

**220-801**

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**Exam Code: 220-801**

**Exam Name: CompTIA A+**

**Version 51.0**

**220-801**

**QUESTION 1**

Which of the following memory features allows for the protection against random inconsistencies in the transfer of the data?

- A. Low latency
- B. Dual channel
- C. ECC
- D. Single channel

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 2**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 3**

A technician is tasked with selecting components to build a computer that will be used for computer aided drafting and computer aided modeling. Which of the following components are the BEST choices? (Select TWO).

- A. Triple channel memory
- B. MIDI sound card
- C. TV tuner

- D. Onboard graphics
- E. Socket 1366 CPU

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.tomshardware.com/forum/306223-28-socket-1155-1366>

<http://www.tomshardware.com/forum/292783-30-triple-channel-dual-channel>

#### QUESTION 4

Which of the following wireless protocols is limited to operating in the 5 GHz range ONLY?



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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 5

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

- A. Impact

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 6**

When installing a printer in Windows, which of the following is the purpose of the Additional Drivers button on the Sharing tab in the printer's properties?

- A. To add additional drivers to emulate a different printer
- B. To add additional drivers for other printers on the computer
- C. To add additional drivers for other operating systems
- D. To add additional drivers for different printing modes

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 7**

Which of the following is MOST likely to have a physical switch on a laptop that allows it to be turned off without going into the BIOS?

- A. External display
- B. Webcam
- C. Overclocking
- D. Wireless

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 8**

Which of the following will help protect against brown outs?

- A. Power supply
- B. Anti-static strap
- C. Surge suppressor
- D. Battery backup

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 9**

Which of the following should a technician check FIRST before upgrading the RAM in a laptop?

- A. The speed of the FSB
- B. The motherboard specifications
- C. The BIOS manufacturer
- D. The operating system version

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 10**

A technician has replaced a bad internal WLAN card in a Windows 7 Professional laptop. The WLAN card is listed in Device Manager as enabled and working. Which of the following should be done NEXT to use the card?

- A. Change the security passphrase of the network.
- B. Configure encryption on the router.
- C. The SSID of the network must be added to the connection.

D. The firmware and drivers must be updated to the latest version.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 11**

Which of the following is the correct pin out for T568B?

- A. Orange/white, orange, green/white, blue, blue/white, green, brown/white, brown
- B. Blue, blue/white, orange/white, orange, brown/white, brown, green/white, green
- C. Green/white, green, orange/white, blue, blue/white, orange, brown/white, brown
- D. Orange/white, orange, brown/white, brown, green/white, green, blue, blue/white

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 12**

Which of the following lists the correct non-overlapping channels in 2.4 GHz?

- A. 1, 6, 11
- B. 2, 4, 6, 8, 10
- C. 3, 6, 9
- D. 5, 11

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 13**

A home user working outside an office reports that their laptop is no longer connecting to the Internet. Which of the following would a technician recommend to check FIRST?

- A. Windows Firewall settings
- B. DHCP settings
- C. Disable HomeGroup
- D. Wireless on/off switch

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 14**

A technician installed a new docking station for a user and they have lost the ability to connect to the network. Which of the following is the MOST likely reason?

- A. DHCP is disabled
- B. The network is down
- C. Device drivers are not loaded
- D. The product is not compatible

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 15**

Which of the following expansion slots uses a serial connection?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 16**

Which of the following provides the MOST storage capacity?

- A. Floppy diskette
- B. Blu-ray
- C. DVD
- D. CD-ROM

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 17**

Which of the following provides the BEST protection from brown outs?

- A. Surge suppressor
- B. Computer power supply with built in surge protections
- C. Motherboard with built-in surge protection
- D. Uninterruptible power supply

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 18**

Proper lifting technique for heavy items is:



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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 19**

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

- A. Power supply.
- B. CPU fan.
- C. Memory chips.
- D. Motherboard.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 20**

A technician needs to configure a computer with an external storage drive. Which of the following interfaces would provide the FASTEST throughput?

- A. USB 2.0
- B. eSATA
- C. CAT5
- D. FireWire

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 21**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 22**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 23**

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

- A. Remove network connections

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 24**

When a user's computer boots, a message shows that reads: "Alert! Cover previously removed." Which of the following was configured in the BIOS to cause this alert?

- A. Boot sequence
- B. Date/time clock settings
- C. Intrusion detection
- D. Virtualization support

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 25**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 26**

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

- A. Passive matrix
- B. TFT LCD
- C. DLP
- D. Plasma

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 27**

When setting up for a projector presentation, which of the following laptop function keys usually needs to be toggled?

- A. Contrast
- B. Brightness
- C. Display
- D. Bluetooth

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 28**

A user, Ann, states that her laser printer has a smudge that repeats itself every couple inches down the center of each page. Which of the following components MOST likely needs replacing?



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- A. Rollers
- B. Fuser
- C. Toner drum
- D. Pickup assembly

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 29**

A laptop's wireless card shows up in the Device Manager, but the signal strength is always one bar. This is caused by which of the following?

- A. The signal is disabled in the wireless utility
- B. Disconnected or broken antenna
- C. Disconnected or broken inverter
- D. The wireless switch is turned off

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 30**

Which of the following cables is prone to electromagnetic interference?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 31**

Which of the following cable types has a MAXIMUM transfer speed greater than 1 Gbps?

- A. CAT6
- B. CAT5
- C. CAT5e
- D. STP

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 32**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 33**

Which of the following wireless standards provides the STRONGEST encryption?

- A. WPA2
- B. WPA
- C. WEP64
- D. WEP128

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 34**

Which of the following memory types would MOST likely be installed in a laptop in the form of DDR3?

- A. SODIMM
- B. DIMM
- C. CRIMM
- D. RIMM

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 35**

Which of the following ports is used by default for DNS traffic?

- A. 25
- B. 53

- C. 143
- D. 3389

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 36**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 37**

Which of the following ports is used for POP3 traffic by default?

- A. 25
- B. 110
- C. 143
- D. 443

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 38**

A technician is asked to verify that a CAT5 patch cord, created by another technician, is in working order. Which of the following tools should the technician use to verify the patch cord?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 39**

Which of the following is the FIRST thing a technician should do before putting their hand inside a computer case?

- A. Acquire the appropriate tools that are going to be used.
- B. Touch the case to discharge static.
- C. Remove loose jewelry.
- D. Refer to manufacturer documentation.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 40**

Which of the following socket types is for an Intel CPU?

- A. F
- B. 940
- C. AM3
- D. 1156

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 41**

Which of the following cable types is MOST often found in Plain Old Telephone Service (POTS)?

- A. RG-6
- B. CAT3
- C. RG-59
- D. Multi-mode

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 42**

Which of the following memory types has 184 pins?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://wiki.answers.com/Q/What\\_type\\_of\\_memory\\_module\\_has\\_184\\_pins](http://wiki.answers.com/Q/What_type_of_memory_module_has_184_pins)

**QUESTION 43**

The term SFF refers to which of the following?

- A. CPU speed
- B. Memory size
- C. Motherboard size
- D. HDD size

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 44**

A threaded coaxial connector used to connect to a TV tuner is MOST often referred to as which of the following?

- A. F-connector
- B. RJ-11 connector
- C. IEEE 1394 connector
- D. RJ-45 connector

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 45**

A dial-up modem uses which of the following types of connectors?

- A. RJ-11
- B. RG-59
- C. RJ-45
- D. RG-6

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 46**

The MAXIMUM transfer rate of eSATA is:

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 47**

A technician installs a new high-end gaming card into a computer but is not seeing any video. Which of the following power connectors did the technician MOST likely forget to install?

- A. 4/8-pin 12v
- B. 6/8-pin Molex
- C. 20-pin main
- D. 24-pin main

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 48**

A technician realizes the problem Ann, a customer, is having before she is done explaining all the symptoms. Which of the following is the BEST action for the technician to take?

- A. Continue listening to Ann's explanation until she is finished then refer her to a website so she can find the proper resolution.
- B. Ask Ann to repeat the problem and all the symptoms several times in order for the technician to verify all the facts.
- C. Finish listening to Ann's explanation without interrupting if it will not take an excessive amount of time.
- D. Politely tell Ann that the technician knows the proper solution and that no further explanation is necessary.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 49**

Which of the following display types uses a charged gas method of illumination?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 50**

A coworker has reported that someone has engaged in prohibited activity. The supervisor has asked the technician to quarantine the PC until police arrive. Which of the following should the technician do? (Select TWO).

- A. Allow the user to continue working
- B. Check for viruses
- C. Re-image the hard drive
- D. Document time/date for later reference

- E. Prevent users from accessing the PC
- F. Turn off PC

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 51**

A customer has asked for the ability to operate dual digital monitors. Which of the following is the BEST solution for accomplishing this?

- A. Split the onboard video port.
- B. Update the video drivers to allow for multiple monitors.
- C. Add an adaptor to the onboard VGA port.
- D. Install a video card with multiple DVI ports.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 52**

A customer has purchased a 1TB internal hard drive. The customer would like to have it installed as a data drive in their existing system. The technician discovers there is no spare power supply connector for the new hard drive. Which of the following would enable the technician to EASILY accomplish the task? (Select TWO).

- A. Replace the existing hard drive.
- B. Replace the power supply.
- C. Remove the floppy disk.
- D. Remove the CD-ROM.
- E. Split an existing power connection.

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 53**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 54**

Which of the following would be included when documenting the MOST recent policy on corporate behavior?

- A. Page numbers
- B. Author of the document
- C. A complete table of contents
- D. Last revision dates and version numbers

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 55**

Which of the following represents a wiring standard for connectors of twisted pair cables?

- A. Fiber
- B. T568A
- C. IEEE1394

D. CAT5

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 56**

Which of the following connectors would be found on a coaxial cable? (Select TWO).

A. BNC

B. LC

C. IDE

D. F

E. ST

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 57**

Which of the following BIOS features should be enabled to increase security of the physical computer?

A. Chassis Intrusion Detection

B. Advanced Configuration and Power Interface

C. Antivirus Software

D. Temperature Monitoring

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 58**

Which of the following amounts of memory BEST represents the upper limit of RAM when using a 32-bit architecture?

- A. 2 GB
- B. 4 GB
- C. 6 GB
- D. 16 GB

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://superuser.com/questions/65191/what-is-the-maximum-amount-of-ram-a-64bit-machine-can-theoretically-address>

**QUESTION 59**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 60**

Which of the following is NOT a best practice when prohibited activity is suspected?

- A. Back up the hard drive
- B. Turn off the computer
- C. Document the incident
- D. Identify the content

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 61**

When installing multiple SCSI drives in a system, which of the following is correct?

- A. All drives must have the same SCSI ID.
- B. Drives will be automatically assigned an ID by the controller.
- C. Drives in the same RAID array must have the same SCSI ID.
- D. Each drive must have a different SCSI ID.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 62**

A user, Joe, notices his laptop performance decreases while playing multimedia files. Which of the following would MOST likely increase performance?

- A. Install a high-end graphics card with onboard memory.
- B. Replace the sound card with a higher quality product.
- C. Upgrade the CPU.
- D. Increase SODIMM memory.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 63**

Which of the following would be the MOST important factor to consider when building a virtualization workstation?

- A. High-end graphics card with onboard memory
- B. A compact form factor
- C. Dual monitor support
- D. Maximum RAM and CPU cores

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 64**

A technician completing a server room build out encounters a bundle of un-terminated network cables that are not labeled. Which of the following tools would be the BEST to determine which devices the cables are run to?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 65**

After making a long CAT5 cable, the technician fears that the cable may have been damaged during the pull, but does not have a cable tester. Which of the following would be the BEST alternative tool to determine whether there are any breaks or shorts in the cable?

- A. Multimeter
- B. Voltmeter
- C. Loopback plug
- D. Punchdown tool

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 66**

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

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

**Correct Answer:** CE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 67**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 68**

A technician is going to install a gigabit Ethernet adapter into a laptop for a customer. Which of the following technologies is MOST likely being used in this installation?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 69**

A technician is installing a liquid cooling system for a high-end gaming PC. Which of the following liquids is MOST likely used for cooling?

- A. Iodine
- B. Mercury
- C. Thermal paste
- D. Oil

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 70**

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

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

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 71**

In order to use an Intel Core 2 Duo processor, which of the following sockets MUST be on the motherboard?

- A. LGA 755
- B. LGA 1155
- C. LGA 1156
- D. LGA 1366

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 72**

A user is trying to print pictures from their camera to a PAN printer. When the user tries to print, the camera states there is no printer paired with the camera. Which of the following is the MOST likely cause?

- A. The camera's Bluetooth option is not set for discoverable.
- B. Ink needs to be replaced in the printer.
- C. Bluetooth is turned off on the printer.
- D. The camera does not have the printer drivers installed.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 73**

A technician is helping set up a new networking closet and notices that the humidity level is low in the room. Which of the following should be installed FIRST before

rack mounting equipment?

- A. A dehumidifier
- B. A fire suppression system
- C. ESD strap
- D. Grounding bars

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 74**

Which of the following terms is MOST likely associated with a modem connection?

- A. RJ-11
- B. 802.11g
- C. RJ-45
- D. IEEE 1394

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 75**

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

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

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 76**

Which of the following display types is MOST likely to have problems with light and glare?

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 77**

In reference to express card types (e.g. Express Card 34 and Express Card 54), which of the following BEST describes what the numbers indicate?

- A. Size of the memory allocation
- B. Size of the expansion slot
- C. The IEEE specification that it originated from
- D. Number of available communication channels

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 78**

Which of the following speeds BEST represents the speed of the memory when installing DDR2 at 800 MHz and DDR2 at 600 MHz?



- A. 600 MHz
- B. 700 MHz
- C. 800 MHz
- D. 1400 MHz

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 79**

Which of the following BEST describes the purpose of a TV tuner card?

- A. Decrease the interference associated with the incoming signal
- B. Increase the reception of nearby televisions
- C. Convert the user's Internet service into a television signal
- D. Decode NTSC or PAL signals for the PC

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 80**

A user reports that some of the colors are bright in some areas and dull in others when printing to a laser printer. Which of the following should the technician do NEXT to resolve the issue?

- A. Replace the pickup rollers
- B. Print the cleaning page
- C. Print a test page
- D. Replace the fuser

**Correct Answer:** B

**Section:** (none)

## Explanation

### Explanation/Reference:

#### QUESTION 81

A user from the payroll department is printing out paychecks and notices that words are not completely being printed out. The user does state that all of the print on the checks is still dark and legible. Which of the following should the technician perform to resolve this issue with the impact printer?



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- A. Reinstall the print drivers
- B. Clean the printer head
- C. Replace the printer ribbon
- D. Replace the printer cable

**Correct Answer:** B

**Section:** (none)

## Explanation

### Explanation/Reference:

#### QUESTION 82

A user reports that when printing to an impact printer that the carbon copies are legible but the top copy is blank. Which of the following is the MOST likely cause?

- A. Replace the printer data cable
- B. Reinstall the print drivers
- C. Replace the printer head
- D. Replace the ribbon

**Correct Answer:** D

**Section:** (none)

### **Explanation**

### **Explanation/Reference:**

#### **QUESTION 83**

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

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

**Correct Answer:** B

**Section:** (none)

### **Explanation**

### **Explanation/Reference:**

#### **QUESTION 84**

On an ATX motherboard, the 4-pin auxiliary power connector provides which of the following?

- A. Additional power to onboard devices
- B. Additional power to PCIx peripheral cards
- C. Additional power to the South Bridge
- D. Additional power to the CPU voltage regulator

**Correct Answer:** D

**Section:** (none)

### **Explanation**

### **Explanation/Reference:**

#### **QUESTION 85**

Which of the following is often required to complete configuration of a barcode scanner?

- A. The scanner must be set to reject scanning any codes shorter than three digits.

- B. The system must be rebooted and update drivers installed.
- C. The scanner utilities must be run to adjust the light intensity of the laser.
- D. The scanner must be programmed by scanning in select codes.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 86**

When replacing the CPU in a laptop, which of the following locations should have thermal grease applied?

- A. Connection points on the system board
- B. Bottom of the CPU
- C. Top of the CPU
- D. Axis of the cooling fan

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 87**

Which of the following is the MAIN difference between an LCD display and an LED display?

- A. The ability to use external displays
- B. The source of the backlighting
- C. The viewable size of the display
- D. The size of the pixel display

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 88**

Which of the following printer processes would be LEAST suitable for creating archival documents?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 89**

When printing forms that need to be copied using carbon paper, which of the following technologies is BEST suited?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 90**

Which of the following would a technician need to setup a cable modem at a customer's home? (Select TWO).

- A. Coaxial
- B. CAT5e
- C. PVC
- D. Plenum

E. Fiber

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 91**

Which of the following characteristics of wireless networks is TRUE?

- A. 802.11g operates at 5.0Ghz.
- B. 802.11n has a greater reach.
- C. 802.11a operates at 2.4Ghz.
- D. 802.11b is the fastest.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 92**

A technician installs a new inkjet printer at a workstation. The new drivers are installed from a CD and a test page runs successfully. When a document containing tables and graphics is printed, it comes out with partial graphics and misaligned tables. Which of the following should the technician do NEXT?

- A. Install and test the closest match to that printer model from Windows.
- B. Visit the vendor's website and download the most recent driver for that printer.
- C. Research the issue on the Internet and try to find a solution.
- D. Reinstall the printer driver from the CD that came with the printer.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 93**

A technician has just installed a network card on a Windows 7 computer. Which of the following should the technician do NEXT?

- A. Install the manufacturer's drivers
- B. Run Windows Updates
- C. Reboot the machine
- D. Flash the BIOS

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 94**

A user recently installed a joystick that is used to play video games on their computer. The user notices that the joystick is slowly drifting. Which of the following should the user do?

- A. Replace the device
- B. Reboot the computer
- C. Reinstall the drivers
- D. Recalibrate the device

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 95**

Which of the following IP addresses can be pinged from the Internet?

- A. 10.0.0.1
- B. 68.14.24.3
- C. 172.16.2.1
- D. 192.168.1.1

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 96**

A technician is tasked with purchasing a wireless router that is backwards compatible with any other wireless device. Which of the following standards should the technician choose?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 97**

A new server has recently been purchased and needs to have the RAID configured for its four drives. Which of the following RAID levels would be set up to provide the BEST performance and data protection?

- A. 0
- B. 1
- C. 4
- D. 5

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 98**

Which of the following types of connectors would be found to connect printers and scanners to a device that did not have any network connections?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 99**

A technician wants to install a secondary IDE drive which will be configured for additional user storage on the same IDE channel of the drive with the operating system. Which of the following jumper configurations should the technician use for the additional drive, if the drive with the operating system is set to MA?

- A. Place a jumper on both the MA and CS jumper block of the secondary drive.
- B. Place a jumper on the MA jumper block of the secondary drive.
- C. Place a jumper on both the SL and CS jumper block of the secondary drive.
- D. Place a jumper on the SL jumper block of the secondary drive.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 100**

Which of the following network types uses IrDA for communication?

- A. MAN
- B. WAN
- C. PAN
- D. LAN

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 101**

Which of the following wireless standards operates either exclusively or optionally in the 5.4GHz spectrum?

- A. A and B
- B. A and G
- C. A and N
- D. G and N

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 102**

Which of the following characteristics is generally found on a docking station that port replicators do not offer?

- A. Replicators usually have more USB ports than docks.
- B. Docks generally do not need separate power to function.
- C. Docks have independent hardware that replicators lack.
- D. Replicators have additional NIC that docks lack.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 103**

Which of the following features allows an operating system to access multiple virtual processors?

- A. Hyper threading
- B. Integrated GPU
- C. L2 cache
- D. Multiple cores

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 104**

Which of the following Internet connections commonly utilize an analog phone line? (Select TWO).

- A. Satellite
- B. WiMAX
- C. Cellular
- D. Dial-up
- E. Cable
- F. DSL

**Correct Answer:** DF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 105**

Which of the following technologies uses a Cold Cathode Florescent Lamp Inverter to backlight the screen?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 106**

For a wireless network configured to use WPA2 with AES encryption, which of the following is the MAXIMUM bit strength of the encryption?

- A. 64 bits
- B. 128 bits
- C. 256 bits
- D. 1024 bits

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 107**

Which of the following would be the BEST means of securing access to a user's corporate laptop?

- A. Kensington lock
- B. Enable Trusted Platform Module
- C. Enable SMART in the BIOS
- D. Biometrics

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 108**

Which of the following wireless security standards uses AES, and is considered the MOST secure means of encryption?

- A. Wireless Protected Access v2
- B. Temporal Key Integrity Protocol
- C. Wired Equivalent Privacy
- D. Wireless Protected Access

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 109**

Which of the following would be a necessary step in performing preventive maintenance on a thermal printer?

- A. Replace the print head
- B. Apply the maintenance kit
- C. Clean the heating element
- D. Replace the toner

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 110**

Which of the following is the MAXIMUM number of unique addresses in a Class C network?

- A. 64
- B. 128
- C. 254
- D. 255

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 111**

Which of the following RAID types uses a drive mirroring algorithm? (Select TWO).

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 6
- E. RAID 10

**Correct Answer: BE**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 112**

Which of the following adapters causes the LEAST amount of signal loss?

- A. VGA to DVI
- B. HDMI to VGA
- C. DVI to HDMI
- D. S-video to RCA

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 113**

Which of the following is a public IP address?

- A. 10.4.160.1
- B. 55.5.254.1
- C. 172.17.45.12
- D. 192.168.100.100

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 114**

A technician is testing the voltages of connectors on the motherboard. Which of the following connectors would give a reading of 12V?

- A. USB
- B. Molex
- C. SATA
- D. IEEE 1394

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 115**

A technician needs to set up three wireless AP's in a single small office building. Which of the following channels should the technician select (one channel per AP) to ensure the APs do not interfere with each other? (Select THREE).

- A. 1
- B. 3
- C. 5
- D. 6
- E. 7
- F. 8

G. 10

H. 11

**Correct Answer:** ADH

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 116**

A company would like to connect multiple departments into one network operations center (NOC), yet provide each department with autonomy from one another and enable them to share their high speed Internet connection. Which of the following devices would BEST enable the NOC to accomplish this?

A. Repeater

B. Switch

C. Hub

D. Bridge

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 117**

A customer has a shared printer on their front desk. Both the printer and computer are heavily utilized on a daily basis. The user states the computer is constantly bogged down when they print a large document and would like it fixed. The BEST solution would be to:

A. remove the printer share from the network.

B. attach the printer to a print server.

C. purchase inexpensive inkjet printers for all users.

D. move the print share to another computer.

**Correct Answer:** B

**Section:** (none)

**Explanation**



**Explanation/Reference:**

**QUESTION 118**

A company is converting to LCD monitors and needs to properly dispose of all CRT monitors. Which of the following is an important consideration when disposing of CRT monitors?

- A. The materials within the cathode ray tube are harmful.
- B. They are heavier than LCD monitors and therefore require special disposal.
- C. The glass of the tube can easily break and cause serious injury.
- D. The rays of the cathode can cause blindness if someone is exposed.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 119**

Joe, a user, requests that a new printer be installed for his SOHO environment. Joe wants to be able to print to the device from any location within the SOHO. Which of the following should be used?

- A. Infrared (IR)
- B. Serial
- C. 802.11
- D. Bluetooth

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 120**

A technician is troubleshooting a desktop system that is shutting down randomly after short time periods. After accessing the system BIOS, the technician checks various data from the motherboard sensors. Which of the following would indicate an issue with the system?

- A. The hard drive temperature is 30°Celsius
- B. Power supply is providing +12v and +5v
- C. CPU fan RPM value is 0
- D. The number of physical processors value is 1

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 121**

A customer reports that when they try to boot their desktop computer and have their MP3 player attached, it fails to boot. When the MP3 player is not attached, the computer boots properly. Which of the following will correct this issue and allow the computer to boot with or without the MP3 player attached?



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- A. Disable USB hard drives in the boot options
- B. Move Optical drives up in the boot order
- C. Disable legacy USB support
- D. Enable Network in the boot options

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 122**

Which of the following bus speeds is supported by PC2-5300 and PC2-4200?

- A. 333Mhz
- B. 533Mhz
- C. 666Mhz
- D. 800Mhz

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 123**

When installing a wide SCSI controller in a computer, which ID number should be configured on the controller to give it the highest priority in the chain?

- A. 0
- B. 7
- C. 8
- D. 15

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 124**

Which of the following are steps to take before replacing or updating the memory in a laptop? (Select TWO).

- A. Unplug the AC power adapter
- B. Remove the keyboard and touchpad
- C. Separate the screen from the base
- D. Remove the battery
- E. Remove all of the screws from the bottom of the case

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 125**

Which of the following is an example of an APIPA address?

- A. 4.2.2.2
- B. 10.23.145.90
- C. 169.254.44.157
- D. 192.168.32.59

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 126**

Which of the following network topologies is the MOST likely to affect other downstream devices if an issue occurs?

- A. Mesh
- B. Bus
- C. Star
- D. Ring

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 127**

Which of the following is a standard AMD processor socket type?

- A. LGA

- B. 1366
- C. F
- D. 1155

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 128**

Which of the following is a standard Intel processor socket type?

- A. F
- B. 754
- C. 940
- D. LGA

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 129**

Which of the following cable types is LEAST affected in areas of high EMI?

- A. UTP
- B. Coax
- C. STP
- D. Fiber

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 130**

Which of the following private network types would MOST likely be used for a corporation with 100, 000 employees?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 131**

Ann, a customer, has an older printer that has no network or USB connection but she still would like to use it on her new machine. Which of the following would be the MOST likely card a technician should install?

- A. FireWire card
- B. Riser card
- C. Wireless card
- D. Serial/Parallel card

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 132**

Which of the following cards would utilize a 4G signal to provide Internet access?

- A. Wi-Fi cards
- B. Cellular cards
- C. Sound cards

D. USB cards

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 133**

A technician, Joe, is working on a small form factor PC and needs to install an additional NIC card. Upon closer inspection, Joe notices that he cannot close the case with the new NIC installed. Which of the following cards does Joe need to complete the installation?

A. FireWire card

B. Parallel card

C. Storage card

D. Riser card

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 134**

Older laptops that did not use LEDs used which of the following to power the backlight lamp?

A. Cathode

B. Inverter

C. Solenoid

D. Plasma

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 135**

Which of the following memory types is MOST commonly found in servers?

- A. RAMBUS
- B. ECC SODIMM
- C. ECC RAMBUS
- D. ECC DIMM

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 136**

Which of the following can be used as the default gateway for the 192.168.1.0/24 network?

- A. 192.168.0.1
- B. 192.168.0.255
- C. 192.168.1.0
- D. 192.168.1.10

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 137**

A home user wants to configure the wireless AP for gaming. Some games require that dynamic inbound communication be allowed for the game to work properly. Which of the following should the user configure on the AP to ensure games will work properly when dynamic communication is required while maximizing security?

- A. NAT
- B. DMZ host
- C. WPS
- D. Port triggering



**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 138**

Which of the following should the technician configure on a WAP to conceal the data being sent by the wireless clients?

- A. Enable MAC filtering
- B. Disable SSID broadcast
- C. Enable WEP
- D. Decrease the AP transmit power

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 139**

Which of the following devices uses a list of MAC addresses to direct packets to the appropriate interface?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 140**

Which of the following devices is used to convert initially audible signals into digital signals to provide communication between two endpoints?

- A. Bridge
- B. Fax machine
- C. Repeater
- D. Modem

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 141**

A user has lost connection to the Internet, but can still browse locally shared folders. Which of the following connections is MOST likely down?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 142**

A technician just finished replacing a laptop screen, and upon first boot notices that the screen provides a very faint but darkened image which cannot be adjusted. Which of the following was MOST likely left unplugged after replacement?

- A. CMOS Battery
- B. Mini-PCI Card
- C. Inverter
- D. DC Cord

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 143**

A laptop user has asked a technician to purchase a device that allows for central connection of multiple external devices. The user is cost-sensitive, so they would like a device that does not provide power to the laptop during usage. Which of the following items would BEST fit the user's needs?

- A. Docking Station
- B. Parallel Port Selector
- C. Port Replicator
- D. Ethernet Hub

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 144**

A small computer repair office has carpeted flooring. Which of the following accessories would BEST prevent against random electrical static damage?

- A. Grounded 3 prong AC wall sockets
- B. ESD mats
- C. ESD wristbands
- D. Surge suppressors

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 145**

Which of the following types of connectors is used on a VGA cable?

- A. DVI-A
- B. RCA
- C. DE-15
- D. BNC

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 146**

Which of the following peripherals needs to be configured after installation to work correctly?

- A. Speakers
- B. KVM
- C. Digital camera
- D. Touch screen

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 147**

Joe, a user, needs to connect a MIDI device to his computer, but the PC does not have the appropriate port. Which of the following add-ons would MOST likely have the port the PC needs?

- A. Network Interface Card
- B. TV Capture Card
- C. Video Card
- D. Sound Card

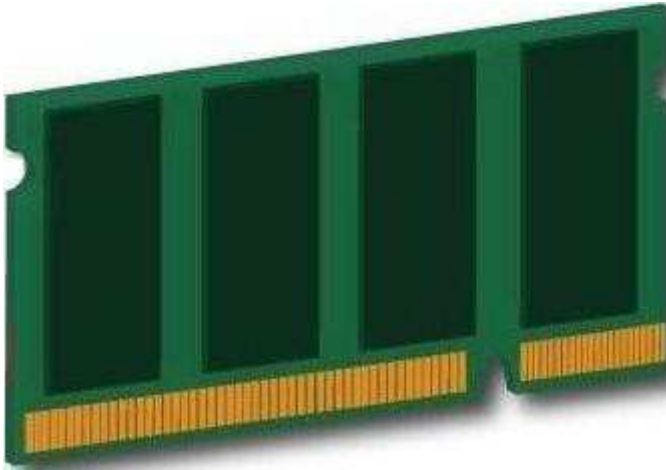
**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 148**



Click on the exhibit button. Which of the following memory types is shown in the graphic provided?

- A. RIMM
- B. RAMBUS
- C. SIMM
- D. SO-DIMM

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 149**



Click on the exhibit button. Which of the following is the purpose for the tool shown in the exhibit?

- A. Terminating UTP cable
- B. Terminating COAX cable
- C. Test network card
- D. Splicing fiber cable

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 150**

A user is explaining a problem they are having to a technician. During the explanation the technician determines what the cause of the problem is. Which of the following should the technician do?

- A. Wait until the user finishes their explanation and then offer advice
- B. Ignore the remainder of the user's explanation and then offer advice
- C. Interrupt the user so that the user does not have to offer more than is needed

D. Make a gesture to the user to let the user know that no more explanation is needed

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 151**

After making repairs to a user's system, which of the following actions should a technician take?

- A. Close the case and wait for the customer to call again in the future
- B. Leave the case open in the event a similar issue arises
- C. Contact the customer a few days later to determine the state of repairs
- D. Wait to update service records until the repair is confirmed

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 152**

A user reports that a thermal printer is leaving the same part of every printed label blank. Which of the following steps should the technician perform FIRST?

- A. Clean the element
- B. Replace the printer
- C. Replace the labels
- D. Check the printer drivers

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 153**

Which of the following is the MOST common connection type for external CD-ROM drives?

- A. USB
- B. Ethernet
- C. FireWire
- D. eSata

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 154**

A user already has 2 RAM modules in a 64-bit Windows 7 PC. Each is a 1GB DDR-PC1600 RAM module. The user has 2 additional RAM modules that are each 2GB DDR-PC800. Which of the following is true about the PC after installing the additional RAM modules?

- A. The system only accesses the pair of 2GB RAM modules
- B. The system accesses all RAM at 100MHz
- C. The system enables ECC on all RAM modules
- D. The system will not work as all RAM has to be equal sizes

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 155**

Which of the following devices requires 3.3V of power from the motherboard?

- A. SLI Video Card
- B. DVD-ROM Drive
- C. USB Port
- D. Serial Port Card



**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 156**

Multicast addresses fall in which of the following classful address ranges?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 157**

Which of the following translates digital signals into analog for transmission over phone lines?

- A. SAN
- B. VoIP
- C. Modem
- D. Bridge

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 158**

Which of the following cable types typically transmits the video from an analog security camera back to the CCTV system?

- A. CAT5e
- B. CAT6
- C. RG-59
- D. STP

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 159**

Which of the following cable types should always be used through life safety areas?

- A. PVC
- B. Plenum
- C. STP
- D. Fiber

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 160**

Which of the following 802.11 standards has a MAXIMUM bandwidth throughput of 54Mbps and uses 2.4GHz frequency?



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- A. A
- B. B
- C. G
- D. N

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 161**

A user has 6, 250 Megabytes worth of pictures they would like to back up. At the very MINIMUM, which of the following could backup these pictures to a single medium?

- A. DL DVD Burner
- B. LTO Drive
- C. CD Burner
- D. Blu-Ray Burner

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 162**

Laser printers and thermal printers both use a heating element to function. Which of the following differentiates them?

- A. Laser printers require a liquid pigment.
- B. Thermal printers use device specific stock.
- C. Laser printers do not require thermal toner.
- D. Thermal printers utilize refillable heat toner.

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 163**

When referring to laser printing, which of the following describes the development process?

- A. The corona wire places a static charge on the drum.
- B. Toner is pulled to the charged areas of the drum.
- C. Toner is pulled from the drum to the paper.
- D. The toner is permanently affixed to the paper.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 164**

Which of the following would MOST likely be found on a docking station versus a port replicator?

- A. USB Hub
- B. VGA Port
- C. PS/2 Slot
- D. DVD-ROM

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 165**

A technician has been tasked with designing a new printing solution for a small team. They want to be able to use a central printer from their shared workspace as well as the conference room next door. Which of the following connection methods would BEST suit their need?

- A. USB
- B. Infrared (IR)
- C. Bluetooth
- D. Wireless

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 166**

ESD mats are useful for protecting against which of the following hazards?

- A. Chemical burns
- B. Electromagnetic interference
- C. RF interference
- D. Static buildup

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 167**

When a technician suspects prohibited activity on an organization's network or computers, which of the following is the FIRST step they should take?

- A. Confirm an actual infraction has taken place
- B. Confront the suspected person with incident details
- C. Notify others so that peers will stop the activity
- D. Erase the contents of the user's computer and disable their account

**Correct Answer:** A

**Section:** (none)

**Explanation****Explanation/Reference:****QUESTION 168**

A customer wants to be able to archive a large 15 to 20 GB project to optical media using a single disk. Which of the following should a technician recommend?

- A. Blu-Ray writer
- B. DVD-RW drive
- C. Dual Layer DVD burner
- D. CD-ROM burner

**Correct Answer:** A

**Section:** (none)

**Explanation****Explanation/Reference:****QUESTION 169**

Which of the following printer types requires calibration to ensure the nozzle is adjusted to print properly?

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

**Correct Answer:** B

**Section:** (none)

**Explanation****Explanation/Reference:****QUESTION 170**

A home user's PC has an over-clocked CPU with a relatively small heat sync, small fans on the 800W power supply, and a high-end video card. Which of the following is the recommended solution that will manage heat more effectively?

- A. Replace the CPU heat sync with a high RPM fan
- B. Purchase an energy efficient power supply
- C. Not over-clocking the CPU
- D. Liquid cooling system

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 171**

Which of the following wireless standards operates at 5GHz? (Select TWO).

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

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 172**

A technician is preparing to perform a processor upgrade on a critical company server. Which of the following precautions should be taken FIRST before performing such work on a system? (Select TWO).

- A. Discharge all capacitors inside the PSU
- B. Remove all jewelry
- C. Ensure the PSU is plugged into a grounded electrical socket
- D. Ensure humidity levels within the room are lowered
- E. Put on an anti-static wrist strap

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 173**

Which of the following devices uses both light and a lens to facilitate data warehousing?

- A. Digitizer
- B. Touch screen
- C. Barcode reader
- D. Camera

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 174**

Activity logs show a large amount of data downloaded from a company server to an employee's workstation overnight. Upon further investigation, the technician identifies the data as being outside the scope of the employee's regular job functions. Which of the following steps should the technician take NEXT?

- A. Report through proper channels
- B. Document the changes
- C. Continue to track more evidence
- D. Preserve the chain of custody

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 175**



Which of the following supports a MAXIMUM frequency of 100MHz?

- A. Cat5
- B. Cat5e
- C. Cat6
- D. Cat6a

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 176**

A brand new datacenter has been wired with all CAT6a wiring. A technician has been tasked to immediately install and boot up an already configured mission critical file server. Prior to turning the server on, the technician realizes that they had brought CAT5e patch cords by mistake. Which of the following should the technician do?

- A. Install the CAT5e cable, boot the server and then return and replace it later.
- B. Inform the customer and recommend temporarily using the CAT5e cable.
- C. Install the CAT5e cable, document the installation and leave the premises.
- D. Inform the customer that the server will be available as soon as a CAT6a cable is acquired.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 177**

Which of the following helps law enforcement show accountability for evidence as it was gathered?

- A. Drive hashing
- B. Chain of custody
- C. Drive image creation
- D. Court subpoena

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 178**

A SOHO environment utilizes network hardware address filtering to minimize unauthorized use of its network infrastructure. A technician has been asked to install a shared network printer in the environment. Which of the following **MUST** the technician know in order to add the printer to the environment?

- A. IP address of the printer
- B. MAC address of the printer
- C. Subnet mask of the network
- D. Firmware version of the printer

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 179**

A technician has been asked to install a printer on a Windows XP machine. Through which of the following Control Panel utilities will the technician install the printer?

- A. Printers and Devices
- B. Devices and Printers
- C. Printers and Faxes
- D. Devices

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 180**

A technician has been asked to install a printer on a Windows 7 machine. Through which of the following Control Panel utilities will the technician install the printer?

- A. Printers and Devices
- B. Printers
- C. Devices and Printers
- D. Printers and Faxes

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 181**

A technician has been asked to share a laser printer amongst the users in an HR workgroup. The printer will need to be accessed from distances up to 200 feet through no more than one to two, hollow, dry board walls. Which of the following methods should be used?

- A. 802.11x
- B. PAN
- C. USB
- D. Infrared (IR)

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 182**

A technician has been asked to identify the unknown network addresses from a series of printers attached to the network via external hardware printer servers. Which of the following will provide the technician with the necessary information?

- A. Performing a device self test print page from each printer
- B. Performing a device print page from each print server
- C. Performing a device factory reset on each print server
- D. Performing a PING of each device address without the FQDN

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 183**

RAID 5 requires a minimum of how many hard drives?

- A. 1
- B. 2
- C. 3
- D. 4

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 184**

When installing a floppy drive data cable, it is important for a technician to ensure which of the following? (Select TWO).

- A. Availability of compatible power connectors
- B. Adequate hard drive capacity
- C. Correct CPU clock speeds
- D. Correct Master/Slave jumper settings
- E. Proper orientation of the data cable

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 185**

A laser multi-function device in an office is able to scan documents, but users are reporting that when they try to make copies they receive an error. Which of the following troubleshooting steps should a technician try FIRST?

- A. Apply a new preventative maintenance kit.
- B. Ensure the MFD is connected and on the network.
- C. Replace all empty ink cartridges in the MFD.
- D. Check the toner level to see if it is low.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 186**

When installing a laptop at a desk that will be using stationary dual monitors, which of the following ports should be used? (Select TWO).

- A. VGA
- B. IEEE 1394
- C. PCIe
- D. PCMCIA
- E. ExpressPort
- F. HDMI

**Correct Answer:** AF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 187**

Which of the following is the maximum throughput of a USB 3.0 connection?

- A. 800 Mbps
- B. 3 Gbps

- C. 4.8 Gbps
- D. 10 Gbps

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 188**

Which of the following types of connectors can use a maximum of 8 strands of wires?

- A. RJ-11
- B. RS-232
- C. RJ-45
- D. BNC

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 189**

A system board has six slots for memory chips, aligned in two banks. Which of the following is the optimal memory configuration this board supports?

- A. Multi Mode
- B. Dual Channel
- C. Triple Channel
- D. Single Channel

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 190**

A technician is trying to install a full-size PCI card into a slim line desktop PC. Which of the following would MOST likely be required to facilitate installation?

- A. RAID card
- B. CNR card
- C. Riser card
- D. MCA card

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 191**

Which of the following network cable types has the longest range?

- A. CAT5e
- B. Single-mode fiber
- C. Multi-mode fiber
- D. CAT6

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 192**

A technician is asked to repair a broken Ethernet jack in a conference room. Which of the following tools would the technician use when repairing the wall jack?

- A. Crimper
- B. Toner probe
- C. Punchdown tool
- D. Multimeter

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 193**

A user with a USB printer would like to print from more than one computer. Which of the following features should be used?

- A. File and printer sharing
- B. Internet connection sharing
- C. Enable printer duplexing
- D. USB hub

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 194**

Which of the following is the MAXIMUM number of 10Mb audio files that a user can store on a CD-RW?

- A. 50
- B. 70
- C. 100
- D. 120

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 195**

Which of the following connectors provides the capability to pass both analog and digital signals?



- A. VGA
- B. BNC
- C. DVI-I
- D. USB 3.0

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 196**

A service call was opened for a thermal printer that has poor print quality. Which of the following should the technician do FIRST?

- A. Replace the print head with OEM replacement.
- B. Use a cotton swab and alcohol to clean the print head.
- C. Use the printer manufacturer's cleaning kit to clean the print head.
- D. Use an industry approved cleaning kit to clean the print rollers.
- E. Use the printer manufacturer's cleaning kit to clean the print rollers.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 197**

A technician needs to attach a network cable to a wall jack in the conference room. After running the cable through the conduit to the conference room, which of the following tools would BEST be used to connect the cable to the wall jack?

- A. Punchdown
- B. Loopback plug
- C. Multimeter
- D. Crimper

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 198**

Which of the following devices uses MAC tables to allow multiple computers to access a single network connection?

- A. Hub
- B. Firewall
- C. VoIP
- D. Switch

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 199**

Which of the following Internet connection types usually has access controlled with PPPoE security authentication?

- A. WiMAX
- B. LTE
- C. Cable
- D. DSL

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 200**

Which of the following laptop components provides direct electrical supply to illuminate the screen's image?

- A. DC jack
- B. CMOS battery
- C. Inverter
- D. Backlight

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 201**

Ann, a technician, is sent to a chemical company to troubleshoot their server. She is concerned about what types of chemicals she will be exposed to. Which of the following documents would address Ann's concerns?

- A. Inventory spreadsheet
- B. Statement of work
- C. MSDS document
- D. Incident report

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 202**

Which of the following laser printer components will flip the paper to allow for printing on both sides?

- A. Paper registration assembly
- B. Paper pickup assembly
- C. Duplex assembly
- D. Image transfer belt

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 203**

A printer technician is sent to work on a fuser in a laser printer that is not adhering toner properly to the paper. While onsite Joe, an end user, reports that he has been having frequent paper jams as well. Which of the following would be the BEST course of action to repair the printer?

- A. Install a manufacturer recommended maintenance kit
- B. Install the fuser, replace the toner cartridge, and replace the pickup and separation rollers
- C. Install the fuser and also replace the high voltage power supply
- D. Install the fuser as the paper jams were probably also caused by the defective fuser

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 204**

Which of the following is used to provide secure file storage to network users only?

- A. NAS
- B. IMAP
- C. SAN
- D. SSH

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 205**

A technician has replaced the NIC in a computer running Windows XP Professional and has properly installed the device driver. The computer indicates the card

has network connectivity, but the technician is unable to access the Internet. Which of the following should the technician do NEXT to finish the NIC installation?

- A. Change the computer and DNS server's IP addresses in the Action Center
- B. Use ipconfig to check the current settings and Network Connections to make changes
- C. Assign the NIC an APIPA address using ipconfig and the network setup wizard
- D. Reboot the computer and configure the necessary network settings in the BIOS

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 206**

Which of the following Internet connection types has the HIGHEST latency?

- A. WiMAX
- B. Satellite
- C. Fiber
- D. Dial-up

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 207**

Which of the following would BEST describe the capabilities of a 64-bit operating system?

- A. Capable of managing dual NICs.
- B. Capable of effectively managing 1TB SSD.
- C. Capable of managing more than 4 displays.
- D. Capable of utilizing 128GB RAM.

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 208**

Joe, a user, wants to modify the fan speed settings on his PC. Which of the following locations allows the fan speed settings to be changed?

- A. BIOS
- B. Device Manager
- C. Motherboard Jumpers
- D. Computer Management

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 209**

A user has purchased a new touch screen tablet and is reporting that the touch interface is extremely inaccurate and almost unusable. Which of the following actions should a technician take FIRST to resolve the issue?

- A. Return the tablet to the manufacturer
- B. Give the user a stylus to use
- C. Calibrate the touch interface
- D. Verify touch interface connectivity inside the screen

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 210**

A technician needs to install a projector into a conference room with several windows. Which of the following should the technician consider so that the displayed

image is always visible?

- A. Resolution
- B. Lumens
- C. Anti-glare filter
- D. Bulb life

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 211**

A common method of accessing computers remotely that uses port 23 is known as?

- A. LDAP
- B. RDP
- C. Telnet
- D. FTP

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 212**

Which of the following allows for audio and video connections using a single cable?

- A. HDMI
- B. Parallel
- C. DVI-A
- D. eSATA

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 213**

Which of the following standards is an expansion card slot used only for graphics?



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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 214**

A technician, Anne, has repaired a CEO's laptop. Which of the following is the LAST step that should be taken after the repair is completed?

- A. Prepare a hot spare in preparation for the next repair
- B. Document all of the services provided
- C. Communicate the status of the repair with the CEO
- D. Offer other repair options if they are available

**Correct Answer: B**

**Section: (none)**



**Explanation****Explanation/Reference:****QUESTION 215**

Modern laptop screens are much brighter because of advances in which of the following technologies?

- A. LED
- B. Batteries
- C. Inverter
- D. Plasma

**Correct Answer:** A

**Section:** (none)

**Explanation****Explanation/Reference:****QUESTION 216**

A technician, Anne, notices there are no hardware volume control buttons on the new laptops that were ordered. Which of the following would control the volume on the laptop?

- A. Software only
- B. Bluetooth
- C. Function keys
- D. WiFi switch

**Correct Answer:** C

**Section:** (none)

**Explanation****Explanation/Reference:****QUESTION 217**

A technician wants to simplify users' wireless configuration in a new remote office. Which of the following must be configured on the access point to allow wireless clients to automatically negotiate secure authentication with the SOHO access point?

- A. Enable QoS
- B. Enable SSID Broadcast
- C. Enable WPS
- D. Enable MAC filtering

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 218**

Ann, a technician, is inspecting a PC with an Intel Core 2 Quad processor and finds that the Task Manager is reporting the system as having 8 cores. She is convinced this system only has four cores. Which of the following technologies is causing the discrepancy?

- A. Hyperthreading
- B. Intel SSE3
- C. L2 Cache
- D. S.M.A.R.T.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 219**

Which of the following cable types designates that it can safely be run through a drop ceiling?

- A. STP
- B. Plenum
- C. CAT5e
- D. UTP

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 220**

A technician is installing new hard drives into a server and needs to set IDs to numbers ranging from 0-15. Which of the following types of drives is the technician installing?

- A. SATA
- B. SCSI
- C. USB
- D. EIDE

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 221**

By default, which of the following ports is used for SMTP?

- A. 21
- B. 25
- C. 110
- D. 143

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 222**

A small office with five computers on a workgroup that are directly connected to a switch is an example of which of the following network topologies?

- A. Ring
- B. Bus
- C. Mesh
- D. Star

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 223**

Joe would like an Internet connection that is always on, stable, and not influenced by atmospheric conditions. Which of the following Internet connection types would BEST meet Joe's requirements?

- A. Dial-up
- B. Mobile Hotspot
- C. Satellite
- D. Cable

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 224**

A customer is terminating an employee for suspected activity that is against company policy. They have called Ann to consult with them on how to best preserve any evidence the company may be required to provide in court. Which of the following would BEST preserve the integrity of the data and best serve the client?

- A. Create an image of the hard drive and store it on a NTFS drive.
- B. Remove and secure any HDD from the computer, documenting the process.
- C. Store the computer in the server room until it is required.
- D. Lock the user out of the computer and let another employee use it until needed.

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 225**

Which of the following wireless standards operates at 5 GHz and has a maximum speed of 54 Mbps?

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 226**

Ann, a user, brings her laptop in and reports that it is no longer charging. Additionally, the laptop can no longer stay powered on even when plugged in. Which of the following hardware components is MOST likely in need of replacement?

- A. Hard drive
- B. Memory modules
- C. System fan
- D. Wireless card
- E. System board

**Correct Answer: E**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 227**

Joe, a user, has a new slim profile laptop and is in need of additional USB ports. He has also requested FireWire connection capabilities which his laptop does not provide. Which of the following would BEST fit the specifications Joe has provided?

- A. A docking station
- B. An external USB hub
- C. A USB to FireWire converter
- D. A cable lock

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 228**

Ann is cleaning the printer pickup rollers and spills the cleaning fluid on her leg. In which of the following would she find the proper way to cleanup the spill?

- A. Inventory spreadsheet
- B. MSDS
- C. Project management plan
- D. EULA

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 229**

Which of the following is the MAXIMUM number of unique IP addresses on an IPv4 Class A network?

- A. 254
- B. 65 Thousand
- C. 16.3 Million
- D. 340 Trillion

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 230**

Which of the following is an advantage of an IPv6 network?

- A. Virtually unlimited number of network addresses
- B. Backwards compatible with all network devices and operating systems
- C. Less security concerns
- D. Higher available speed

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 231**

Which of the following connection types is capable of transmissions speeds up 100 Gbps?

- A. Fiber
- B. Coaxial
- C. Infrared
- D. DSL

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 232**

Which of the following wireless transmission methods requires line of sight?

- A. Infrared
- B. RFID
- C. 802.11a
- D. Bluetooth

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://electronics.howstuffworks.com/remote-control2.htm>

#### **QUESTION 233**

Joe's company just moved into a new building, and the company's management is very concerned about proper equipment grounding. Which of the following risks are they attempting to mitigate by grounding equipment?

- A. Security breaches
- B. Electrical shock
- C. Chemical burns
- D. Equipment theft

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 234**

A video adapter typically has which of the following connector types?

- A. eSATA
- B. HDMI
- C. DB-9
- D. RS-232

**Correct Answer:** B

**Section:** (none)



**Explanation**

**Explanation/Reference:**

**QUESTION 235**

The accounting department has requested a printer with a duplexing assembly. They most likely want to add which of the following features?

- A. Print in color on card stock
- B. Print on both sides
- C. Print on envelopes
- D. Print on specialized paper

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 236**

Which of the following will send all received packets out all of its ports except the port it was received on?

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 237**

Which of the following is used to detect and correct a single bit error in a memory DIMM?

- A. RIMM

- B. ECC
- C. Parity
- D. 8b10b encode/decode

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 238**

A new user in a corporate HR department must print to a network printer. This printer is only used by the HR department for confidential documents. Which of the following is the FASTEST way to allow the user access to the printer?

- A. Add the group Print Users to the HR group.
- B. Add the new user to the Everyone group and give the group Print rights to the printer.
- C. Add the group Everyone group to the HR group.
- D. Add the new user to the HR group.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 239**

Which of the following devices requires calibration as part of its installation?

- A. Touch screen
- B. Mouse
- C. External HDD
- D. Keyboard

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 240**

A cellular mobile hot-spot would create which of the following network types?

- A. MAN
- B. LAN
- C. WAN
- D. PAN

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 241**

An upset customer, Anne, calls in to a repair center to report that her new computer is not working. Anne berates the technician and insists someone repair her computer as soon as possible. The technician should do which of the following? (Select TWO).

- A. Maintain a positive attitude
- B. Recommend Anne use another repair center
- C. Place Anne on hold to allow her to calm down
- D. Follow up with Anne at a later date to verify satisfaction
- E. Offer different repair options if possible
- F. Listen and do not interrupt the customer

**Correct Answer:** AF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 242**

A technician, Joe, has been told that one of the workers at his company has been using a company laptop for illicit activity. The IT manager assigned Joe the task of retrieving the laptop and bringing it back to the repair center. Which of the following has Joe performed?

- A. Maintain chain of custody
- B. Gathering evidence
- C. Device preservation
- D. Use of documentation

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 243**

A technician is given a failed memory module with 184 pins and is told to order a replacement. Which of the following modules will the technician order?

- A. DDR
- B. DDR2
- C. DDR3
- D. SODIMM

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 244**

Which of the following wireless standards broadcasts in the 5 MHz range only?

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

**Correct Answer:** A

**Section:** (none)

**Explanation****Explanation/Reference:****QUESTION 245**

A user has a CAD / CAM workstation that is to be reconfigured into a Gaming PC. Which of the following would be the EASIEST and MOST effective upgrade?

- A. Add better Sound Card
- B. Install a TV Tuner
- C. Add additional L2 cache
- D. Install USB 3.0 Card

**Correct Answer:** A

**Section:** (none)

**Explanation****Explanation/Reference:****QUESTION 246**

A user who performs data entry would like to use the number pad on a laptop that does not have one. Which of the following solutions should a technician recommend? (Select TWO).

- A. Use a Bluetooth connected mobile device
- B. Use a USB connected Number Pad
- C. Install number pad software in Windows
- D. Enable the number pad using a function key
- E. Re-map keys using Character Map

**Correct Answer:** BD

**Section:** (none)

**Explanation****Explanation/Reference:****QUESTION 247**

A technician is attempting to salvage an old laptop for further use. Which of the following parts are MOST likely to be considered upgradeable in a laptop? (Select

TWO).

- A. Motherboard
- B. Memory
- C. Hard drive
- D. Screen
- E. Video card

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 248**

A user would like to buy a new computer and will eventually add several more hard drives and possibly a second video card. Which of the following form factors should be recommended?

- A. ITX
- B. Micro-ATX
- C. Mini-ITX
- D. ATX

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 249**

Which of the following modules of DDR SDRAM is designed to operate at 200 MHz using DDR-400 chips?

- A. PC-1600
- B. PC-2100
- C. PC-2700
- D. PC-3200

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 250**

Which of the following are MOST commonly used to connect a printer to a computer? (Select TWO).

- A. EIDE
- B. RG-6
- C. IEEE1394
- D. Ethernet
- E. DB-9

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 251**

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

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

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 252**

Which of the following protocols is used to capture various parameters from network devices in a secure manner?

- A. SNMP
- B. SSL
- C. SSH
- D. SMTP

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 253**

Which of the following connection types is MOST likely associated with an external DVD drive?

- A. Fiber
- B. Bluetooth
- C. SATA
- D. USB

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 254**

Which of the following is a feature of both triple and dual channel memory architectures?

- A. Small pieces of data are interleaved to reduce latency
- B. Data is processed asymmetrically from each RAM channel
- C. Three RAM modules can be used in this architecture and have the best performance
- D. They are flexible as RAM can be different manufacturers and sizes



**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 255**

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

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

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 256**

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

- A. 10.0.0.1
- B. 15.10.1.1
- C. 172.16.32.1
- D. 192.168.5.5

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 257**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 258**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 259**

Which of the following would be used to connect two remote sites?

- A. Switch
- B. Access point
- C. Router
- D. Hub

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 260**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 261**

Which of the following cable types deliver a non-digital signal? (Select TWO).

- A. HDMI
- B. DVI-D
- C. Display Port
- D. VGA
- E. DVI-A

**Correct Answer: DE**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 262**

A technician is installing a new IDE optical drive. Which of the following power connectors is needed for the new drive to function?

- A. SATA
- B. 8-pin ATX
- C. Molex
- D. Berg

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 263**

When purchasing a new copy of Windows, which of the following CPU characteristics needs to be taken into account?

- A. Cache size
- B. Core count
- C. Clock speed
- D. Architecture

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 264**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 265**

Which of the following displays uses gas to display the image?



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

- A. OLED
- B. LED
- C. CRT
- D. Plasma

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 266**

A user's laptop does not produce sound even though the volume settings are at maximum in the operating system. Which of the following would MOST likely resolve this issue?

- A. A new sound card
- B. A new speaker
- C. A BIOS update
- D. A hardware volume control

**Correct Answer: D**

**Section: (none)**

**Explanation****Explanation/Reference:****QUESTION 267**

Network cards have a unique hex number assigned to every unit. This number is known as which of the following?

- A. IP address
- B. LUN
- C. Network ID
- D. MAC address

**Correct Answer:** D

**Section:** (none)

**Explanation****Explanation/Reference:****QUESTION 268**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation****Explanation/Reference:****QUESTION 269**

Which of the following should be configured on a wireless router to block port 3389?

- A. MAC filtering

- B. Firewall
- C. Port triggering
- D. Port forwarding

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 270**

The computer keeps rebooting, losing power, and shutting down intermittently. After verifying that there are no issues with overheating the technician suggests that PSU possibly needs to be replaced. Which of the following tools will technician use to determine if the PSU is the cause?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 271**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 272**

A customer needs to run several virtual machines on their design workstation to work on cross platform software. Which of the following should be maximized to improve workstation performance? (Select TWO)

- A. Cooling fans
- B. RAM
- C. Number of CPU cores
- D. Storage space
- E. PCIe slots

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 273**

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

- A. FireWire
- B. SCSI
- C. Coaxial
- D. HDMI

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 274**

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

- A. Use non-technical terms.



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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 275**

Most notebook PCs have their WiFi antenna located in the:

- A. LCD.
- B. WiFi card.
- C. I/O area.
- D. top cover.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 276**

Which of the following displays has the HIGHEST Hz frequency?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 277**

Which of the following devices can be used to merge traffic between two different network topologies?

- A. Hub
- B. Bridge
- C. Switch
- D. Access point

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 278**

A gaming PC has been built from components. The system is getting power but there is no video on the display. Which of the following is the MOST likely cause of the issue?

- A. The display is defective and needs to be replaced.
- B. The SATA controller is disabled in the BIOS.
- C. The PCIe 6-pin power cable is not connected to the high-end video card.
- D. The CPU is not powerful enough to provide adequate speed to the system.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 279**

Which of the following RAM types is used if it is labeled as 4 GB PC1333?

- A. RAMBUS
- B. DDR3
- C. SDIMM

D. SIM

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 280**

Which of the following versions of Windows XP would a technician MOST likely install for a small business?

- A. Windows XP Professional 64-bit
- B. Windows XP Professional
- C. Windows XP Media Center
- D. Windows XP Home

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 281**

Which of the following is the subnet mask for a Class A IP address?

- A. 127.0.0.1
- B. 255.0.0.0
- C. 255.255.255.0
- D. 255.255.255.254

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 282**

Which of the following BEST explains how the data rate is doubled in DDR RAM?

- A. CPU clock speed is doubled
- B. Uses 64-bit instead of 32-bit architecture
- C. Memory clock speed is doubled
- D. Data transfer on both clock edges

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 283**

A technician is building a custom gaming computer. Which of the following is the FASTEST memory the technician can use?

- A. DDR2 CAS7
- B. DDR3 CAS9
- C. DDR3 CAS10
- D. DDR3 CAS11

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 284**

A customer needs to run 3 virtual machines on their software design workstation. Which of the following CPUs would be MOST cost effective for this task?

- A. 3 Core
- B. 4 Core
- C. 8 Core
- D. 12 Core

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 285**

An older laptop does not have Wi-Fi capability but has some rectangular slots on its side. Which of the following is the port that would take a Wi-Fi card in this laptop?

- A. SODIMM
- B. PCMCIA
- C. SD
- D. Compact flash

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 286**

A technician has a work order to install a USB 3.0 expansion card into a PC. The expansion card is a PCI Express 1.1 compliant card and the motherboard has one PCI Express 2.0 slot available. Which of following BEST represents the compatibility between the hardware?

- A. It will not install correctly, and the PCI slot is already being used by the video card.
- B. It will install correctly to the PCI Express slot onto the motherboard. The card should function correctly, as the PCI Express 2.0 slot is backwards compliant.
- C. It will not install correctly into the PC, as the 1.1 and 2.0 slots are not compatible.
- D. It will install correctly, but the card will not operate as the PCI Express 1.1 and the PCI Express 2.0 standards are completely different.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 287**

A user is trying to use Remote Desktop to connect to another computer on the LAN. The connection fails. The technician opens up a command prompt and types the following. "telnet computer name. 3389" and also gets the same error message. Which of the following is the MOST likely cause of this error, assuming that the OS firewall has been disabled?

- A. The antivirus software is blocking the incoming connection.
- B. The ISP is blocking Remote Desktop at their end.
- C. The RDP connection has been configured to use a non-standard port.
- D. The telnet service has not been installed.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 288**

Which of the following is the standard sequence of wire color in a RJ-11 phone line?

- A. Green, Black, Yellow, Red
- B. Black, Red, Green, Yellow
- C. Yellow, Black, Red, Green
- D. Red, Black, Green, Yellow

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 289**

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

- A. 23.54.35.225
- B. 127.0.0.0
- C. 131.55.30.210
- D. 197.27.37.57

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 290**

Which of the following is an advantage of dynamic addressing?

- A. To allow hosts with different subnet masks to communicate
- B. To prevent host computers from staying at one address
- C. To allow easy addition of new hosts to the network
- D. To allow hosts to use multiple addresses at the same time

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 291**

DNS on a client computer provides which of the following functions?

- A. Communicate with a remote server for user login validation
- B. Communicate internally with cached tables for address assignment
- C. Communicate with a remote server for address assignment
- D. Communicate with a remote server for address resolution

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 292**

Which of the following network topologies is MOST likely to affect other devices on the network if there is a problem with one of the devices?

- A. Mesh
- B. Bus
- C. Ring
- D. Star

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 293**

Which of the following Internet connection types would be MOST susceptible to interference from weather? (Select TWO).

- A. Dial-up
- B. Line-of-sight
- C. Satellite
- D. Cable
- E. DSL

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 294**

Which of the following diagnostics is performed at POST?

- A. RAM Self Check
- B. Temperature Check
- C. Hard Disk Parity Check
- D. Plug and Play Compliance Check



**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 295**

Which of the following connection types is rated at transfer speeds of 480 Mbps?

- A. USB 1.1
- B. USB 2.0
- C. 1394b
- D. 1394a

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 296**

Which of the following levels of RAID is MOST likely to increase performance while NOT offering additional reliability?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 297**

A contractor has removed a wall jack and thrown it away. There is no longer a line number on the network cable. A technician attaches a far end connector and

proceeds to several wiring closets to find the patch panel location of the cable. Which of the following tools will the technician need for this job?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 298**

The company is considering adding Bluetooth printers to the environment. In Windows 7, how would a technician add a Bluetooth printer?

- A. Start >Printers and Devices >Add a Printer >Add a local printer
- B. Start >Control Panel >Device Manager > Add a Network, Wireless, or Bluetooth printer
- C. Start >Control Panel >Device Manager > Add a Bluetooth printer
- D. Start >Printers and Devices >Add a Printer >Add a Network, Wireless, or Bluetooth printer

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 299**

Which of the following connector types does CAT5e require to connect it from a PC to a switch or router?

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

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 300**

During the installation of a wireless router at a small business, it is noted that some of the wireless clients support WPA2 and some of the clients support WPA. Which of the following encryptions should be set on the router?

- A. WPA
- B. WPA2
- C. WEP
- D. TKIP

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 301**

Which of the following cable types is rated to transmit a MAXIMUM of 10 Mbps?

- A. CAT3
- B. CAT5
- C. CAT5e
- D. CAT6

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 302**

When building a RAID 10 array, which of the following is the minimum number of drives that have to be installed?

- A. 2
- B. 3
- C. 4
- D. 5

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 303**

Which of the following is the correct configuration for a RAID 5 array?

- A. A two disk set with one data strip
- B. A three disk set with two data strips and a parity strip
- C. A two disk set with two data strips
- D. A four disk set with two sets of data strips

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 304**

A user has a new laptop with a quad-core processor, and wants to increase the memory of the unit. Which of the following memory types would be the BEST choice?

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

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 305**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 306**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 307**

Which of the following cooling types would MOST likely be recommended for a home theater PC?

- A. Nitrogen
- B. Liquid
- C. Fan/heatsink
- D. Passive

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 308**

Which of the following Internet connection types will offer a more consistent upload and download speed?

- A. DSL
- B. ISDN
- C. Satellite
- D. Fiber

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 309**

Which of the following describes a function of dual data rate memory?

- A. Correcting errors in memory twice per clock signal
- B. Reading and writing twice per clock signal
- C. Refreshing the level 3 cache twice per clock signal
- D. Reading or writing twice per clock signal

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 310**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 311**

A user reports that the workstation next to them has prohibited material on the screen. Which of the following should the technician do FIRST?

- A. Unplug the network
- B. Ask the user for their password
- C. Identify what files are open
- D. Power off the workstation

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 312**

The security team has implemented new guidelines on how to handle sensitive information stored on workstations based on a past incident involving information found on donated workstations. Which of the following should be completed by technicians before donating the workstations?

- A. Install a new operating system
- B. Delete users' data before donation
- C. Write the drive with 1's and 0's three times
- D. Delete all partitions of the hard drive

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 313**

A technician has installed a new motherboard in a workstation, but after hardware tests, the motherboard has failed. Which of the following should the technician do FIRST before replacing the motherboard?

- A. Reseat all power connections.
- B. Remove the CMOS battery.
- C. Install the graphics card.
- D. Ground to the case.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 314**

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

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

**Correct Answer:** D

**Section:** (none)



**Explanation****Explanation/Reference:****QUESTION 315**

A user reports that when printing to the laser printer there is a constant blank spot on every page. Which of the following should the technician do NEXT to resolve the issue?

- A. Replace the toner cartridges.
- B. Use compressed air to clean out any debris.
- C. Reset the printer to factory defaults.
- D. Reinstall the printer drivers on the user's workstation.

**Correct Answer: B**

**Section: (none)**

**Explanation****Explanation/Reference:****QUESTION 316**

Which of the following represents fan connector sizes on a motherboard?

- A. 1-pin and 2-pin
- B. 1-pin and 3-pin
- C. 2-pin and 3-pin
- D. 2-pin and 5-pin

**Correct Answer: C**

**Section: (none)**

**Explanation****Explanation/Reference:****QUESTION 317**

A technician is examining a UTP cable and notices that pins 1, 2, 3, and 6 are not the same on both ends of the cable. Which of the following is the type of cable the technician has?

- A. Coaxial cable
- B. Cross over cable
- C. Patch cable
- D. Plenum cable

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 318**

A customer had a small electrical fire in one of their older home computers but it was easily put out because there was a box of baking soda in the kitchen. In the future the customer wants to be better prepared. The customer contacts the technician for the right fire extinguisher. Which of the following should be recommended? (Select TWO).



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

- A. Class K extinguisher
- B. Bigger box of baking soda
- C. Class ABC extinguisher
- D. Class B extinguisher
- E. Class C extinguisher

**Correct Answer:** CE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 319**

CAT6 cable has several characteristics that make it more desirable in an assembly line environment. Which of the following describes one of its unique characteristics?

- A. It is more waterproof than other forms of cable.
- B. It can transmit analog signals to greater distances.
- C. It is less likely to be influenced by system noise.
- D. It exceeds the building code requirement for plenum cable.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 320**

Which of the following external ports would a technician use to connect a printer? (Select TWO).

- A. eSATA
- B. COM1
- C. VGA
- D. USB
- E. Parallel

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 321**

A printer using multipart paper is not printing properly on every page. Parts of some letters are missing, making it hard to read. Which of the following should a technician do to correct the problem?

- A. Replace the print head
- B. Rewind the printer ribbon and test
- C. Replace the ribbon, paper, and print head

D. Replace the ribbon

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 322**

A technician is about to open a desktop workstation to replace a card. The technician shuts the computer down, opens it, grounds himself to the frame, and begins the task. Which of the following did the technician fail to do?

- A. Power down the UPS.
- B. Ground the card to the frame.
- C. Turn the power switch off.
- D. Disconnect the power cable.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 323**

A recent power outage has affected several circuits in the same region, and the helpdesk is receiving an overwhelming number of calls from users who are having network connectivity issues. Which of the following examples of professionalism should the helpdesk focus on the MOST while answering these calls?

- A. Do not trivialize the customer's problems.
- B. Be culturally sensitive.
- C. Document and record every conversation.
- D. Ask open-ended questions to narrow the scope of the problem.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 324**

Which of the following connectors are typically used to terminate an RG-6 cable? (Select TWO).

- A. RJ-45
- B. BNC
- C. ST
- D. DIN-9
- E. F

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 325**

Which of the following is the MAIN difference between LED and OLED displays?

- A. LED employ organic materials while OLED do not.
- B. OLED use light emitting polymers while LED do not.
- C. LED emit light in all directions while OLED do not.
- D. OLED do not require a voltage differential while LED do.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 326**

Laser printers differ from thermal printers because:

- A. they use an electro-static field while thermal printers use heating elements to expose the image.
- B. they use ink while thermal printers use a ribbon to transfer the image on the paper.
- C. they use laser while thermal printers use heat to melt the toner on the paper.

D. they use heat to expose the image while thermal printers use heat to transfer the image.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 327**

Upon entering a computer room, a technician is shocked by a static electricity discharge when touching one of the computers. Which of the following environmental controls should be adjusted so that technicians will not be shocked in the future?

- A. The temperature must be increased.
- B. The humidity level must be decreased.
- C. The temperature must be decreased.
- D. The humidity level must be increased.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 328**

Which of the following is TRUE of RAMBUS memory in Pentium 4 era PCs?

- A. All unused RAMBUS slots need to be filled with CRIMM dummy chips.
- B. RAMBUS chips can be mixed and matched for numerous sizes and speeds in a given system.
- C. RAMBUS memory provides more throughput and maximum speed than DDR3.
- D. RAMBUS slots are backwards compatible with DDR1 memory.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 329**

Small form factor PCs that utilize full-height PCI and PCI-Express cards need which of the following supplementary items to allow for proper installation?

- A. FireWire cards
- B. Riser cards
- C. Storage cards
- D. Network cards

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 330**

Which of the following is a clear characteristic of an IPv6 Internet address?

- A. 32 bit length
- B. APIPA compatibility
- C. 128 bit length
- D. 64 bit length

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 331**

The term "WAN" is commonly used when describing which of the following networks?

- A. Mesh
- B. Local Wi-Fi network
- C. Internet
- D. Ad hoc Wi-Fi network

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 332**

Which of the following is BEST used for fire safety to prevent toxic fumes during a fire?

- A. Multi-mode cables
- B. Single-mode cable
- C. PVC cables
- D. Plenum cables

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 333**

Which of the following devices forwards any packet to all ports regardless of the packet address?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 334**

Which of the following appliances can function as a connection point between network devices as well as provide access to the Internet?



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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 335**

Which of the following laptop hardware would be the LEAST likely to be replaced?

- A. CPU
- B. Display screen
- C. RAM
- D. Hard drive

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 336**

Which of the following ports is associated with HTTPS?

- A. 53
- B. 80
- C. 443
- D. 3389

**Correct Answer:** C

**Section:** (none)

**Explanation****Explanation/Reference:****QUESTION 337**

How should a technician respond in a situation where a user is very upset about a repeated problem?

- A. Be nice and inform the user that they are committed to try to fix the problem.
- B. Ask how the user's family is doing and other current affairs to create a calm atmosphere.
- C. Be courteous and assure the user that they will take responsibility for the resolution.
- D. Greet the user in a friendly manner and assure the user that they will fix all of the problems the user has caused.

**Correct Answer: C**

**Section: (none)**

**Explanation****Explanation/Reference:****QUESTION 338**

A building has five rooms each with their own switch. All network packets from each room pass through room five's switch prior to reaching any PC or the Internet. Which of the following LAN topologies is being used at this company?

- A. Mesh
- B. Star
- C. Bus
- D. Hybrid

**Correct Answer: B**

**Section: (none)**

**Explanation****Explanation/Reference:****QUESTION 339**

A customer needs 4 new systems for their engineering design department. Which of the following options would BEST satisfy the client's requirements? (Select TWO).

- A. USB 3.0
- B. DVI output
- C. Thin client
- D. Workstation
- E. Fast Ethernet

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 340**

A technician has been dispatched to install a maintenance kit in a laser printer. Which of the following components should the technician avoid touching when performing the installation?

- A. Fuser housing
- B. Transfer roller
- C. Pickup roller
- D. Toner cartridge

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 341**

Which of the following is a type of Fiber connector?

- A. RJ-45
- B. BNC
- C. F-Connector
- D. ST

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 342**

Which of the following socket types supports an Intel iCore second generation processor?

- A. 775
- B. 1155
- C. 1156
- D. 1366

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 343**

A printer using multi-part forms has just had the ribbon replaced. After running a print job, the end user reports that the print is not visible on the third and fourth copies of the form. Which of the following will correct the issue?

- A. Decrease the character per minute rate
- B. Increase the platen gap
- C. Increase the character per minute rate
- D. Decrease the platen gap

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 344**

Which of the following describes a Class A IP address?

- A. The last octet is between 1 and 128 with a subnet mask of 255.0.0.0
- B. The first octet is between 1 and 128 with a subnet mask of 255.255.255.0
- C. The first octet is between 1 and 128 with a subnet mask of 255.0.0.0
- D. The last octet is between 1 and 128 with a subnet mask of 255.255.255.0

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 345**

Which of the following is the valid port for remote desktop protocol?

- A. 110
- B. 443
- C. 3389
- D. 8080

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 346**

Which of the following would be the MOST common use for a cable with a DE-15 connector?

- A. SCSI
- B. Printer
- C. RS-232 Serial
- D. VGA Video

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 347**

An administrator creates a server to be used for translating a device IP address into a network name. Which of the following ports **MUST** be enabled for this server?

- A. 21
- B. 53
- C. 80
- D. 110

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 348**

A customer requests a technician to build a Home Server PC with a RAID array. The customer will be using a NAS as a backup system. Which of the following RAID configuration with SATA hard drives would provide the **BEST** performance?

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 349**

A customer would like to be able to watch TV on their home computer and record television shows. Which of the following should be installed in their machine?

- A. FireWire card
- B. Tuner card
- C. Wireless card
- D. Serial card

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 350**

A small office would like to implement a cost effective alternative to a full blown server that merely provides simple file sharing with RAID 1. Which of the following is the BEST option?

- A. NAS
- B. IPS
- C. Access Point
- D. SAN

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 351**

Which of the following devices would need to be installed on a computer to allow the user to make video conference calls?

- A. Webcam
- B. Digitizer
- C. LCD display
- D. Microphone

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 352**

When sharing a local printer with network users, which of the following considerations **MUST** be taken into account to ensure users will be able to print?

- A. Network permissions
- B. Printer language
- C. Print spool priorities
- D. Network topology

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 353**

An example of built-in system diagnostics includes which of the following?

- A. POST cards
- B. Indicator lights
- C. TPM
- D. BIOS settings

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 354**

When adding an additional internal SATA hard drive to a system, which of the following BIOS settings should be confirmed?



- A. TPM status
- B. Clock speed
- C. Port status
- D. Bus speed

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 355**

Which of the following is another description of a default gateway?

- A. The DNS server
- B. The inverse subnet mask
- C. The route of last resort
- D. The subnet network address

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 356**

Which of the following uses RTP or SIP for communication between devices?

- A. Bridge
- B. NAS
- C. Modem
- D. VoIP

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 357**

The imaging process of a laser printer includes which of the following steps?

- A. Submitting
- B. Formatting
- C. Cleaning
- D. Duplexing

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 358**

Impact printers use which of the following technology combinations for generating printed output?

- A. Pin / Ribbon
- B. Nozzle / Ink
- C. Drum / Toner
- D. Heat / Ribbon

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 359**

When diagnosing potential RAM issues, which of the following should be checked for proper configuration?

- A. Bus speeds
- B. Fan speeds

- C. UAC configuration
- D. CMOS battery voltage

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 360**

A technician configures a new laptop for a customer and tests it before packing it up. When the laptop arrives, it is unable to connect to any wireless networks. Which of the following should the technician instruct the customer to check FIRST?

- A. Amount of Installed RAM
- B. Updated WiFi drivers
- C. CMOS battery
- D. External toggle switch

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 361**

Which of the following 802.11 standards has a MAXIMUM bandwidth throughput of 54Mbps and uses 5GHz frequency?

- A. A
- B. B
- C. G
- D. N

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 362**

A user has a wireless home office and would like to add file storage and print server to the domain. The user has only enough funds to upgrade one feature on the server. Which of the following would be the MOST beneficial upgrade for this PC role?

- A. Add a second multi-core processor for faster computations
- B. Add a Gigabit Ethernet card for fast file transfers.
- C. Replace Windows XP Professional with the newer Windows 7 Home Premium
- D. Add an additional hard drive to create a RAID 0

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 363**

A user has 350 Gigabytes worth of videos they would like to back up. At the very MINIMUM, which of the following could backup these pictures to a single medium?

- A. Zip Drive
- B. DVD Burner
- C. LTO Drive
- D. Blu-Ray Burner

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 364**

A user has powered off their computer after a suspected attack and breach. A technician has been assigned to pick up the PC and deliver it to the corporate office. Which of the following should the technician do after receiving the PC?

- A. Record what the user experienced, the times they experienced it and the effects of the breach
- B. Image the drive and create a drive hash to prove the contents were not changed in transit

- C. Document the customer and technician's names, what was received, and the time
- D. Remove the hard drives as they will be installed into a PC on a "Safe LAN" in the corporate office

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 365**

A user has a PoE device that does not power on. The technician believes that the switch may not be outputting the appropriate amount of power to the device. Which of the following could be used to test this hypothesis?

- A. Multimeter
- B. Toner probe
- C. Lineman's handset
- D. Loopback plug

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 366**

A technician is troubleshooting an IDE hard drive that is emitting a humming sound. They suspect a faulty connector.

Which of the following voltages should be supplied through the power connector to an IDE hard drive? (Select TWO).

- A. 3V
- B. 5V
- C. 5.5V
- D. 9V
- E. 12V
- F. 20V

**Correct Answer:** BE

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 367**

An internal SATA connected hard drive can share a data cable with how many other drives?

- A. 0
- B. 1
- C. 2
- D. 3

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 368**

A company is using employees to load up skids with CRTs and need to have them removed.

Which of the following concerns is MOST appropriate regarding environmental safety concerns?

- A. Proper lifting technique
- B. Disposal regulations
- C. Equipment grounding
- D. Electromagnetic interference
- E. Electrical fire safety

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 369**

A docking station differentiates itself from other laptop peripherals in which of the following ways?

- A. It allows the connection of external hard drives.
- B. It adds additional ports and connections.
- C. It allows for an external monitor to be connected.
- D. It allows the laptop to be securely locked.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 370**

Which of the following printer types uses an imaging drum as part of the printing process?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.inktechnologies.com/blog/what-is-an-imaging-drum/>

**QUESTION 371**

Which of the following is a characteristic of single-mode fiber compared to multi-mode?

- A. Multi-mode fiber is resistant to EMI while single mode is not.
- B. Single-mode fiber uses laser while multi-mode does not.
- C. Multi-mode fiber supports lower speeds than single-mode.
- D. Single-mode fiber uses light, while multi-mode can use light or RF.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 372**

A user would like to install an external optical drive that allows for the largest capacity burning capability with the ability to re-write discs. Which of the following technologies should the technician recommend to the customer?

- A. CD-RW
- B. JAZ
- C. DVD-RW DL
- D. BD-RE

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 373**

After identifying illegal activity on a small business computer, a business owner asks the office secretary to log into the system to retrieve various files. Which of the following aspects of procedural forensic analysis were violated in this scenario?

- A. Data preservation
- B. Proper channel reporting
- C. Initial response identification
- D. Tracking of documentation

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 374**

Which of the following is the MAXIMUM data transfer rate of Bluetooth v3.0?

- A. 1Mbps
- B. 3Mbps
- C. 24Mbps
- D. 54Mbps

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 375**

Which of the following is the MAXIMUM connection distance of a Bluetooth device?

- A. 10 feet (3.05 meters)
- B. 30 feet (9.14 meters)
- C. 100 feet (30.48 meters)
- D. 300 feet (91.44 meters)

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 376**

Which of the following frequencies does Bluetooth use?

- A. 900 MHz
- B. 1.8 GHz
- C. 2.4 GHz
- D. 5 GHz

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 377**

A technician has been asked to configure a printer to be shared amongst the users in a small workgroup. Each computer in the workgroup utilizes an existing wireless router for network connectivity. The printer to be configured only connects via USB. Which of the following should be implemented to share the printer so that implementation costs are kept to a minimum?

- A. Connect the printer to a computer within the workgroup and share it from that computer
- B. Connect the printer to the wireless router and assign it its own network address
- C. Connect the printer to an external hardware print server and share it amongst the workgroup
- D. Connect the printer to a USB hub that each computer in the workgroup has access to

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 378**

A technician has been asked to procure a video adapter solution for use in commercial graphics design and CAD/CAM system. The solution should utilize specialized drivers to provide additional system stability. Which of the following solutions would BEST meet the user's needs?

- A. Dual cards in a CrossFire configuration
- B. TV Tuner card with HDMI output options
- C. CUDA enabled line of graphics cards
- D. Dual cards in an SLI configuration

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 379**

In which of the following situations should an MSDS be consulted?

- A. A new cleaning solution is used
- B. The corner of a desk snaps off
- C. An office window is shattered
- D. Soda is spilled on the floor

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 380**

Joe, a technician, is installing a wireless inkjet printer into a small office. He wants to minimize long term issues connecting to the printer from any workstation and ensure easy access to its configuration page.

Which of the following steps would ensure this?

- A. Share the printer on the directory.
- B. Plug an Ethernet cord in as well.
- C. Turn off all DHCP on the network.
- D. Configure a static IP for the printer.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 381**

Anne, a technician, is asked to immediately fix a CEO's tablet that is not connecting to the network, and she realizes it is missing its static IP settings. When she returns to her desk with the tablet to research the correct settings, the CEO comes over and berates her for walking away with the equipment. Which of the following is the BEST way to handle this situation?

- A. Hand the tablet back unfixed so the CEO is immediately appeased.
- B. Politely explain the reason for removing the tablet and return it after inputting the settings.
- C. Complete the settings fix before handing the tablet to the CEO, then immediately inform her Manager.
- D. Calmly explain why she was correct for taking the tablet.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 382**

Which of the following slots would MOST likely be used to install and configure a modern RAID card?

- A. PCIe
- B. AGP
- C. CNR
- D. ISA

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 383**

Which of the following RAID types employs two identically sized disks and creates a mirror for data redundancy purposes?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 384**

Which of the following 802.11 wireless standards provides a maximum of 54Mbps data transmission over an uncongested 5GHz spectrum?

- A. A
- B. B
- C. G
- D. N

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 385**

When replacing components inside of a computer, which of the following should be worn to prevent electro-static discharge?

- A. Safety goggles
- B. Grounding strap
- C. Safety shoes
- D. Canvas gloves

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 386**

Which of the following components would MAXIMIZE I/O performance of a graphic design workstation?

- A. High performance GPU.
- B. Maximum RAM

- C. Solid State Drive
- D. Multicore CPU

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 387**

Which of the following components needs to be maximized to improve performance in a workstation used for virtualization? (Select TWO).

- A. Network speed
- B. RAM
- C. Disk space
- D. USB ports
- E. CPU cores
- F. Video cards

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 388**

Which of the following RAM types is rated at PC2400?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 389**

A Bluetooth printer has been installed. Which of the following **MUST** be performed to allow users to print from a mobile device?

- A. Enable MAC filtering
- B. Configure print queue
- C. Set static IPs
- D. Device pairing

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 390**

A multi-form impact printer is having print smearing issues and jams frequently. Which of the following should a technician do **FIRST** to fix both issues?

- A. Clean the print head
- B. Replace the print head
- C. Replace the ribbon
- D. Replace the paper

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 391**

A printer is having constant paper jams at both input trays. The printer was operating normally this morning. Which of the following is the **FIRST** thing that should be performed to troubleshoot the problem?

- A. Clean all of the printer rollers with alcohol.

- B. Replace the rollers in the printer.
- C. Replace the paper with new stock.
- D. Remove and clean the print heads.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 392**

A technician is asked to install a PC for Anne, a new user. Anne will be performing all of her work on a remote server. Which of the following will MINIMIZE local resource utilization?

- A. Thick Client
- B. CAD Workstation
- C. Virtualization Workstation
- D. Thin Client

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 393**

A technician is building a new workstation for a user that will be performing 3D video rendering. Which of the following is MOST likely a requirement for this workstation? (Select TWO).

- A. Gigabit Network Access
- B. Specialized Video Card
- C. HDMI Output
- D. Additional USB 3.0 Ports
- E. Liquid Cooling
- F. High Capacity Hard drive



**Correct Answer:** BF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 394**

When connecting a PC to a high-definition TV, which of the following resolutions displays BEST on the device?

- A. 800x600
- B. 1600x1080
- C. 1900x1200
- D. 1920x1080

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 395**

A technician is tasked with adding an expansion card to connect an external device. Which of the following expansion cards would provide the FASTEST data transfer speeds?

- A. IEEE 1394
- B. USB 2.0
- C. RS-232
- D. EIDE

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 396**

When building a PC, which of the following is MOST critical to ensure efficient cooling of the CPU?

- A. Size of the processor heatsink
- B. Use of thermal paste
- C. Number of cabinet fans
- D. Installing a liquid cooling system

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 397**

A technician is tasked with building a virtualization workstation. Which of the following are the MOST critical requirements? (Select TWO).

- A. CPU
- B. High-end GPU
- C. SSD
- D. RAM
- E. Liquid cooling
- F. Dual monitors

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 398**

A technician has been asked by Joe, an end user, to select a new monitor for his desk. Due to desk size, Joe needs the thinnest monitor possible.



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Which of the following monitor types would BEST suit his needs?

- A. Plasma
- B. CRT
- C. DLP
- D. OLED
- E. LCD

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 399**

Which of the following protocols would be BEST used to access the command line interface of a router securely?

- A. TELNET
- B. HTTP
- C. SSH
- D. SFTP

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 400**

A technician is advised that a laptop battery is no longer charging. Which of the following is the BEST way to begin diagnostic testing for a battery?

- A. Unplug the power supply from the laptop.
- B. Reboot into the BIOS.
- C. Test the battery with a multimeter.
- D. Remove the battery and run on AC power.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 401**

The boot process of a laptop is slow and often displays "no operating system found". Which of the following would BEST solve these problems?

- A. Ensure MBR is properly formatted.
- B. Disable CD/DVD from boot options.
- C. Place HDD on top of boot options.
- D. Remove any external USB drives during boot.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 402**

Which of the following expansion slots would be MOST commonly used to add peripheral devices onto laptops?

- A. SD Card Slot
- B. PCMCIA
- C. DIMM
- D. SODIMM

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 403**

Joe, a technician, is attempting to install a new printer on a Windows 7 Enterprise x86 machine. Upon inspection, Joe finds that he only has access to a 64-bit driver for the printer. Which of the following scenarios BEST describes the outcome of this situation?

- A. As long as the driver is signed, it should work with this version of Windows.
- B. As long as the driver is IA-64 compatible, it should work with this Windows version.
- C. Joe should install the driver using Windows Vista compatibility mode.
- D. A 32-bit driver will have to be found in order to install the printer.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 404**

A new high security printer is being installed at a small office, with the requirement that only connectivity over direct line of sight be allowed. Which of the following technologies would BEST achieve this goal?

- A. FireWire
- B. Bluetooth
- C. Infrared
- D. 802.11n

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 405**

Ann, a user, has requested help to choose a new workstation for her design business. Which of the following would be the MOST important feature of a new workstation?

- A. FireWire adapter card
- B. High performance graphics card
- C. Surround sound audio card
- D. USB 3.0 port

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 406**

Which of the following cable types has extra shielding built into the cable to guard against EMI?

- A. UTP
- B. Multimode
- C. STP
- D. Single-mode

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 407**

Replacing which of the following laptop components may also replace the power inverter board?

- A. PCMCIA slot
- B. LCD screen
- C. Hard drive
- D. WLAN card

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 408**

Joe, a technician, is asked to replace the LCD panel portion of a laptop screen. Upon removing the outside cover, Joe finds loose wires surrounding the LCD panel.

Which of the following is the MOST likely purpose of these wires?

- A. Reduces EMI for a clearer video picture
- B. Wiring for an a Bluetooth adapter
- C. Antennas for the wireless network card
- D. Connections for a high performance video card

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 409**

Which of the following printer components is responsible for flipping the paper over to allow printing on both sides?

- A. Fusing assembly
- B. Image transfer assembly
- C. Duplexing assembly
- D. Paper registration assembly

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 410**

Which of the following memory types is normally associated with the RAM in a desktop PC?

- A. Non-ECC
- B. ROM
- C. SODIMM
- D. ECC

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 411**

Memory with built-in features to recover from errors is also known as:

- A. Parity
- B. SDRAM
- C. DDR
- D. ECC

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 412**

A technician installs a secondary hard drive on a PC. The new drive does not show up in the operating system or the BIOS; only the primary is listed. The technician verified that the drive has been connected properly. Which of the following should the technician do to make the drive available to the system?

- A. Remove the CMOS battery to clear the BIOS settings
- B. Move the cable on the motherboard to a different port
- C. Move the jumper on the secondary drive off of master
- D. Enable the S.M.A.R.T. setting in the BIOS

**Correct Answer:** C



**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 413**

Which of the following cable types should be used for analog telephony in a fire safety zone where EMI is known to be high? (Select TWO).

- A. Plenum Single-mode Fiber
- B. Plenum Multimode Fiber
- C. Plenum CAT5e
- D. PVC CAT6
- E. PVC Multimode Fiber
- F. Plenum STP CAT3

**Correct Answer: CF**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 414**

Which of the following would be a typical use for a KVM?

- A. Archiving network data
- B. Networking several PCs
- C. Providing network printer sharing
- D. Sharing peripherals among several PCs

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 415**

Which of the following settings for a serial port expansion card is the default for MOST external modems?

- A. 6, Yes, 0
- B. 6, None, 1
- C. 8, None, 1
- D. 8, Yes, 0

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 416**

Which of the following encryption methods offers the highest level of security?

- A. WEP
- B. WPA-AES
- C. WPA-PSK
- D. WPA2

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 417**

A Pentium 4 PC has a dead power supply. This power supply has a characteristic that must be found in the replacement power supply. Which of the following describes this characteristic?

- A. The new supply must have a 20 pin Molex cable.
- B. The supply must have the same size cooling fan.
- C. The new supply must have a 6 pin Molex cable.
- D. The supply must have a 4 pin Molex cable.

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 418**

Which of the following types of memory is PC3-8500?

- A. DDR
- B. DDR2
- C. DDR3
- D. RAMBUS

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 419**

A technician needs to install a new optical drive into a computer for use as a home entertainment system. The user wants to be able to watch movies with the highest definition possible by inserting the media into the newly installed drive. Which of the following optical drives should the technician install?

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 420**

A technician installs three hard drives into a computer. The user would like the drives configured such that the RAID array has the best write performance and if one

of the drives were to fail the user would still have a fully operational PC. Which of the following RAID types should the technician configure?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 421**

A technician needs to install a new printer to a computer in a SOHO environment. The technician wants the printer connection to have the FASTEST speed. Which of the following types of connectors should the new printer have?

- A. Parallel
- B. FireWire 400
- C. USB 2.0
- D. DB-9

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 422**

Which of the following would be important considerations when building a home theater PC? (Select TWO).

- A. High-end cooling
- B. HDMI output
- C. Raid array
- D. Dual monitor outputs
- E. ITX form factor

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 423**

Which of the following describes pairing multiple sticks of RAM to increase performance?

- A. Hypertransport
- B. Hyperthreading
- C. Multi-channel
- D. Double-sided

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 424**

A user is looking to have a home theater PC built. Which of the following components should a technician include in this build?

- A. TV tuner card
- B. Video card with dual monitor output
- C. USB 3.0 card
- D. PCIe RAID controller

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 425**

When designing a gaming computer based upon dual video cards, which of the following two components will need to be chosen to specifically support a dual video adapter configuration? (Select TWO).

- A. DDR Memory
- B. Dual Channel Memory
- C. Power supply
- D. RAID 5 configuration
- E. Motherboard

**Correct Answer:** CE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 426**

A network cable used to connect two computers directly together without an additional network device is commonly referred to as which of the following?

- A. Straight-through
- B. Crossover
- C. Plenum
- D. RG-59

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 427**

Which of the following CPU features allows the operating system to see a core as dual processors?

- A. Dual memory channel
- B. 64-bit support
- C. Hyper threading
- D. Integrated GPU

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 428**

A manufacturer claims that a certain board supports DDR2 800, but the computer will only post with DDR2 667. Which of the following needs to be performed?

- A. Flash BIOS
- B. Change boot order
- C. Change multiplier
- D. Set date/time

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 429**

Which of the following is the physical width of a laptop hard drive in inches?

- A. 2.1
- B. 2.5
- C. 2.8
- D. 3.5

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 430**

Which of the following components is sometimes built into a laptop LCD panel?

- A. Battery
- B. SD Card Reader
- C. HDMI port
- D. Microphone

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 431**

Which of the following video interfaces uses the smallest footprint to connect multiple monitors given compatible hardware?

- A. VGA
- B. DisplayPort
- C. HDMI
- D. DVI

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 432**

A technician installing hard drives into a computer needs to set jumpers on the drives to master and slave.

Which of the following types of drives is the technician installing?

- A. USB
- B. SATA
- C. EIDE
- D. SCSI



**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 433**

Which of the following cable types is used to prevent exposure to toxins in the event of a fire?

- A. CAT6
- B. RG-59
- C. Plenum
- D. PVC

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 434**

By default, which of the following ports is used for DNS?

- A. 21
- B. 25
- C. 50
- D. 53

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 435**

A technician receives a maintenance kit in the mail for a printer. The maintenance kit contains a fuser, a pickup roller, and four paper rollers. Into which of the

following types of printers should this maintenance kit be installed?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 436**

A local low broadcast television station has asked Ann, a technician, to build a computer that can be used to create commercials. Which of the following should she consider FIRST?

- A. High-end graphics card
- B. Surround sound capable sound
- C. TV tuner
- D. Water cooled CPU

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 437**

Which of the following should be removed prior to replacing or upgrading memory in a laptop?

- A. Hard drive
- B. Optical drive
- C. Wireless card
- D. Battery

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 438**

Ann, a technician, is tasked with building a workstation that can host multiple virtual environments. Which of the following is the MOST important component for this type of build?

- A. Specialized audio and video cards
- B. HTPC compact form factor
- C. High-end cooling
- D. Dual monitors
- E. Multiple CPU cores

**Correct Answer: E**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 439**

Which of the following network devices has the capability to provide power to devices attached to it?

- A. Repeater
- B. Access Point
- C. Hub
- D. Switch

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 440**

A user has been reported for storing prohibited material on a company owned PC. The accused user is notified and an investigation is launched. However, no evidence is found and it is believed that the user was able to delete all relevant evidence. Which of the following would prevent this from happening in the future?

- A. Change documentation
- B. Chain of Custody
- C. Automatic notifications for complaints
- D. Data preservation

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 441**

Which of the following connector types is MOST likely to be used with fiber connections?

- A. RJ-45
- B. SC
- C. USB
- D. RG-9

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 442**

Which of the following types of cable should be used to prevent toxic smoke and spreading of fire?

- A. Plenum
- B. Fiber
- C. Shielded Twisted pair
- D. CAT6

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 443**

Ann, a customer, calls and states she wants to buy a new desktop but she needs it to be as small as possible.

Which of the following form factors should be recommended?

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 444**

Joe wants to purchase a computer for use in his family's home theater and asks for advice. Which of the following should be the FIRST priority in Joe's new computer?

- A. Maximum RAM and CPU cores
- B. High-end cooling and very powerful fans
- C. High wattage power supply and large case
- D. Surround sound audio and HDMI output

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 445**

Which of the following laptop display types MOST often has the thinnest profile?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 446**

The wires that run along the side of an LCD panel in the display of a laptop are used for which of the following functions?

- A. Prevent EMI from nearby electronics
- B. Install additional backlights for the display
- C. Wireless network card antenna leads
- D. Connections for memory card reader in the display

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 447**

Which of the following laser printer components is often integrated into the toner cartridge?

- A. Image transfer assembly
- B. Paper registration assembly
- C. Fusing assembly
- D. Imaging drum

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 448**

A network impact printer functions yet is not printing any characters. It was working before a user visited the printer. Which of the following is the MOST likely cause?

- A. The user changed the printer baud rate.
- B. The user set the printer offline.
- C. The user replaced the paper incorrectly.
- D. The user replaced the ribbon incorrectly.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 449**

A 2,000 line per minute parallel impact printer is being installed in a room that is 100 feet (30.48 meters) from the print server. Once connected it does not print reliably. Which of the following is the cause?

- A. The cable was installed next to florescent lighting.
- B. The cable length has exceeded the limit of the standard.
- C. The printer should have been a USB model.
- D. The printer I/O logic is faulty and must be replaced.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 450**

A user has installed video editing software and hardware on a Windows PC. The PC met the minimum requirements of the hardware. The editing program loads very slowly and takes a very long time to render large files. Which of the following will MOST likely resolve this issue?

- A. More memory and a reformatting of the hard disk are needed.
- B. A second hard drive must be added and the Page file should be lowered.
- C. More memory is not needed; the Windows Page file should be increased.
- D. More memory and available hard disk space are needed.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 451**

A technician recently replaced Joe's monitor. Now Joe states he cannot read the text below his desktop icons. Which of the following should the technician adjust?



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- A. Contrast
- B. Refresh rate
- C. Brightness
- D. Resolution

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 452**

DB-9 connectors are attached to which of the following cable types?

- A. HDMI
- B. SCSI
- C. Serial
- D. Parallel

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 453**

Which of the following laptop components can be replaced without having to power off the machine?

- A. Battery
- B. CPU
- C. Hard Drive
- D. Keyboard

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 454**

Two computers in a SOHO would like to use the same printer. Which of the following would be the LEAST expensive way of accomplishing this with an existing printer already attached to one of the computers?

- A. Install an Ethernet hardware print server
- B. Configure Printer Sharing settings
- C. Directly connect both computers to the printer
- D. Install wireless cards in the computers

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 455**

A technician working for a SOHO recently installed a computer tower inside a cabinet. Users report the computer often shuts down due to overheating. Which of the following environmental impacts should have been considered before determining the location of the computer tower to have avoided the overheating issue?

- A. Humidity
- B. MSDS chemicals
- C. Proper ventilation
- D. Electromagnetic interference

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 456**

A technician needs to verify a set of patch cables in inventory are working properly. Which of the following tools should the technician use?

- A. Multimeter
- B. Cable tester
- C. Toner probe
- D. Crimper

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 457**

A department's multifunction printer just had a maintenance kit installed. When Joe prints the first page after maintenance is performed, the page has random spots and blotches on the front and back. Which of the following actions would BEST solve this?

- A. Reset the printer's maintenance kit level.
- B. Run a cleaning page through the printer.
- C. Replace the toner cartridge.
- D. Run the printer calibration utility.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 458**

A technician is dispatched to repair a malware infection on a laptop. The user appears agitated and uneasy about the technician working on the computer without supervision. Once the malware is mitigated the technician discovers a hidden folder containing inappropriate materials.

Which of the following would the technician do FIRST?

- A. Report the findings through the proper channels
- B. Browse the images to see if any illegal activity is occurring
- C. Contact the company's security department
- D. Copy all images on an external device as evidence

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 459**

A technician is installing a PCIe wireless card on Joe's, a customer, desktop computer. While the technician works, Joe watches and asks questions during the entire process. After the work order is completed, the technician should do which of the following? (Select TWO).

- A. Follow up with Joe at a later date to verify satisfaction
- B. Request that Joe not monitor the work

- C. Be culturally sensitive
- D. Provide proper documentation on the services provided
- E. Take a break so that Joe can go back to work

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 460**

Which of the following encryption methods will support a key of up to 256-bits?

- A. WPA
- B. AES
- C. TKIP
- D. WEP

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 461**

Which of the following cable types is characterized by an insulated core wire covered with a braided shield?

- A. STP
- B. CAT3
- C. UTP
- D. RG-59

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 462**

Which of the following is a way to disable wireless on a Windows laptop? (Select TWO).

- A. Use the wireless switch on the laptop hardware
- B. Disable 'connect to networks automatically' in Wireless settings
- C. Connect the laptop to a wired network
- D. Disable Internet connection sharing
- E. Disable the wireless adapter in Device Manager

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 463**

Which of the following is a feature of PCMCIA cards?

- A. The drivers are always bundled with Windows
- B. They utilize PCI express architecture
- C. They contain error correcting memory
- D. They are hot swappable

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 464**

When changing the RAM on a laptop, in which of the following locations is the memory MOST likely to be found? (Select TWO).

- A. On the bottom of the laptop
- B. Under the touchpad
- C. Behind the LCD screen

- D. In the optic drive bay
- E. Under the keyboard

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 465**

Which of the following expansion cards would MOST likely have the requirements of utilizing a direct auxiliary 6-pin power plug to operate properly?

- A. PCI Express RAID card
- B. PCI Express video card
- C. PCI Express FireWire card
- D. PCI Express LAN card

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.tomshardware.com/reviews/power-supply-specifications-atx-reference,3061-12.html>

#### **QUESTION 466**

Which of the following panel types would allow for the THINNEST possible display monitor?

- A. LED
- B. CRT
- C. DLP
- D. Plasma

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://electronics.howstuffworks.com/difference-between-lcd-and-led.htm>

**QUESTION 467**

Which of the following would a technician MOST likely perform to prevent a tripping hazard?

- A. Use an ESD mat
- B. Proper cable management
- C. Use plenum graded cable
- D. Proper documentation

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.cabletiesandmore.com/SafecordCordCover.php>

**QUESTION 468**

Which of the following devices transmits data to all ports regardless of final destination?

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

<http://computernetworkingnotes.com/comptia-n-plus-study-guide/network-devices-hub-switch-router.html> (seeHub)

**QUESTION 469**

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

- A. Network Address Translation

- B. Port forwarding
- C. Quality of Service
- D. SSID broadcast

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 470**

Video editing workstations require the fastest hard drive access times with large storage capacity. Which of the following hard disk setups would be MOST ideal for the described computer?

- A. Two 500 GB SATA2 hard drives used in a JBOD array
- B. Two 500 GB SATA2 hard drives in a hardware RAID 0
- C. Two 500 GB SATA2 hard drives in a hardware RAID 1
- D. Two 500 GB SATA2 hard drives in a software RAID 0

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://forums.mydigitallife.info/threads/12651-2x-200GB-SATA-I-Raid-0-v-s-single->

#### **QUESTION 471**

Two new PCs will have a DVD-RW drive for support use. The PCs will be used for Point of Sales transactions and everything will be password protected or disabled. Which of the following is the BEST way to disable the DVD-RW drives?

- A. The Registry
- B. Device Manager
- C. Disk Management
- D. The BIOS

**Correct Answer:** D

**Section:** (none)



## **Explanation**

### **Explanation/Reference:**

Explanation:

BIOS settings directly affect hardware. You can disable DVD-RW drives from the BIOS and it is perhaps the best way to keep the drives disabled. In BIOS menu, there is an option to disable the DVD drives.

### **QUESTION 472**

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

- A. 10.4.0.1
- B. 169.254.0.1
- C. 192.168.17.3
- D. 254.200.53.5

**Correct Answer:** A

**Section:** (none)

## **Explanation**

### **Explanation/Reference:**

Explanation:

<http://www.bleepingcomputer.com/tutorials/ip-addresses-explained/>

### **QUESTION 473**

Joe, a customer, states that since the new firewall has been installed, he has not been able to send email. Which of the following ports on the firewall should be checked?

- A. 21
- B. 25
- C. 110
- D. 443

**Correct Answer:** B

**Section:** (none)

## **Explanation**

### **Explanation/Reference:**

Explanation:

[http://help.telecom.co.nz/app/answers/detail/a\\_id/1218/~/%3Fwhat-is-port-25-and-why-is-it-important-for-me%3F](http://help.telecom.co.nz/app/answers/detail/a_id/1218/~/%3Fwhat-is-port-25-and-why-is-it-important-for-me%3F)

**QUESTION 474**

When installing additional RAM for a laptop, which of the following would MOST likely be used?

- A. PC card
- B. SODIMM
- C. DIMM
- D. PCMCIA

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.crucial.com/install/sodimm.aspx>

**QUESTION 475**

A technician is trying to install a printer driver from a manufacturer's website, but is getting an incompatibility error. This can be caused by:

- A. A malfunctioning printer.
- B. Drivers designed for a different OS.
- C. A bad printer cable.
- D. 32-bit drivers on a 64-bit system.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Double-check the supported OS for the driver. The incompatibility error occurs when the driver is for the operating system other than the intended one.

**QUESTION 476**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://buildyourowncomputerworkshop.com/firstboot.html>

**QUESTION 477**

Which of the following expansion cards would MOST likely require the use of an external power connector to function properly?

- A. PCI Express video card
- B. PCI Express fiber card
- C. PCI Express sound card
- D. PCI Express network card

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://electronics.stackexchange.com/questions/49216/how-do-pci-express-graphics-cards-pull-power-from-both-the-slot-and-the-external>

**QUESTION 478**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

An ATX 4-pin power connector is needed for Intel 775 socket motherboard. The ATX 4-pin is a standard for Intel 775 socket motherboards.

**QUESTION 479**

Which of the following channels, when used in close proximity to one another, provide the BEST protection against crosstalk?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.dci.ca/?Section=Products&SubSection=WiFi-FAQ>

**QUESTION 480**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://superuser.com/questions/409404/why-do-we-have-nat-if-we-could-just-assign-a-public-ip-address>

**QUESTION 481**

Which of the following would BEST protect equipment from power spikes?

- A. Anti-static mat

- B. HVAC system
- C. Surge suppressor
- D. Power strip

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://electronics.howstuffworks.com/everyday-tech/surge-protector.htm>

#### **QUESTION 482**

Which of the following are examples of multimedia devices? (Select TWO).

- A. Scanner
- B. Digitizer
- C. Webcam
- D. Microphone
- E. Touchscreen

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Multimedia is the integration of multiple forms of media. This includes text, graphics, audio, video, etc. For example, a presentation involving audio and video clips would be considered a "multimedia presentation." Educational software that involves animations, sound, and text is called "multimedia software." CDs and DVDs are often considered to be "multimedia formats" since they can store a lot of data and most forms of multimedia require a lot of disk space. Webcam incorporates both audio and video. Similarly, microphone is a multimedia device because it incorporates sound and it can also be used for various applications. Touchscreen, scanner and digitizer are input devices because they require input from the user to function properly.

#### **QUESTION 483**

Which of the following is the strongest wireless encryption method?

- A. WPA2 AES
- B. WEP
- C. WPA2 TKIP

D. WPA

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://cybercoyote.org/classes/wifi/wpa2.shtml>

**QUESTION 484**

Which of the following wireless standards is backwards compatible with 802.11g?

A. 802.11a

B. 802.11b

C. 802.11n

D. 802.1q

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.networkworld.com/newsletters/wireless/2006/0206wireless1.html>

**QUESTION 485**

Which of the following types of RAM can be used in a dual channel configuration?

A. SDRAM

B. RAMBUS

C. DDR

D. DIMM

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/Multi-channel\\_memory\\_architecture#Dual-channel\\_architecture](http://en.wikipedia.org/wiki/Multi-channel_memory_architecture#Dual-channel_architecture)

**QUESTION 486**

Which of the following is the BEST protocol to use for securely transferring large files?

- A. Telnet
- B. SSH
- C. SFTP
- D. FTP

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/SSH\\_File\\_Transfer\\_Protocol](http://en.wikipedia.org/wiki/SSH_File_Transfer_Protocol)

**QUESTION 487**

A user states that a network printer, attached to and shared from a co-worker's computer, does not always print the jobs submitted to it. The user adds that it seems to happen at different times throughout the day, but at other times works fine. Which of the following is MOST likely the cause?

- A. The co-worker's computer is hibernating
- B. The user's print drivers are incompatible
- C. The printer has entered power save mode
- D. The submitted jobs are incompatible

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

The computer might be hibernating. Since the problem occurs certain times throughout the day, the print jobs submitted to it might only be active when the computer is active. If the computer is hibernating, print jobs will not be able to go through the printer.

**QUESTION 488**

A user states that the display is not very bright on their laptop. Which of the following is the MOST likely location to adjust the brightness?

- A. In the Device Manager of the operating system
- B. In the BIOS
- C. Fn key
- D. In the video display drivers

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://answers.yahoo.com/question/index?qid=20080514013404AAOuXkS>

**QUESTION 489**

Which of the following ports MUST be open to connect to a PC using RDP?

- A. 21
- B. 80
- C. 443
- D. 3389

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://support.microsoft.com/kb/306759>

**QUESTION 490**

Which of the following is the MAXIMUM transfer speed of USB 2.0?



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



- A. 100 Mbps
- B. 400 Mbps
- C. 420 Mbps
- D. 480 Mbps

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.lyberty.com/tech/terms/usb.html>

#### **QUESTION 491**

Which of the following display connections has 15-pins?

- A. RGB
- B. VGA
- C. DVI
- D. HDMI

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://pinouts.ru/Video/VGA15\\_pinout.shtml](http://pinouts.ru/Video/VGA15_pinout.shtml)

#### **QUESTION 492**

Which of the following connector types is only used for Coaxial?

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

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/F\\_connector](http://en.wikipedia.org/wiki/F_connector)

**QUESTION 493**

Which of the following cable types has the MAXIMUM transfer rate of 1 Gbps?

- A. CAT3
- B. CAT5
- C. CAT5e
- D. CAT6

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

<http://customcable.ca/cat5-vs-cat6/> (see CAT5e)

**QUESTION 494**

Which of the following features of Windows allows a device to have a default IP address if a DHCP server is not available?

- A. APIPA
- B. ARP
- C. IPv6
- D. DNS

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

[http://compnetworking.about.com/cs/protocolsdhcp/g/bldef\\_apipa.htm](http://compnetworking.about.com/cs/protocolsdhcp/g/bldef_apipa.htm)

**QUESTION 495**

Which type of fire extinguishing technology should be used when encountering an electrical fire?

- A. Class B fire extinguishers
- B. Overhead sprinkler system
- C. Water-based fire extinguishers
- D. Non-water based extinguishers

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://cs.adelaide.edu.au/~kevin/Wardens/extinguishers.html>

**QUESTION 496**

Which of the following will provide the BEST protection against power failures and data loss?

- A. Auto-switching power supply
- B. Uninterruptible power supply
- C. Line conditioner
- D. Surge suppressor

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/Uninterruptible\\_power\\_supply](http://en.wikipedia.org/wiki/Uninterruptible_power_supply)

**QUESTION 497**

Which of the following tools are commonly used to remove dust and debris from inside a computer? (Select TWO).

- A. Cotton and alcohol
- B. Vacuum
- C. Compressed air
- D. Anti-bacterial surface cleaner

E. Feather duster

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Use vacuum and compressed air to clean dust and debris that accumulates inside a computer. Vacuum will suck the debris and dust and the compressed air will blow out the fine particles of dust from nooks and corners inside a computer.

**QUESTION 498**

Which of the following represents a connector that supports the connection of external devices? (Select TWO).

A. IEEE1394

B. eSATA

C. EIDE

D. SATA

E. IDE

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Both Firewire (IEEE 1394) and eSATA connectors can be used to connect external devices.

**QUESTION 499**

A user is requesting assistance in building a custom made PC for home theater use to connect to their existing large LCD screen. Which of the following components should MOST likely be recommended? (Select TWO).

A. Large IDE hard drive

B. HDMI output

C. Dual monitors

D. RAID array

E. TV tuner

**Correct Answer:** BE

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

A Home theater PC is also a TV. So you need to have a TV tuner card that will show cable on the home theater PC. You would also need an HDMI output to connect the PC to a large LCD screen for optimal viewing.

**QUESTION 500**

Which of the following devices might need drivers installed so that it can be recognized by the operating system and function properly?

- A. Speakers
- B. Monitors
- C. Scanners
- D. Projectors

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

Scanner is a peripheral device that needs drivers to function properly. A scanner will not be able to show the scanned page on the computer until it has the necessary files to transfer the data to a PC.

**QUESTION 501**

Which of the following properties of TCP/IP is used to differentiate the network and the host portions of an IP address?

- A. DNS address
- B. Default gateway
- C. Subnet mask
- D. DHCP lease

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

<http://compnetworking.about.com/od/workingwithipaddresses/a/subnetmask.htm>

**QUESTION 502**

A user is trying to setup a small office home office (SOHO) wireless network and does not want any neighbors to be able to discover the network. Which of the following parameters would MOST likely be configured?

- A. Configure a proxy server address
- B. Enable WEP encryption
- C. Disable SSID broadcast
- D. Configure DMZ settings

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://compnetworking.about.com/cs/wirelessproducts/qt/disablessidcast.htm>

**QUESTION 503**

Which of the following would provide continuous power to various devices connected to it during a power surge or outage?

- A. Line conditioner
- B. Power strip
- C. Battery backup
- D. Surge suppressor

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.howtogeek.com/161479/how-to-select-a-battery-backup-for-your-computer/>

**QUESTION 504**

Which of the following network topologies would MOST likely be used to provide redundancy at each network device to support data transmissions?

- A. Mesh
- B. Ring

- C. PBX
- D. Bus

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://computer.howstuffworks.com/how-wireless-mesh-networks-work.htm>

#### **QUESTION 505**

Primary system functions like basic boot priorities, voltage parameters for the processor, and SATA options are configured in which of the following areas of a PC system?

- A. MBR
- B. CMOS
- C. VRAM
- D. BIOS

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.howstuffworks.com/bios.htm>

#### **QUESTION 506**

Which of the following storage media would be used to build a RAID 5 array?

- A. Dual layer DVDs
- B. SATA HDDs
- C. Flash drives
- D. Blu-ray discs

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://serverfault.com/questions/192995/raid-5-with-big-sata-disks-do-or-dont>

**QUESTION 507**

Which of the following video cable types would be MOST likely to experience gradual, degraded signal quality over a long distance?

- A. HDMI
- B. DisplayPort
- C. VGA
- D. DVI

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.tomshardware.com/forum/196268-33-signal-loss-long-distance-quality-cableneeded>

**QUESTION 508**

A DVI-D cable is generally used for which of the following computer functions?

- A. Delivering audio only
- B. Delivering audio & video
- C. Delivering video only
- D. Delivering an analog signal

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.datapro.net/catalog/dvi-d-cables.html>

**QUESTION 509**

An IP address of 10.10.1.180 would be considered part of which of the following address classes?



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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://compnetworking.about.com/od/workingwithipaddresses/l/aa042400b.htm>

#### **QUESTION 510**

Which of the following 802.11 wireless standards provides the LOWEST maximum theoretical throughput?

- A. A
- B. B
- C. G
- D. N

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://compnetworking.about.com/cs/wireless80211/g/bldef\\_80211b.htm](http://compnetworking.about.com/cs/wireless80211/g/bldef_80211b.htm)

#### **QUESTION 511**

Basic Internet web traffic generally travels on which of the following ports?

- A. 25 and 53
- B. 53 and 8080
- C. 80 and 443
- D. 110 and 53

**Correct Answer:** C

**Section:** (none)

## **Explanation**

### **Explanation/Reference:**

Explanation:

<http://blog.simple-help.com/2011/12/ports-vs-protocols-80-and-443/>

### **QUESTION 512**

Which of the following printer types needs to have toner replaced as part of the normal maintenance cycle?

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

**Correct Answer:** D

**Section:** (none)

## **Explanation**

### **Explanation/Reference:**

Explanation:

<http://www.computershopper.com/feature/how-it-works-laser-printer>

### **QUESTION 513**

Which of the following technologies has the SHORTEST wireless range for printing?

- A. 802.11g
- B. 802.11a
- C. Bluetooth
- D. Infrared

**Correct Answer:** D

**Section:** (none)

## **Explanation**

### **Explanation/Reference:**

Explanation:

<http://searchmobilecomputing.techtarget.com/definition/IR-wireless>

### **QUESTION 514**

Which of the following protocols would be MOST important in preserving digital evidence of criminal activity during an investigation?

- A. Change control management
- B. Chain of custody
- C. Channel escalation
- D. MSDS documents

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/Chain\\_of\\_custody](http://en.wikipedia.org/wiki/Chain_of_custody)

#### **QUESTION 515**

After installing a new serial port card in a computer, the communication parameters need to be configured. Which of the following is the MOST common communication configuration for a serial port?

- A. Eight data bits, even parity, two stop bits
- B. Seven data bits, no parity, one stop bit
- C. Eight data bits, no parity, one stop bit
- D. Seven data bits, even parity, one stop bit

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.modemhelp.net/faqs/8n1.shtml>

#### **QUESTION 516**

A technician has installed a digital display. Which of the following is TRUE about the native resolution of a digital display?

- A. It has the slowest refresh rate.
- B. It causes the display to use pixel interpolation.
- C. It is the lowest resolution.
- D. It provides the best quality display.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

A digital display is obviously better than an analog one. Compared to an CRT monitor, the display of an LCD and LED is lot better crisp and clear.

**QUESTION 517**

Which of the following describes the use of the DNS protocol as it relates to a TCP/IP network?

- A. Provides remote connectivity to resources on the network
- B. Provides separate control and data connections between network resources
- C. Provides mapping of user friendly names to network resources
- D. Provides automated addressing to resources on the network

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.howstuffworks.com/dns.htm>

**QUESTION 518**

Which of the following wireless protocols c range ONLY?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://www.webopedia.com/TERM/8/802\\_11.html](http://www.webopedia.com/TERM/8/802_11.html)

**QUESTION 519**

Which of the following describes the expected properties of an asynchronous digital subscriber line service?

- A. The data upload speed is faster than the data download speed.
- B. The data download speed is faster than the data upload speed.
- C. The data upload speed is the same as the data download speed.
- D. The data throughput speed direction can be selected based on the user's discretion.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.tdsbusiness.com/Resources/white-papers-the-ins-and-outs-of-high-speed-internet-access.pdf>

**QUESTION 520**

A company is receiving a large number of laptop theft reports in the corporate buildings. Which of the following is the MOST cost-efficient way to discourage theft of laptops?

- A. A CCTV system
- B. A cable lock
- C. A badge reader
- D. A retina scanner

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://www.pcworld.com/article/251719/how\\_to\\_protect\\_your\\_laptop.html](http://www.pcworld.com/article/251719/how_to_protect_your_laptop.html)

**QUESTION 521**

Which of the following features can be configured with keyboards to assist users with disabilities?

- A. Pointer trails
- B. Magnifier

- C. Sticky keys
- D. Character map

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://windows.microsoft.com/is-is/windows-xp/help/using-stickykeys>

**QUESTION 522**

Which of the following connector types is associated with a fiber connection?

- A. RJ-45
- B. RJ-11
- C. LC
- D. HDMI

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/Optical\\_fiber\\_connector](http://en.wikipedia.org/wiki/Optical_fiber_connector)

**QUESTION 523**

Which of the following media types is LEAST likely to be affected by electromagnetic interference?

- A. Coaxial
- B. Fiber
- C. Wireless B
- D. HSPA

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://www.doc.ic.ac.uk/~nd/surprise\\_97/journal/vol4/sm27/adv.html](http://www.doc.ic.ac.uk/~nd/surprise_97/journal/vol4/sm27/adv.html)

**QUESTION 524**

Which of the following BEST describes the function of DHCP?

- A. Blocks MAC address with security violations
- B. Translates IP addresses to names
- C. Encrypts data traffic on a network
- D. Assigns IP addresses on a network

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.thegeekstuff.com/2013/03/dhcp-basics/>

**QUESTION 525**

Which of the following network types BEST represents a network centered around one individual?

- A. LAN
- B. PAN
- C. Cloud
- D. MAN

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://compnetworking.about.com/od/networkdesign/g/bldef\\_pan.htm](http://compnetworking.about.com/od/networkdesign/g/bldef_pan.htm)

**QUESTION 526**

Which of the following expansion slots can ONLY be found on a desktop computer?

- A. PCI express
- B. Express Card 34
- C. Express Card 54
- D. PCMCIA

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

PCI Express slot is solely a desktop computer feature. The slot is on the motherboard that can be accessed easily. A laptop on the other hand has a compact casing so it is not possible to have a PCI express slot to insert a PCI card in it.

#### **QUESTION 527**

Which of the following laptop accessories would MOST likely be used to support multiple displays when the laptop hardware does not have multiple video outputs?

- A. Docking station
- B. VGA to DVI converter
- C. Adjustable monitor arm
- D. PCMCIA card

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/Docking\\_station](http://en.wikipedia.org/wiki/Docking_station)

#### **QUESTION 528**

Which of the following is MOST likely to be reset during a standard printer maintenance?

- A. Print job cache
- B. Paper and tray settings
- C. Page count
- D. Job queue

**Correct Answer:** C



**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

It is important to reset page count during standard printer maintenance. This is to make sure you get the proper page count before and after the maintenance to check printer usage.

**QUESTION 529**

When unable to get an IP address from a server, which of the following represents an APIPA address that a PC might receive?

- A. 10.0.1.111
- B. 65.71.1.111
- C. 169.254.1.111
- D. 192.168.1.111

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.dummies.com/how-to/content/automatic-private-ip-addressing-apipa.html>

**QUESTION 530**

Which of the following settings, when enabled, is MOST likely to result in an IP address conflict on a local network?

- A. Custom DNS address
- B. QoS enabled
- C. UPnP enabled
- D. Static IP address

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

[http://compnetworking.about.com/od/workingwithipaddresses/f/ip\\_conflict.htm](http://compnetworking.about.com/od/workingwithipaddresses/f/ip_conflict.htm)

**QUESTION 531**

Which of the following features makes logical processor cores appear as physical cores to the operating system?

- A. XD-bit
- B. Hyperthreading
- C. MMU virtualization
- D. 64-bit architecture

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.makeuseof.com/tag/hyperthreading-technology-explained/>

**QUESTION 532**

Which of the following is typically installed by connecting multiple DVI and USB cables to it?

- A. Touch screen
- B. LCD panel
- C. Webcam
- D. KVM

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://www.ehow.com/how-does\\_4899546\\_kvm-switch-work.html](http://www.ehow.com/how-does_4899546_kvm-switch-work.html)

**QUESTION 533**

A user on a wireless network has the IP address 169.254.155.2 but cannot connect to the Internet. Which of the following should the user check on the wireless router?

- A. WPA
- B. DHCP
- C. WINS

D. DNS

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://searchunifiedcommunications.techtarget.com/definition/DHCP>

**QUESTION 534**

Which of the following devices on a home network should be placed in a DMZ?

- A. Backup server
- B. Gaming server
- C. Smartphone
- D. Wireless printer

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://forums.isaserver.org/m\\_2002028254/mpage\\_1/key\\_/tm.htm#2002028592](http://forums.isaserver.org/m_2002028254/mpage_1/key_/tm.htm#2002028592)

**QUESTION 535**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://library.thinkquest.org/27887/gather/fundamentals/analog\\_and\\_digital.shtml](http://library.thinkquest.org/27887/gather/fundamentals/analog_and_digital.shtml) (Last paragraph on the page)

**QUESTION 536**

A DSL modem MOST commonly uses which of the following media?

- A. Cable TV coax
- B. Fiber optic cable
- C. Wireless adapter
- D. Household telephone lines

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://computer.howstuffworks.com/dsl.htm>

**QUESTION 537**

A PC technician must upgrade memory from 2 GB to 4 GB in twenty Windows 7 notebook computers. Some of the laptops have DDR2 memory, and some have DDR3. The memory purchased for the upgrade is DDR3.

Which of the following is the MOST likely outcome of this upgrade?

- A. The DDR2 notebooks will work with DDR3 provided the DDR2 is installed in the first DIMM positions.
- B. The DDR3 notebooks are the only ones that will accept the new memory.
- C. The DDR2 memory will fit into the DIMM positions and work.
- D. The DDR3 memory will not work correctly unless the CAS (CL) values are the same.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

A DDR3 memory can only work with other DDR3 chips. It cannot work with DDR2. Therefore, the DDR3 memory purchased can only be used to upgrade notebook computers that have DDR3 memory installed.

**QUESTION 538**

A technician must replace a 10/100 NIC in a Windows XP PC. The failed NIC is no longer available and a substitute 1 GB NIC will be used. Which of the following MUST be performed to accomplish the task?

- A. The drivers for the new 1 GB NIC must be installed.
- B. The NIC speed cannot exceed 10/100 and the PC must support digitally signed drivers.
- C. The PC must be rated to support the 1 GB NIC speed.
- D. The network cable must also be upgraded.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Whenever you install a new device, you have to install its drivers so that it can work optimally. For 1GB NIC, install the latest drivers available.

#### **QUESTION 539**

Which of the following are components of an "active" CPU cooling solution?

- A. A heatsink and thermal compound.
- B. A heatsink, radiator, and thermal compound.
- C. A heatsink, attached fan, and thermal compound.
- D. A heatsink, case fan, and thermal compound.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://pcsupport.about.com/od/maintenance/tp/pc\\_cooling.htm](http://pcsupport.about.com/od/maintenance/tp/pc_cooling.htm)

#### **QUESTION 540**

Which of the following memory form factors is MOST commonly found in laptops?

- A. SDRAM
- B. SODIMM
- C. RAMBUS

D. DIMM

**Correct Answer:** B

**Section:** (none)

**Explanation**

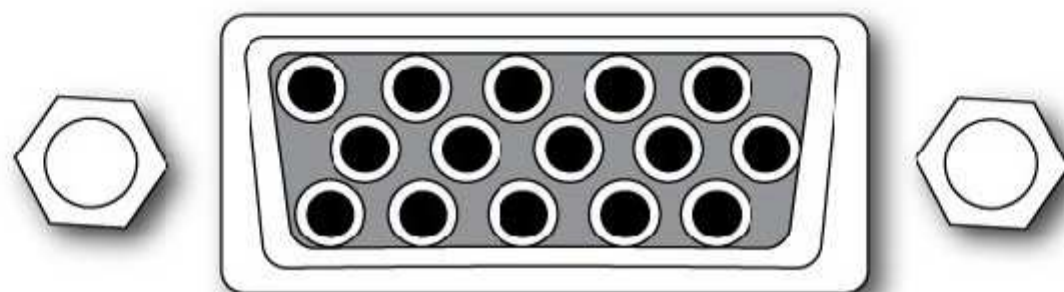
**Explanation/Reference:**

Explanation:

<http://en.wikipedia.org/wiki/SO-DIMM>

**QUESTION 541**

Click on the Exhibit button. Which of the following describes the port type pictured in the image?



- A. VGA
- B. Serial
- C. Parallel
- D. DVI

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/VGA\\_connector](http://en.wikipedia.org/wiki/VGA_connector)

#### **QUESTION 542**

Which of the following motherboards would fit in an ATX case?

- A. BTX
- B. ITX
- C. Ultra ATX
- D. Micro ATX

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.tomshardware.com/forum/275124-30-micro-standard>

#### **QUESTION 543**

A technician is asked to recommend hardware for a new computer for a graphic artist company that regularly uses 3-D animation software. Which of the following components should be chosen to BEST meet the customer's needs?

- A. Specialized video card
- B. Multi-core processor
- C. TV tuner/recorder
- D. Tape backup drive



**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

A high end special video card is needed to render 3D animation. Without a good video card, a graphic artist cannot work properly on a computer creating 3D animation.

**QUESTION 544**

A technician is helping to purchase a new server to be used to roll out virtualized workstations. Which of the following components should be chosen to BEST meet the customer's needs? (Select TWO).

- A. Specialized video card
- B. Maximum memory
- C. Maximum-core processor
- D. Dual monitors
- E. Surround sound audio

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://searchservvirtualization.techtarget.com/tip/Selecting-CPU-processors-and-memory-for-virtualizedenvironments>

**QUESTION 545**

Which of the following should a technician configure to limit access to a small office home office (SOHO) wireless network by the computer's NIC hardware identification?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/MAC\\_filtering](http://en.wikipedia.org/wiki/MAC_filtering)

**QUESTION 546**

A computer turns on and a "Date and Time Not Set" message appears on the screen after the manufacturer logo. Which of the following is the MOST possible cause?

- A. The computer was not shut down properly.
- B. The CMOS battery needs to be replaced.
- C. The OS has stopped synching with the NTP server.
- D. The system BIOS is corrupted.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://answers.yahoo.com/question/index?qid=20080530122837AAWGKXd>

**QUESTION 547**

Which of the following ports are commonly used to send/receive email? (Select TWO).

- A. 25
- B. 53
- C. 80
- D. 110
- E. 443

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://community.virginmedia.com/t5/Email/25-and-110-port-numbers/td-p/779453/page/2>

**QUESTION 548**

Which of the following encryption types is the LEAST secure?

- A. WPA
- B. AES
- C. TKIP
- D. WEP

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.wi-fiplanet.com/tutorials/article.php/3672711>

**QUESTION 549**

Which of the following is the FIRST component to transfer heat away from a processor?

- A. Thermal paste
- B. Case fan
- C. Liquid cooling
- D. Heatsink

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.techpowerup.com/articles/overclocking/134>

**QUESTION 550**

Which of the following connector types is used on a CAT5 cable?

- A. RJ-45
- B. DB-9
- C. RJ-11
- D. RS-232

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://www.ertyu.org/steven\\_nikkel/ethernetcables.html](http://www.ertyu.org/steven_nikkel/ethernetcables.html)

**QUESTION 551**

Which of the following cables is fire retardant?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/Plenum\\_cable](http://en.wikipedia.org/wiki/Plenum_cable)

**QUESTION 552**

Which of the following PC expansion cards needs to be installed to record from a game console?

- A. Video capture
- B. High-end graphics
- C. Network
- D. RAID controller

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.wikihow.com/Record-Video-Games>

**QUESTION 553**

Which of the following connectors is used to connect a DSL modem to a wall outlet?

- A. RJ-45
- B. LC
- C. RJ-11
- D. SC

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/Telephone\\_plug](http://en.wikipedia.org/wiki/Telephone_plug)

**QUESTION 554**

Which of the following is an example of a MAC address?

- A. 192.17.2.1
- B. <http://www.comptia.org>
- C. 00-00-00-1B-02-55
- D. 4309:FD21:ACB3:0012

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://www.webopedia.com/TERM/M/MAC\\_address.html](http://www.webopedia.com/TERM/M/MAC_address.html)

**QUESTION 555**

Best business practices in IT include.

- A. always suggesting the fastest route to fix the problem
- B. following up with a customer to verify satisfaction

- C. always suggesting the least expensive option
- D. offering all possible choices to a customer

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://faculty.mu.edu.sa/public/uploads/1362048851.3236customer%20satisfaction31.pdf>

**QUESTION 556**

Which of the following would require the need for a POTS line?

- A. Modem



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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://computer.howstuffworks.com/dsl.htm>

**QUESTION 557**

A technician needs to configure a wireless small office home office (SOHO) network to provide IP addresses to devices on the network. Which of the following features should be enabled?

- A. MAC filtering
- B. DHCP
- C. SSID broadcast
- D. Port forwarding

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Configure DHCP to assign IP addresses to devices on the network automatically. DHCP uses a range of IP addresses to provide connectivity and access to various devices that connect to a network.

#### **QUESTION 558**

A customer would like assistance with choosing the appropriate PCs for opening an Internet caf? The customer explains to the technician that the PCs would only be used to search the Internet. Which of the following would the technician suggest?

- A. Thick client
- B. Gaming PC
- C. Media PC
- D. Thin client

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/Thin\\_client](http://en.wikipedia.org/wiki/Thin_client)

#### **QUESTION 559**

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

- A. PCI tuner card
- B. PCI modem
- C. PCI SCSI
- D. PCI Ethernet

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 560**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 561**

A technician needs to install an appropriate PSU into a new machine. The technician needs available power for a floppy drive, two older IDE hard disks, a single SATA hard disk, and an IDE optical drive. How many unique power connectors will the PSU need to accommodate the listed devices?

- A. 2
- B. 3
- C. 4
- D. 5

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Three power connectors are enough to power a floppy drive, old IDE hard disk a single SATA disk and an optical drive. This is possible because a single connector has multiple connectors that can be plugged into these devices.



**QUESTION 562**

The process of voltage control to limit the volume of liquid delivered is used in:

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.embedded.com/design/prototyping-and-development/4403968/Designing-a-liquid-level-control-delivery-system-for-use-in-medical-industrial-control-processes>

**QUESTION 563**

A technician servicing a user's computer notices the user has a lot of desktop icons linking to inappropriate websites. Which of the following should the technician do NEXT?

- A. Report through proper channels
- B. Track the evidence
- C. Document all changes to the computer
- D. Preserve the data and device

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Notify your immediate supervisor and he can escalate the issue to higher authorities for proper investigation and mitigation.

**QUESTION 564**

Which of the following should a technician configure on a small office home office (SOHO) wireless router so IP addresses are automatically assigned to devices on the wireless network?

- A. MAC filtering
- B. DHCP
- C. NAT
- D. DNS

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.thegeekstuff.com/2013/03/dhcp-basics/>

#### **QUESTION 565**

A technician has just installed two memory modules on a motherboard that supports DDR3 RAM with the bus speed up to 1600 MHz. The specifications of memory are DDR3 1066 MHz for one module and DDR3 1333 MHz for another. On which of the following bus speeds will the system function?

- A. 800 MHz
- B. 1000 MHz
- C. 1066 MHz
- D. 1600 MHz

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/DDR3\\_SDRAM](http://en.wikipedia.org/wiki/DDR3_SDRAM)

#### **QUESTION 566**

Which of the following can be implemented on a WAP to ensure that only certain client machines can access it?

- A. Wire encryption
- B. Disabling SSID
- C. MAC filtering
- D. Port forwarding

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.techrepublic.com/article/the-pitfalls-of-mac-filtering/>

**QUESTION 567**

A technician notices that the PC is not receiving an IP address. Which of the following tools would the technician use to troubleshoot the computer's NIC?

- A. Loopback plugs
- B. ESD mat
- C. Cable tester
- D. Toner probe

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.techopedia.com/definition/1875/loopback-plug>

**QUESTION 568**

A client wants to store video and music in one central location and stream it to multiple devices. Which of the following would BEST fill this need?

- A. Home theater
- B. Virtualization workstation
- C. Home server
- D. Gaming

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

<http://homeservershow.com/movie-streaming-101-the-basics.html>

**QUESTION 569**

A technician needs to make several patch cables. Which of the following tools would the technician use to attach the RJ-45 ends to the cables?

- A. Loopback plug
- B. Punch down
- C. Crimpers
- D. Cable tester

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://mcb.berkeley.edu/labs/krantz/pdf/guide\\_to\\_crimping\\_cat5\\_cat6\\_connectors.pdf](http://mcb.berkeley.edu/labs/krantz/pdf/guide_to_crimping_cat5_cat6_connectors.pdf)

**QUESTION 570**

Which of the following topologies would cause the network to be segmented if any one machine went offline?

- A. Bus
- B. Mesh
- C. Star
- D. Hybrid

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/Bus\\_network](http://en.wikipedia.org/wiki/Bus_network)

**QUESTION 571**

A standard Internet mail account receives incoming messages on which of the following ports?

- A. 80
- B. 110
- C. 143
- D. 443

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.speedguide.net/port.php?port=110>

**QUESTION 572**

Which of the following encryption methods is considered easily broken and should be avoided when configuring wireless security?

- A. WEP
- B. WPA
- C. AES
- D. TKIP

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://danielaccioly.wordpress.com/2006/12/05/how-easy-is-to-break-wep/>

**QUESTION 573**

Which of the following special function keys might prevent a user from connecting to the Internet?

- A. Wireless
- B. Screen lock
- C. Volume
- D. Bluetooth

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://www.dell.com/support/troubleshooting/us/en/19/KCS/KcsArticles/ArticleView? c=&l=&s=&do cid=429969](http://www.dell.com/support/troubleshooting/us/en/19/KCS/KcsArticles/ArticleView?c=&l=&s=&do cid=429969)

#### **QUESTION 574**

When configuring a new hard drive for use in a hot swappable environment, which of the following connection types should be used?

- A. PATA
- B. eSATA
- C. IDE
- D. SATA

**Correct Answer:** B

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

Explanation:

eSATA, the e is for external - meaning that the cabling used is meant for being outside of the computer chassis.

Many external hard drive-casing kits will feature USB 2.0 connections along with eSATA connection. The hot-swappable feature is only available if the motherboard supports the eSata hot-swapable functionality. Current motherboards do as do newer models. However, drives with older SATA connections will not support plug and play, instead you'll need to shutdown the PC and swap the drive and power the PC back up. Another option if you'd still like to have the eSata functionality is to purchase a eSata controller card.

#### **QUESTION 575**

Which of the following should be recommended for cooling a high-end gaming PC? (Select TWO).

- A. Power saving NIC
- B. Passive cooling
- C. Additional case fans
- D. Liquid cooling system
- E. Lower wattage power supply

**Correct Answer:** CD

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

Explanation:

[http://www.widowpc.com/2005/06/cooling\\_a\\_gamin.php](http://www.widowpc.com/2005/06/cooling_a_gamin.php)

**QUESTION 576**

In older laptop screens, the backlight is powered by which of the following?

- A. A CCFL lamp
- B. A gas
- C. LEDs
- D. OLED

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/Cold\\_cathode](http://en.wikipedia.org/wiki/Cold_cathode)

**QUESTION 577**

An outline of an image can be viewed on a laptop screen, but it is very dim and the screen appears almost black. This can be caused by a failing. (Select TWO).

- A. Inverter
- B. LCD
- C. Plasma screen
- D. CRT
- E. OLED

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

The problem might be caused by a display inverter which powers backlight or the LCD itself. When the screen goes dim, inverter is the culprit. If the screen appears almost black, the LCD might be failing.

**QUESTION 578**

The wireless antenna is typically located inside the laptop's:

- A. Rear panel
- B. Keyboard

- C. Display bezel
- D. Bottom bezel

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://gladiator-antivirus.com/forum/index.php?showtopic=81843>

#### **QUESTION 579**

A technician performed a clean install of Windows XP on a laptop and finds that the Bluetooth on/off switch is not working. Which of the following will BEST resolve this issue?

- A. Replacing the keyboard
- B. Installing service pack 3
- C. Reinstalling the operating system with Windows XP Media Center
- D. Installing the Bluetooth stack/driver

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

The best solution is to install Bluetooth driver. The driver is basically a software that allows the hardware to interact with the operating system.

#### **QUESTION 580**

Which of the following connection types would MOST commonly be found on a laptop to display out to an external monitor? (Select TWO).

- A. PS/2
- B. Serial
- C. VGA
- D. RCA
- E. HDMI

**Correct Answer:** CE

**Section:** (none)



**Explanation****Explanation/Reference:**

Explanation:

<http://www.lenovo.com/us/en/faqs/Connect-Laptop-to-TV/>

**QUESTION 581**

A laptop running a Windows operating system has a key that is supposed to launch Internet Explorer, but is not functioning. Which of the following will resolve this?

- A. Installing Bluetooth drivers from a manufacturer's website
- B. Installing ACPI drivers from a manufacturer's website
- C. Installing Hotkey drivers from a manufacturer's website
- D. Installing AHCI drivers from a manufacturer's website

**Correct Answer: C**

**Section: (none)**

**Explanation****Explanation/Reference:**

Explanation:

<http://forum.notebookreview.com/panasonic/67423-hotkeys-driver-help.html>

**QUESTION 582**

Which of the following printers requires manual alignment?

- A. Laser
- B. Dot matrix
- C. Inkjet
- D. Thermal

**Correct Answer: B**

**Section: (none)**

**Explanation****Explanation/Reference:**

Explanation:

[http://www.ehow.com/how\\_8785245\\_use-long-dot-matrix-printouts.html](http://www.ehow.com/how_8785245_use-long-dot-matrix-printouts.html)

**QUESTION 583**

A user has a parallel printer and wants to share it on the company network. Which of the following devices would the user need?

- A. A port replicator
- B. A splitter
- C. A wireless router
- D. A print server

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.dlink.com.au/products/?pid=322>

#### **QUESTION 584**

Which of the following cable types uses a 9-pin connector?

- A. Parallel
- B. Ethernet
- C. USB
- D. Serial

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.computerhope.com/jargon/s/seriport.htm>

#### **QUESTION 585**

Which of the following has a MAXIMUM transmission speed of 10 Mbps?

- A. CAT3
- B. CAT5
- C. CAT5e
- D. CAT6

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

<http://customcable.ca/cat5-vs-cat6/>

**QUESTION 586**

Thermal paste is used between the CPU and heatsink to:

- A. Make the heatsink easier to remove when replacing the CPU.
- B. Aid in the transfer of energy from the CPU to the heatsink.
- C. Act as a fire retardant should the CPU overheat.
- D. Keep the heatsink in place on the CPU.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

<http://whatis.techtarget.com/definition/thermal-grease-thermal-paste-or-thermal-compound>

**QUESTION 587**

Which of the following devices is necessary to provide power to a laptop LCD screen?

- A. PCMCIA card
- B. Backlight
- C. Inverter
- D. PCI-E card

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

[http://www.ehow.com/how-does\\_5011808\\_inverter-work-laptop.html](http://www.ehow.com/how-does_5011808_inverter-work-laptop.html)

**QUESTION 588**

A user would like to share a local USB printer with several users in the office. Which of the following methods would BEST accomplish this?

- A. Install shared PCL drivers
- B. Install a USB hub
- C. Install a print server
- D. Enable print sharing

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://windows.microsoft.com/en-us/windows-vista/enable-file-and-printer-sharing>

**QUESTION 589**

Which of the following memory types comes in the SIMM variety?

- A. SDRAM
- B. DDR3
- C. DDR2
- D. RDRAM

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://www.proprofs.com/mwiki/index.php/Understanding\\_RAM\\_Types:\\_DRAM\\_SDRAM\\_DIMM\\_SIMM\\_And\\_More](http://www.proprofs.com/mwiki/index.php/Understanding_RAM_Types:_DRAM_SDRAM_DIMM_SIMM_And_More)

**QUESTION 590**

Which of the following would benefit MOST from the use of dual monitors?

- A. Gaming PC
- B. Home theater PC
- C. A/V editing station
- D. Thin client

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.overclock.net/t/1129146/dual-monitors-for-photo-editing>

**QUESTION 591**

Which of the following cable types carries an analog video signal across three separate physical channels?

- A. Component
- B. RCA
- C. DVI-analog
- D. VGA

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Video connections use many of the same connectors as analog and digital audio. Pro video applications generally use XLR or BNC cables, whereas consumer video equipment often uses RCA phono plugs. Phono plug connections can be either composite or component video. Composite video carries the video signal on one cable, whereas component video provides the complete signal on three separate cables, one for each of three color channels. Specialized video connectors include S-Video (also called Y/C) connections, which are transmitted on 4-pin mini-DIN connectors to provide greater color depth than composite video. There are also unique connectors for new high-definition digital video formats like HDI and DVI.

**QUESTION 592**

A user with an inkjet printer states that all their color printouts are missing red ink. The inkjet printer has a cartridge for each of the CMYK colors, and the user recently replaced the magenta cartridge. Which of the following should the technician do NEXT?

- A. Purchase a maintenance kit
- B. Use a different weighted paper
- C. Verify printer cables are connected
- D. Perform printer head cleaning

**Correct Answer:** D

**Section:** (none)

## **Explanation**

### **Explanation/Reference:**

Explanation:

<http://www.wikihow.com/Clean-Print-Heads>

### **QUESTION 593**

A technician notices an impact printer has run out of ink. Which of the following should the technician do NEXT?

- A. Power cycle the printer
- B. Replace the ribbon
- C. Rewind the ribbon
- D. Replace the print head

**Correct Answer: B**

**Section: (none)**

## **Explanation**

### **Explanation/Reference:**

Explanation:

[http://www.wieshs.eu.dodea.edu/Courses/PTS/Electronics/ComputerServiceSupport/css/Forms/ Doc/ImpactGD.pdf](http://www.wieshs.eu.dodea.edu/Courses/PTS/Electronics/ComputerServiceSupport/css/Forms/Doc/ImpactGD.pdf)

### **QUESTION 594**

A technician has recently purchased a maintenance kit to be installed in a laser printer. Which of the following will be included in the maintenance kit?

- A. Pickup rollers
- B. Paper tray
- C. Toner
- D. Compressed air

**Correct Answer: A**

**Section: (none)**

## **Explanation**

### **Explanation/Reference:**

Explanation:

<http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=bpl05819>

### **QUESTION 595**

A technician needs to replace a desktop computer's power supply. Which of the following should the technician do FIRST?

- A. Check for environmental concerns
- B. Review local regulations for disposal procedures
- C. Read MSDS documentation
- D. Remove watch and all jewelry

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://pcsupport.about.com/od/safetyconsiderations/qt/safety\\_tips.htm](http://pcsupport.about.com/od/safetyconsiderations/qt/safety_tips.htm)

#### **QUESTION 596**

Which of the following would BEST protect equipment from a brown out?

- A. HVAC system
- B. Surge suppressor
- C. UPS
- D. Power strip

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://www.visitinggeeks.com/press\\_room\\_heatwave.html](http://www.visitinggeeks.com/press_room_heatwave.html)

#### **QUESTION 597**

A technician observes another technician trying to steal a company laptop. Which of the following should the first technician do NEXT?

- A. Confront the technician stealing the laptop
- B. Preserve the laptop for evidence
- C. Report through proper channels
- D. Document the incident

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

Report through proper channels. Notify your immediate supervisor and he will escalate the issue to higher authorities.

**QUESTION 598**

A user needs a new gaming computer which can be both fast and quiet. Which of the following should MOST likely be installed to meet the user's requirements?

- A. Liquid-based cooling system
- B. Passive cooling system
- C. Thermal paste
- D. Low RPM fans

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

<http://computer.howstuffworks.com/liquid-cooled-pc.htm>

**QUESTION 599**

Which of the following should a technician check FIRST on the laptop if the system's battery is not being charged?

- A. CMOS battery
- B. DC-in jack
- C. AC-in jack
- D. Breaker for the wall jack

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

Check DC-in jack, if the laptop battery is not charging, the first thing to do is to check DC-in and see if it is seated properly.



**QUESTION 600**

A keyboard has been replaced on a laptop. Which of the following is the MOST likely cause that the keyboard does not work?

- A. The keyboard data cable was not connected properly.



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

- B. The keyboard is not compatible with the laptop.  
C. The keyboard needs updated drivers.  
D. The keyboard is defective.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

There is a small data cable beside the keyboard which is connected to the board. Check the data cable and make sure it is connected securely.

**QUESTION 601**

Which of the following should a technician do NEXT, if the laptop's internal speakers do not work, after replacing the motherboard due to a video issue?

- A. Update the video drivers  
B. Replace the speakers  
C. Check the speaker's connection to the motherboard  
D. Verify that the speakers are compatible with the replacement motherboard

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

There is a tiny flat speaker connection just above the keyboard. It is so tiny that technicians often ignore it. Make sure the speaker is connected to the motherboard

properly.

**QUESTION 602**

Which of the following is the MAIN purpose of cleaning the printer during the imaging process?

- A. It prolongs the toner cartridge's lifecycle
- B. It takes off any residual toner left after development
- C. It keeps the printer clean and prolongs its usable life
- D. It increases the speed of the print process

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://printscan.about.com/od/howto/ht/cleanprintheads.htm>

**QUESTION 603**

Which of the following computer components are located on the Northbridge? (Select TWO).

- A. Hard drive
- B. CPU
- C. Fan
- D. RAM
- E. Audio

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.webopedia.com/TERM/N/Northbridge.html>

**QUESTION 604**

Which of the following can be used to change fan speeds?

- A. Device manager

- B. BIOS
- C. Power options
- D. Action center

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.tomshardware.com/forum/341307-28-change-speed-bios>

#### **QUESTION 605**

A client wants to take their old VCR tapes and put them on a DVD. Which of the following expansion cards would need to be installed in a computer to perform this task?

- A. TV tuner
- B. Video graphics
- C. Sound
- D. Video capture

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.wikihow.com/Transfer-VHS-Tapes-to-DVD-or-Other-Digital-Formats>

#### **QUESTION 606**

Which of the following 802.11 standards has the MAXIMUM throughput of 11 Mbps?

- A. A
- B. B
- C. G
- D. N

**Correct Answer:** B

**Section:** (none)

### **Explanation**

#### **Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/IEEE\\_802.11](http://en.wikipedia.org/wiki/IEEE_802.11)

#### **QUESTION 607**

Which of the following socket types is for an AMD CPU?

- A. 940
- B. 775
- C. 1155
- D. 1366

**Correct Answer:** A

**Section:** (none)

### **Explanation**

#### **Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/Socket\\_940](http://en.wikipedia.org/wiki/Socket_940)

#### **QUESTION 608**

A technician documents the findings of illegal material that was found on a workstation. Which of the following should the technician do NEXT when storing the workstation?

- A. Set all users to administrators
- B. Destroy the hard drive
- C. Reimage the workstation and deploy
- D. Adhere to the chain of custody

**Correct Answer:** D

**Section:** (none)

### **Explanation**

#### **Explanation/Reference:**

Explanation:

<http://www.computer-forensics.net/FAQs/what-is-a-chain-of-custody.html>

#### **QUESTION 609**

Besides the CPU, which of the following components might have their own heatsink?

- A. Audio card
- B. RAID controller
- C. Graphics card
- D. Hard drive

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.bit-tech.net/hardware/cooling/2010/05/19/graphics-card-coolers- investigated/>

#### **QUESTION 610**

Which of the following is the BEST type of cable to prevent EMI?

- A. STP
- B. Fiber
- C. Plenum
- D. UTP

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://www.doc.ic.ac.uk/~nd/surprise\\_97/journal/vol4/sm27/adv.html](http://www.doc.ic.ac.uk/~nd/surprise_97/journal/vol4/sm27/adv.html)

#### **QUESTION 611**

A workgroup of five PCs uses a shared printer. A customer says they cannot print to the printer but can access shares on another PC used for common files. The printer appears to be powered on. Which of the following would be the MOST likely cause of the issue?

- A. Printer PC is off network
- B. Printer is low on toner
- C. Printer needs to be restarted
- D. Device drivers are corrupted

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

IT seems that the problem is related to network. The Printer PC is off the network since it cannot print to the printer but can access shares on other PCs on the network.

**QUESTION 612**

A CAD/CAM user requires faster onscreen refresh rates. Which of the following slots allows for faster graphic performance?

- A. AGP
- B. AGP x8
- C. PCIe
- D. PCI

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

PCIe has faster refresh rates. It's up to 5.8 MP grayscale at full refresh rate.

**QUESTION 613**

Which of the following is MOST likely to contain hazardous voltages?

- A. CD-ROM drive
- B. External USB drive
- C. Inkjet printer
- D. CRT display

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://wiki.answers.com/Q/What\\_is\\_CRT\\_monitor\\_high\\_voltage\\_hazards](http://wiki.answers.com/Q/What_is_CRT_monitor_high_voltage_hazards)

#### **QUESTION 614**

A technician encounters prohibited materials on a computer located in a common area that is used by several employees. Which of the following should be done FIRST?

- A. Remove the item from the computer
- B. Show to others so they can be a witness
- C. Copy the item to an external website
- D. Report the incident to management

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/Computer\\_security\\_incident\\_management](http://en.wikipedia.org/wiki/Computer_security_incident_management)

#### **QUESTION 615**

A technician is preparing to install a new wireless printer for use in an environment with several wireless networks installed. Which will be used to determine the wireless network that the printer will be available from?

- A. DNS
- B. SSID
- C. WPA
- D. VPN

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://www.ehow.com/how\\_5714162\\_enter-ssid-wireless-printer.html](http://www.ehow.com/how_5714162_enter-ssid-wireless-printer.html)

#### **QUESTION 616**

Which of the following RAM modules has a PC rating of 10600?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/DDR3\\_SDRAM](http://en.wikipedia.org/wiki/DDR3_SDRAM)

#### **QUESTION 617**

Which of the following types of RAM is typically used to improve reliability?

- A. Double sided
- B. ECC
- C. SODIMM
- D. RDRAM

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://www.webopedia.com/TERM/E/ECC\\_memory.html](http://www.webopedia.com/TERM/E/ECC_memory.html)

#### **QUESTION 618**

Which of the following uses Intel's core i CPUs? (Select TWO).

- A. F
- B. 1366
- C. 775
- D. 1155
- E. AM3



**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.eggxpert.com/forums/thread/710354.aspx>

**QUESTION 619**

Which of the following hard drives has the BEST shock resistance?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.overclock.net/t/435910/ssd-shock-resistance>

**QUESTION 620**

Which of the following communication standards requires line-of-site with no obstacles in order to operate properly?

- A. Bluetooth
- B. IR
- C. RF
- D. WiFi

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.di.unisa.it/~vitsca/RC-0910I/ch04.pdf> (page 25)

**QUESTION 621**

Which of the following connectors is found on every desktop power supply?

- A. Berg
- B. SATA
- C. PCIe
- D. Molex

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://en.wikipedia.org/wiki/Molex>

**QUESTION 622**

A customer asked the technician to upgrade the RAM in a laptop. Upon inspection of the RAM bay, the technician only found one RAM slot, however the laptop is specified to have two. Where would the other memory slot be typically located?

- A. Inside the display bezel
- B. Second hard drive bay
- C. Above the PC card slot
- D. Under the keyboard

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

In some laptop models, the memory slot is situated right beneath the keyboard. It can be accessed through the door at the bottom of the laptop.

**QUESTION 623**

A laptop is not charging the battery and occasionally shuts off even when the power cord is plugged in. This is a symptom of a bad:

- A. DC jack
- B. Hard drive

- C. Cooling system
- D. Battery

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

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

#### **QUESTION 624**

Which of the following typically cannot be upgraded in a laptop?

- A. Video card
- B. Hard drive
- C. RAM
- D. Wireless card

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://lockergnome.net/questions/130140/why-can-t-you-upgrade-laptop-hardware>

#### **QUESTION 625**

A user calls the helpdesk because a solution that was previously suggested by another technician did not solve the user's issue. Which of the following is the MOST appropriate response?

- A. "Please hold while I transfer you to the previous technician, so a proper solution can be met."
- B. "Please explain the issue and I will work to resolve it."
- C. "My supervisor is the appropriate person to speak with about your issue."
- D. "Let me help you to resolve this issue, since that technician does not know how to fix it."

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Be polite to a customer is a necessary part of customer service. You can say, 'Please explain the issue and I will work to resolve it'.

**QUESTION 626**

A user calls to report that a notice keeps appearing on their screen whenever they try to pull down video clips from a website. The notice says "This category is being blocked because it is streaming media. Please click continue to use your assigned quota time". The technician is aware that a new web filtering application was recently implemented which assigns a 120 minute quota on streaming media and a message appears allowing the user to continue. Which of the following is the BEST response for the technician to give the user?

- A. "If you read the entire notice screen it clearly states that you should click continue. Did you read the entire notice?"
- B. "Since video takes a large amount of bandwidth, management has implemented a policy to limit what each user can download and watch."
- C. "A new application was introduced to help improve and manage the network. The video should appear once you select continue on the message."
- D. "Are these video clips work related? What specific website are you trying to download the videos from?"

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

You can say, "A new application was introduced to help improve and manage the network. The video should appear once you select continue on the message".

**QUESTION 627**

Since calling in an issue two days ago, a user reports that they have not heard from a help desk technician. Which of the following is the MOST appropriate response?

- A. Let the user know that there is no record of the initial call.
- B. Let the user know that the problem will be escalated immediately.
- C. Let the user know that the technician will be out to resolve the problem tomorrow.
- D. Close the initial ticket that was issued and open a new help desk ticket for the user.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

You need to assure the user that the problem has been escalated and give a time frame in which the problem will be resolved definitively.

**QUESTION 628**

After responding immediately to a dispatch, a technician arrives to resolve the customer's issue. The customer appears to be angry that they have waited so long for a response. Which of the following is the BEST course of action for the technician to take?

- A. Inform the manager of the customer's behavior and then focus on completing the task in an expedited manner.
- B. Empathize with the customer's urgency and inform them that the current service level agreement allows for an eight hour response time.
- C. Empathize with the customer and focus on completing the task in an expedited manner. Upon closure, document the situation and inform the manager.
- D. Contact dispatch immediately and request to speak to a manager to determine the breakdown in the response time.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Empathize with the customer and focus on completing the task in an expedited manner. Upon closure, document the situation and inform the manager.

**QUESTION 629**

A technician realizes the problem a customer is having before the customer is done explaining all the symptoms. Which of the following is the BEST action for the technician to take?

- A. Continue listening to the customer's explanation until they are finished then refer them to a website so the customer can find the proper resolution.
- B. Ask the customer to repeat the problem and all the symptoms several times in order for the technician to verify all the facts.
- C. Finish listening to the customer's explanation without interrupting if it will not take an excessive amount of time.
- D. Politely tell the customer that the technician knows the proper solution and that no further explanation is necessary.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Customer service requires the individual to listen to the customer no matter what happens. If you realized the problem, listen to the customer without interruption. If the customer takes a lot of time, you can interrupt using the best way possible.

**QUESTION 630**

Which of the following is the FIRST step a technician should take to replace a network printer?

- A. Unplug the network printer then notify users.
- B. Notify all users before unplugging the printer.
- C. Save all print jobs, replace the printer and print all saved files.
- D. Delete all print jobs before replacing the printer.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 631**

In which of the following situations is it appropriate for an IT service provider to make copies of a customer's confidential data?

- A. If the technician determines it necessary, for backup purposes
- B. It is never appropriate to copy a customer's data
- C. If the content is public knowledge
- D. With the customer's permission, for backup purposes

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Explanation:

Get customer's permission to access the confidential data for backup purposes only. You are not allowed to access any confidential data whatsoever without customer's permission.

#### **QUESTION 632**

Which of the following is the proper way to remove a PCMCIA card from a laptop running Windows XP?

- A. Click on the safely remove hardware icon, stop the device, and remove the card
- B. Push the eject button on the card slot
- C. Grasp the card firmly and slowly pull it from the slot on the laptop
- D. In the Control Panel, stop the device service, and then remove the card

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.ask.com/question/how-does-a-pcmcia-card-work>

**QUESTION 633**

Which of the following components would MOST likely be utilized in a virtualization server? (Select TWO).

- A. Maximum memory
- B. High-end sound card
- C. High-end video card
- D. Dual-rail 1000w PSU
- E. Quad core CPU

**Correct Answer: AE**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

<http://searchservvirtualization.techtarget.com/tip/Selecting-CPU-processors-and-memory-forvirtualizedenvironments>

**QUESTION 634**

A surge suppressor is only capable of providing protection against which of the following environmental hazards?

- A. Electrostatic discharge
- B. Power blackouts
- C. Power spikes
- D. Power brown outs

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 635**

Which of the following expansion cards would provide support for additional internal storage?

- A. Video capture
- B. Modem
- C. USB port
- D. RAID controller

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/Disk\\_array\\_controller](http://en.wikipedia.org/wiki/Disk_array_controller)

**QUESTION 636**

In a laser printer, which of the following components uses heat to apply the toner onto the page?

- A. Fuser assembly
- B. Pickup roller
- C. Transfer roller
- D. Imaging drum

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.suppliesguys.com/info/what-is-a-fuser-unit.htm>

**QUESTION 637**

A technician is trying to connect the high-end 5.1 surround sound audio system to their Home Theater PC.

Front and rear channels produce the sound but the subwoofer and the front speaker seem to be muted. Which of the following would the technician MOST likely check to resolve the issue?

- A. The power cable of the 5.1 surround sound audio system.



- B. The subwoofer and the front channel speaker drivers are installed properly.
- C. The subwoofer and the front channel speakers are not defective.
- D. The subwoofer and the front channel speaker's RCA cable connection to the computer's audio card.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

The first thing is to check the subwoofer and front channel speaker's RCA cable connection to the audio card. The cable must be inserted in a wrong port.

**QUESTION 638**

Which of the following panel types consumes the MOST power?

- A. Plasma
- B. LCD
- C. LED with no backlight
- D. LED with backlight

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

A Light emulsification diode with a backlight consumes more power than an LCD or plasma. First the LED needs power. The backlights are another component that requires power. Although the power an LED consumes is far less than what CRT monitors consumed.

**QUESTION 639**

Which of the following needs to be configured on a wireless router to allow specific client machines to connect?

- A. Port forwarding
- B. WPS
- C. MAC filtering
- D. DMZ

**Correct Answer:** C

**Section:** (none)

### **Explanation**

#### **Explanation/Reference:**

Explanation:

<http://compnetworking.about.com/cs/wirelessproducts/qt/macaddress.htm>

#### **QUESTION 640**

A user is suspected of engaging in prohibited activity on their workstation. Which of the following should be done FIRST?

- A. Inform a supervisor or management.
- B. Disable network access for the user.
- C. Search the workstation for evidence.
- D. Call the authorities to question the user.

**Correct Answer: A**

**Section: (none)**

### **Explanation**

#### **Explanation/Reference:**

Explanation:

If you found out about your co worker, inform your supervisor or senior management and let them handle the situation. You don't need to interfere in the situation.

#### **QUESTION 641**

Which of the following is required in order for BitLocker to be enabled?

- A. Drive encryption
- B. Group Policy
- C. Trusted platform module
- D. Power-on Password

**Correct Answer: C**

**Section: (none)**

### **Explanation**

#### **Explanation/Reference:**

Explanation:

<http://windows.microsoft.com/en-us/windows-vista/bitlocker-drive-encryption-overview>

#### **QUESTION 642**

Which of the following networking standards can operate at two different channel widths on the same spectrum simultaneously?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://compnetworking.about.com/od/wireless80211/g/bldef\\_80211n.htm](http://compnetworking.about.com/od/wireless80211/g/bldef_80211n.htm)

#### **QUESTION 643**

Which of the following describes the process laser printers use to secure toner to paper?

- A. Bonding
- B. Transferring
- C. Duplexing
- D. Fusing

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://computer.howstuffworks.com/laser-printer3.htm>

#### **QUESTION 644**

Which of the following will provide the FASTEST boot times for a laptop user?

- A. Solid state drive
- B. High capacity battery
- C. eSATA hard drive
- D. Increased RAM

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.pcmag.com/article2/0,2817,2404258,00.asp>

**QUESTION 645**

Which of the following media has a capacity of 8.6 GB?

- A. CD
- B. DL DVD
- C. DL Blu-ray
- D. DVD

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

A version of DVD called DL DVD has more capacity than any other DVD variety. At 8.6 GB it can hold a lot more data than its predecessors. DL means dual layer. You can write to the either side of the disk. The normal DVD has only single layer to write to whereas DL DVD has both side up and down to write data. Therefore, the capacity is doubled.

**QUESTION 646**

Which of the following devices is MOST likely to outperform a 15,000 rpm SAS hard drive in read speed?

- A. Compact flash
- B. SSD
- C. Tape
- D. SD

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.8088.net/blog/index.php/2011/01/24/iops-comparison-solid-state-drive-ssd-15000-7200-5900-5600-rpm/?lang=en>

**QUESTION 647**

The technician has identified prohibited content on a PC. Which of the following would be the FIRST action that the technician should take?

- A. Walk away
- B. Turn off the PC
- C. Report it
- D. Search for more

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Report the content to higher authorities in your organization. They will take care of it.

**QUESTION 648**

A customer would like to upgrade their onboard fast Ethernet connection to connect to their new gigabit network at the gigabit speed. Which of the following will enable them to do so?

- A. Convert the user to wireless.
- B. Install a 10/100/1000 NIC.
- C. Update the drivers for the onboard port.
- D. Flash the BIOS to unlock the Ethernet port.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/Network\\_interface\\_controller](http://en.wikipedia.org/wiki/Network_interface_controller)

**QUESTION 649**

A technician needs to access the system BIOS at boot time on a PC. Which of the following are possible BIOS access keys? (Select TWO).

- A. F2
- B. F12

- C. F8
- D. Delete
- E. Function - F4
- F. Control - Home

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Depending on the system, F2 or delete key can be used to access BIOS during the boot process on a PC. F2 is a common key and is used in majority of PCs with Windows installed.

#### **QUESTION 650**

A customer reports that their 4-year-old PC takes a long time to boot. The technician investigates and finds the BIOS is rediscovering the hardware environment at every boot. Which of the following will MOST likely fix this problem?

- A. Change out the CMOS battery on the motherboard.
- B. At the OS level, launch "Device Manager" and re-scan the hardware.
- C. Hit "F9" while the computer is booting, but before the OS starts to load.
- D. Reset the BIOS using the CMOS reset jumper.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

When CMOS battery loses its juice, the BIOS will act strangely every time you boot the PC. Change the CMOS battery regularly to keep the BIOS on the motherboard performing optimally.

#### **QUESTION 651**

A technician installs a biometric device using the manufacturer supplied driver. After confirming the device functions properly, the technician performs Windows and antivirus updates. Which of the following would BEST explain why the biometric device no longer functions?

- A. The recently updated antivirus scanning software is interfering with the proper operations of the biometric device.
- B. A virus that specifically targets retinal scanning software infected the PC because the user was late applying new definitions.
- C. The recently installed Windows updates overwrote the manufacturer's supplied biometric device driver.

D. The biometric device needs to be recalibrated due to environmental conditions involved with the installation.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Microsoft updates Windows often. The update contains drivers as well. The possible reason of the problem is that Windows update manufacturer's device driver during the update process. Check the driver to confirm the issue. You can always install the original driver for the biometric device if this problem occurs.

#### **QUESTION 652**

Which of the following describes the MAIN difference between a plenum rated cable versus a non- plenum rated cable?

- A. A reduced production of hazardous fumes when subjected to fire
- B. The ability to be bent into tighter turning radiuses within conduit
- C. A reduced noise level when bundled in groups of 20 or more
- D. The ability to transmit data with fewer cross-talk interruptions

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Plenum cable is sheathed with fire retarded substance. Therefore, the production of hazardous fumes will be lower in plenum cable than in other cables not coated with fire retardant material.

#### **QUESTION 653**

Which of the following describes the function of a hub in a network?

- A. Broadcasts packets it receives to specific connections
- B. Determines whether a packet belongs on an internal or external network
- C. Converts a packet for transmission from one network to another network
- D. Broadcasts packets it receives to all connections

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://freewimaxinfo.com/network-hubs.html>

**QUESTION 654**

Which of the following describes the function of a switch in a network?

- A. Transmits packets it receives to specific connections
- B. Converts a packet for transmission from one network to another network
- C. Determines whether a packet belongs on an internal or external network
- D. Broadcasts packets it receives to all connections

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/Network\\_switch](http://en.wikipedia.org/wiki/Network_switch)

**QUESTION 655**

Which of the following voltages is MOST likely to be supplied from a PC power supply unit? (Select TWO).

- A. 1V
- B. 1.7V
- C. 3.3V
- D. 5V
- E. 9V

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

3.3 volts and 5V are the common voltage range that a PC power supply unit uses to power computer components.

**QUESTION 656**



Which of the following does a technician need to do before giving a PC, which has been confiscated for prohibited activity, to another department?

- A. Identify prohibited activity on PC
- B. Document change of custody
- C. Report prohibited activity
- D. Preserve data

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/Chain\\_of\\_custody](http://en.wikipedia.org/wiki/Chain_of_custody)

#### **QUESTION 657**

Which of the following is the BEST example of the use of chain of custody?

- A. Technician uses a third party to hand over the PC to the proper authority.
- B. Technician remembers when and who they gave the PC to.
- C. Technician calls supervisor after PC has been transferred.
- D. Technician notes the date, time and who was given the PC.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Document the data, time and the name and designation of the person to who the PC was given.

Ask the person to sign the document.

#### **QUESTION 658**

Which of the following should be considered when building a standard PC?

- A. Capacity of the hard drive
- B. RAID level that will be used
- C. Requirements for applications
- D. Amount of RAM

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

If you are building a PC, you need to determine what kind of computing power is needed. If you want gaming, CAD or 3D animation, you need powerful processor and lots of RAM. If you need a standard PC, take into account the requirements for applications that you plan to use on the new PC. Then build the PC according to the requirements.

**QUESTION 659**

A technician is working on a PC but does not have their grounding strap. Which of the following would be the BEST method the technician should use to ground themselves?

- A. Hold the metal of the case
- B. Hold on to the power cord
- C. Take off their shoes
- D. Unplug the PC

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://superuser.com/questions/237698/how-to-discharge-static-electricity-before-opening-a-computer>

**QUESTION 660**

A customer has asked a technician to install a new USB printer that is supported by Windows 7. The PC is running Windows 7 Professional. Which of the following is the correct method to complete the installation?

- A. Connect the new USB printer and power it on. Windows 7 will automatically detect and add the new printer.
- B. Add the printer driver to the %SystemDir%\System32\Drivers folder, then connect and power on the printer.
- C. Click Start >All Programs >Control Panel >Printers and Faxes >Right click on desired printer and select "install".
- D. Configure the BIOS to boot from USB devices first. Connect and power on the printer. Boot the computer.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Windows 7 has the required drivers for almost all the printers. When you install a new USB printer and power it on, Windows 7 automatically detect and adds the new printer without the consumer having to do all the steps.

**QUESTION 661**

A corporate technician has been tasked with providing a thin client PC for a new employee. Which of the following configurations would be the MOST appropriate?

- A. A PC with the maximum amount of supported RAM
- B. A PC equipped with high end audio and video cards
- C. A PC that meets the minimum requirements for running an OS
- D. A PC with the most powerful processor

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

A thin client is a bare minimum box of components that is used for simple tasks. A PC with minimum requirements to run an OS can act as a thin client.

**QUESTION 662**

A user's laptop screen is extremely dim. A technician attempts to alter the brightness using function keys and the BIOS, but the screen never changes in brightness. Which of the following is MOST likely the cause?

- A. Battery failure
- B. Bulb failure
- C. Display driver is corrupted
- D. Backlight failure

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.laptoprepair101.com/laptop/2007/09/05/troubleshooting-laptop-with-backlight-failure/>

**QUESTION 663**

Which of the following expansion slots is characterized by having an x16 speed?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

The PCIe xXX is the amount of lanes the slot has, so x16 has 16 lanes, x8 has 8 lanes and so on. The physical slot on x4, x8, and x16 are all the same. If it says 2 PCIe x16 slots it means that there are 2 slots on the board that are capable of 16 lanes. If it says 2 PCIe X16 (and then in brackets says x16, x4 or x8, x8) it means when you have 1 slot being used it uses all 16 lanes for that 1 slot. But if you plug multiple things into the PCIe slots (most common 2 GPU's) it will divide the lanes between the cards. So that (x16, x4) you will have the first GPU running with 16 lanes, and the second GPU running with 4 lanes.

#### **QUESTION 664**

Which of the following settings is controlled by jumpers?

- A. Chassis detection threshold
- B. Fan speed
- C. USB voltage
- D. Drive hierarchy

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/Jumper\\_\(computing\)](http://en.wikipedia.org/wiki/Jumper_(computing))

#### **QUESTION 665**

Which of the following is a benefit of using ECC memory?

- A. Corrects memory errors
- B. Allows 64-bit operating systems

- C. Prevents disk errors
- D. Uses lower voltage

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://www.webopedia.com/TERM/E/ECC\\_memory.html](http://www.webopedia.com/TERM/E/ECC_memory.html)

**QUESTION 666**

Which of the following connection types has the LONGEST transmission limitation in terms of distance?

- A. USB 3.0
- B. CAT6
- C. Fiber
- D. CAT5

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/Fiber-optic\\_communication](http://en.wikipedia.org/wiki/Fiber-optic_communication)

**QUESTION 667**

An administrator wants to prevent people outside of the building from accessing a new wireless router. Which of the following is the LEAST labor intensive method to use while setting up new workstations?

- A. Turn SSID broadcast off
- B. Use wireless encryption
- C. Institute MAC filtering
- D. Setup static IP addresses

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://www.speedguide.net/faq\\_in\\_q.php?qid=81](http://www.speedguide.net/faq_in_q.php?qid=81)

**QUESTION 668**

A network consisting of numerous geographically dispersed networks that cover a large physical distance is referred to as a:

- A. WLAN
- B. LAN
- C. WAN
- D. MAN

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

[http://compnetworking.about.com/od/basicnetworkingconcepts/a/network\\_types.htm](http://compnetworking.about.com/od/basicnetworkingconcepts/a/network_types.htm)

**QUESTION 669**

Which of the following Internet connection types would be MOST commonly used by a customer who travels frequently?

- A. ISDN
- B. Satellite
- C. Cellular
- D. Line of site wireless

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/Cellular\\_network](http://en.wikipedia.org/wiki/Cellular_network)

**QUESTION 670**

Which of the following has the FASTEST connection speed?

- A. Cable
- B. Dial-Up
- C. ISDN
- D. WiMAX

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://compnetworking.about.com/od/internetaccessbestuses/f/cablespeed.htm>

#### **QUESTION 671**

For best performance, a high-end graphics card should be installed in which of the following slots?

- A. PCIe x16
- B. AGP 4x
- C. PCI x2
- D. PCI

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

[http://en.wikipedia.org/wiki/PCI\\_Express#External\\_PCIe\\_cards](http://en.wikipedia.org/wiki/PCI_Express#External_PCIe_cards)

#### **QUESTION 672**

A motherboard contains four memory slots. Two of the slots are colored blue and two of the slots are colored black. Which of the following would be the correct way to populate memory in the slots for best performance?

- A. Slower memory in both blue slots and faster memory in both black slots
- B. Memory that matches in speed and size in either both blue slots and both black slots
- C. Faster memory in both blue slots and slower memory in both black slots Get Latest & Actual 220-801 Exam's question and Answers from Lead2pass.
- D. Place memory in either both black slots or both blue slots but not both at the same time

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Blue slots are for fast memory and black ones are for slower memory.

**QUESTION 673**

Which of the following RAM types are compatible with PC2700 and maintain the same performance?

- A. PC 2400
- B. PC 3200
- C. PC2 4200
- D. PC2 5300

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://www.tomshardware.com/forum/266969-30-compatibility-pc3200-pc2700>

**QUESTION 674**

Which of the following should be the FIRST items to be removed when replacing the system board on a laptop? (Select TWO).

- A. Keyboard
- B. Battery
- C. LCD
- D. Palm rest
- E. AC power adapter

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:



Remove all power sources before opening the first screw on the laptop. Battery is a power source and can pose an electric hazard. So remove the battery and the AC power adapter that charges the battery.

**QUESTION 675**

A user states that when printing to a shared printer nothing happens and the user has verified that the printer is turned on. Which of the following is the MOST likely cause?

- A. The print server does not have network connectivity.
- B. The ISP service is currently not available.
- C. The user's print drivers are corrupted.
- D. The printer is low on toner.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

The logical step in solving this problem is to check the print server. If the print server is powered on and the shared printer is not printing at all, check the network connectivity and rectify the problem.

**QUESTION 676**

Which of the following is MOST likely needed when installing a new POS thermal printer?

- A. RJ-11
- B. Operating system disk
- C. RG-58
- D. Drivers

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

When you install a POS thermal printer, use the CD/DVD that comes with the printer and install the appropriate drivers for the supported operating system.

**QUESTION 677**

Which of the following laptop display types relies on a backlight for the display presentation?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

<http://electronics.howstuffworks.com/lcd.htm>

#### **QUESTION 678**

Which of the following connection types is MOST commonly used to connect external hard drives to a PC? (Select TWO).

- A. SATA
- B. PATA
- C. IDE
- D. eSATA
- E. USB

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

eSATA connector and an USB is used to connect external hard drives to a PC because both connectors have high data transfer rate in an external domain.

#### **QUESTION 679**

Which of the following BEST represents a hardware requirement for building a PC that will specialize in gaming? (Select TWO).

- A. Large hard drive space
- B. Specialized cooling
- C. HDMI output
- D. TV tuner
- E. High-end graphics card

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Gaming is about graphics and the processing of graphics in the back end. A gaming PC needs high end graphics card for smooth function and liquid cooling to cool down the components that go hot when working continuously.

**QUESTION 680**

Which of the following BEST represents a hardware requirement for building a PC that will specialize in being a Home Server? (Select TWO).

- A. Virtualization support
- B. Touch screen interface
- C. Gigabit Ethernet
- D. RAID array
- E. Dual monitors

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:



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