabled

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 695

A user's computer is not functioning properly after visiting certain unauthorized websites. After remediating the infected computer, which of the following actions should be followed to help prevent this issue from reoccurring?

- A. Updating the Windows Operating system to the latest Service Pack
- B. Booting the computer into Safe mode
- C. Educating the end user about appropriate Internet usage
- D. Rescheduling the scans to a later time

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 696

A Windows XP system stops booting with the error message NTLDR is missing. Which of the following is the BEST resolution for this problem?

- A. fixmbr
- B. Perform a clean install of Windows XP.
- C. fixboot
- D. Format and restore the system.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 697

A client has a problem with one of the workstations serial ports. Which of the following tools will diagnose the problem?

- A. Loop back plug
- B. Crossover cable
- C. Power supply tester

D. Cable tester

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 698

A technician would like to create a spanned volume on two basic disks. Which of the following steps must be completed?

- A. Create a RAID 0 set.
- B. Format the drive as FAT32.
- C. Create a striped set.
- D. Convert the basic disks to dynamic.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 699

Which of the following is true regarding the number of volumes that can be created on a basic disk? (Select TWO).

- A. Using NTFS, the limit is sixty-four.
- B. Using FAT32, the limit is thirty-two.
- C. Without extended partitions, the limit is four.
- D. Using either FAT or NTFS, the limit is three.
- E. With extended partitions, there is no limit.

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 700

In which of the following locations does Windows Vista create the user profiles?

- A. %systemdrive%\Windows\Users
- B. %systemdrive%\My Profiles
- C. %systemdrive%\Users
- D. %systemdrive%\Documents and Settings

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 701

When installing a small office home office (SOHO) network, which of the following can a technician configure to hide wireless networks from unauthorized users and attackers?

- A. Enable SSID broadcast
- B. Disable SSID broadcast
- C. WPA
- D. WEP

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



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