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**Exam Code: 220-801**

**Exam Name: CompTIA A+ Certification Exam**



## Topic 1: PC Hardware

### QUESTION 1

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

Explanation:

Video card is related to the resolution and color. To make sure the card is installed correctly and working properly, you need to check the resolution. If the desired resolution is not achieved, you can change the video card for a better one you can adjust the video card in the slot.

### QUESTION 2

A technician would like to connect to a computer using remote desktop. Which of the following ports does remote desktop use by default?

- A. 22
- B. 443
- C. 3389
- D. 8080

**Correct Answer:** C

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

Explanation:

The default port for remote desktop application is 3389.

Reference: <http://windows.microsoft.com/en-us/windows7/allow-remote-desktop-connections-from-outside-your-home-network> (see forward TCP port 3389)

### QUESTION 3

Which of the following should a technician do NEXT after reporting an incident?

- A. Delete the content
- B. Confiscate the PC
- C. Go back to work
- D. Document the incident

**Correct Answer:** D

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

Explanation:

When the incident is reported, the best thing to do afterward is to document the details of the incident especially in the hardware case. The documenting of the incident will help determine the cause of the problem and the circumstances in which the problem occurred.

**QUESTION 4**

Which of the following **MUST** be configured when trying to start a machine with a DVD?

- A. TPM
- B. Virtualization support
- C. BIOS security
- D. Boot order

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

By default BIOS boot order is configured to boot the computer from the hard disk. When installing Windows from a DVD or any other OS, you need to set the preferred boot order to DVD so the computer can scan the DVD drive to get the boot data and boot from the DVD.

**QUESTION 5**

After setting up a new computer, a user states that the mouse and keyboard will not work. Which of the following is the **MOST** likely reason?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

It is normal to switch the PS/2 connectors in older computers. PS/2 connectors are present side by side at the back of a computer casing. Both are colored to avoid switching but sometimes the keyboard is switched to a mouse PS/2 port and the mouse is connected to keyboard PS/2 port. So first check PS/2 connector to see whether the problem lies with PS/2 connectors.

**QUESTION 6**

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



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

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <http://en.wikipedia.org/wiki/HDMI>

**QUESTION 7**

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:**

Reference: <http://www.tomshardware.com/reviews/power-supply-specifications-atx-reference,3061-12.html>

**QUESTION 8**

To configure two drives for MAXIMUM performance, which of the following RAID types should be used?

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [http://www.adaptec.com/nr/rdonlyres/874d145e-f64f-4804-9e27-037bc5a9dce0/0/3994\\_raid\\_whichone\\_v112.pdf](http://www.adaptec.com/nr/rdonlyres/874d145e-f64f-4804-9e27-037bc5a9dce0/0/3994_raid_whichone_v112.pdf)

**QUESTION 9**

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:**

Reference: <http://electronics.howstuffworks.com/difference-between-lcd-and-led.htm>

**QUESTION 10**

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. Socket 1156 motherboard
- D. Onboard graphics
- E. Socket 1366 CPU

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.tomshardware.com/forum/306223-28-socket-1155-1366> <http://www.tomshardware.com/forum/292783-30-triple-channel-dual-channel>

#### **QUESTION 11**

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:**

Reference: <http://computernetworkingnotes.com/comptia-n-plus-study-guide/network-devices-hub-switch-router.html> (see Hub)

#### **QUESTION 12**

Which of the following uses a single connector to deliver both video and audio?

- A. DVI
- B. Serial
- C. VGA
- D. HDMI

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference:  
<http://hometheater.about.com/od/hometheatervideobasics/qt/hdmifacts.htm>

#### **QUESTION 13**

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:**

Reference: [http://en.wikipedia.org/wiki/PCI\\_Express#Serial\\_bus](http://en.wikipedia.org/wiki/PCI_Express#Serial_bus)

#### **QUESTION 14**

Which of the following would allow for multiple computers to share a display and input devices?

- A. AGP video adapter
- B. KVM switch
- C. Portable TDR
- D. PCI video adapter

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.prosum.net/en/products/kvm-switches>

#### **QUESTION 15**

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:**

Reference: <http://forums.mydigitallife.info/threads/12651-2x-200GB-SATA-I-Raid-0-v-s-single-500GB-SATA-II>

#### **QUESTION 16**

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 17**

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:**

Reference: [http://www.crutchfield.com/S-zwZUk3RXHNR/learn/learningcenter/home/connections\\_glossary.html](http://www.crutchfield.com/S-zwZUk3RXHNR/learn/learningcenter/home/connections_glossary.html) (see composite video jack)

**QUESTION 18**

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:**

Reference: <http://en.wikipedia.org/wiki/RG-59>

**QUESTION 19**

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:**

Reference: <http://buildyourowncomputerworkshop.com/firstboot.html>

**QUESTION 20**

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:**

Reference: <http://electronics.stackexchange.com/questions/49216/how-do-pci-express-graphics-cards-pull-power-from-both-the-slot-and-the-external>

#### QUESTION 21

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 22

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 23

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:**

Reference: [http://en.wikipedia.org/wiki/Small\\_form\\_factor](http://en.wikipedia.org/wiki/Small_form_factor)

#### **QUESTION 24**

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:**

Reference: <http://www.ramelectronics.net/howto-av.aspx> (see Television (TV/HDTV) connections)

#### **QUESTION 25**

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:**

Reference: [http://en.wikipedia.org/wiki/Serial\\_ATA](http://en.wikipedia.org/wiki/Serial_ATA)

#### **QUESTION 26**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

When the power is not supplied to the motherboard, the computer will not start because it needs electricity to run. Hence, the computer will not POST (power on self test)

**QUESTION 27**

The SODIMM memory form factor is generally used in which of the following?

- A. Laptops
- B. Servers
- C. Desktops
- D. Workstations

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://en.wikipedia.org/wiki/SO-DIMM>

**QUESTION 28**

Which of the following should be used when building a high-end graphics workstation for CAD applications? (Select TWO).

- A. Main memory of 8 GB or more
- B. PCI-e video card with large amount of memory
- C. More than 4 accessible USB 2.0 ports
- D. A 32-bit OS to handle the large amount of expected disk I/O
- E. An eSATA external drive

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

CAD applications need high memory and CPU resources to function optimally. Therefore, 8 GB main memory and a PCI-e video card with big memory is needed to render the drawings optimally.

**QUESTION 29**

A composite cable connects to which of the following connectors?

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

**Correct Answer:** D

**Section:** (none)

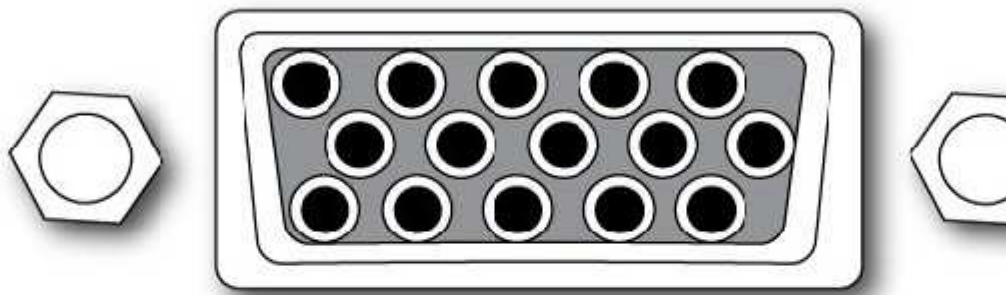
**Explanation**

**Explanation/Reference:**

Reference: [http://www.webopedia.com/TERM/R/RCA\\_cable.html](http://www.webopedia.com/TERM/R/RCA_cable.html)

**QUESTION 30**

-- Exhibit



-- Exhibit --

Please click on the exhibit button. Which of the following connector types is displayed?

- A. BNC
- B. Din-6

- C. DisplayPort
- D. DB-15

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.winfordeng.com/products/con15.php>

#### **QUESTION 31**

Which of the following requires a MINIMUM of four hard drives?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.pcworld.com/article/132877/RAID.html> (see RAID 1+0, 0+1, 10)

#### **QUESTION 32**

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:**

Explanation:

Dual digital monitors can be easily setup by using a video card with multiple DVI ports. You can set up as many monitors as the DVI ports on the video card allow you to do so.

#### **QUESTION 33**

Joe, a technician, installs a new Blu-Ray player via an external cable. The PC has previously had a USB 3.0 expansion card installed into its PCI Express slot. When Joe powers on the Blu-Ray player, he notices the "USB 2.0 Device" pop up in the Windows System Tray. Which of the following are probable causes? (Select TWO).

- A. A virus is attacking the USB 3.0 driver, forcing it to operate in USB 2.0 mode only.
- B. The Blu-Ray player is plugged into the wrong port on the back of the PC.
- C. The Blu-Ray player was mistakenly plugged into the FireWire port.
- D. The Bluetooth connection from a nearby mobile device is interfering with the Blu-Ray player.
- E. The Blu-Ray player had a DVD loaded into it and this caused the computer to malfunction.

F. The technician that installed the USB 3.0 expansion card forgot to install the USB 3.0 driver.

**Correct Answer:** BF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

The possible causes might be that the Blu-ray players was plugged into the firewire port mistakenly or the technician that installed USB 3.0 expansion card forgot to install the drivers for it.

#### **QUESTION 34**

Which of the following characteristics BEST differentiates a Home Theatre PC from a CAD PC?

- A. Ability to play optical media
- B. Gigabit network connection
- C. Small form factor
- D. Ability to edit large files

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Home theater PC has a small form factor normally essentially a bookcase in a shelf styled computer that player audio and video. CAD PC needs a lot of muscle like vast amount of memory, video cards, and essentially other high performance parts. Therefore, the main difference between home theater PC and a CAD PC is the form factor which houses essential components.

#### **QUESTION 35**

When comparing analog display inputs to digital display inputs, which of the following is an advantage that digital has over analog?

- A. Allows for higher brightness
- B. More crosstalk
- C. Sustains higher resolutions
- D. Supports widescreen resolutions

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Digital can sustain higher resolutions whereas analog display has limited resolution.

#### **QUESTION 36**

Ann, a home user, would like to connect her laptop display to her home HD television. Which of the following is the BEST solution?

- A. Connecting the laptop's VGA output to an HDMI adaptor
- B. Connecting the laptop's VGA output to the television's VGA input
- C. Connecting the laptop's USB output to the HD television's HDMI adaptor
- D. Connecting the laptop's USB output to the television's USB input

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://sewelldirect.com/articles/How-To-Connect-Laptop-To-TV.aspx>

#### **QUESTION 37**

A technician is dispatched to install additional RAM in a computer. The technician unplugs the system from the power source, and removes the cover of the PC. Which of the following should the technician do NEXT?

- A. Update the BIOS for compatibility.
- B. Put on an ESD strap.
- C. Use an anti-static bag to hold the RAM while installing.
- D. Clean out the PC with compressed air.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Before touching the innards of a computer like RAM, hard disk, CPU or any other component, you need to put an Electrostatic discharge strap so that the components do not get static charge from you.

Reference: [http://www.webopedia.com/TERM/E/ESD\\_wrist\\_strap.html](http://www.webopedia.com/TERM/E/ESD_wrist_strap.html)

#### **QUESTION 38**

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:**

Reference: <http://www.textfiles.com/computers/scsi.txt>

#### **QUESTION 39**

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:**

Explanation:

Virtualization requires a lot of memory and processing power. If you install 2 or 3 operating systems, you will be needing memory and processors to keep them running in optimal condition. Therefore, you need maximum RAM and CPU cores to make sure you have enough resources for your virtualization platform.

**QUESTION 40**

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:**

Reference: <http://www.wisegEEK.com/what-is-socket-940.htm>

**QUESTION 41**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://en.kioskea.net/contents/180-db25-connector>

**QUESTION 42**

A technician is installing a new TV tuner on a Windows 7 HTPC and no channels are showing up. Which of the following is the MOST likely cause?

- A. The TV cable is connected to the FM/AM input.
- B. The TV tuner card does not support HD channels.
- C. The TV tuner card is not properly seated.
- D. The cable signal is too weak.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

One possible cause might be that the TV cable is connected to FM/AM input mistakenly. TV tuner cards have FM/AM input port which is similar to the TV cable input.

**QUESTION 43**

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

- A. eSATA
- B. PCI express
- C. Southbridge
- D. Northbridge

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.computerhope.com/jargon/n/northbri.htm>

#### **QUESTION 44**

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:**

Reference: <http://pcsupport.about.com/od/insidethepc/a/atx-pinout-4-pin-12v-psu.htm>

#### **QUESTION 45**

Joe, a user, has installed a new monitor on an existing system. Joe calls a support technician and reports that everything on the new display is fuzzy. Which of the following describes what needs to be changed to correct this issue?

- A. The display resolution needs to match the native resolution.
- B. The old graphics card does not support the new monitor.
- C. The new monitor cable needs to have aluminum cores installed.
- D. The new monitor requires updated drivers to be installed.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.chrislongley.com/monitor.htm>

#### **QUESTION 46**

Ann, a user, has recently installed a new Blu-Ray ROM in her desktop computer. The computer recognizes the device as a DVD-ROM. Which of the following actions would enable the system to recognize the device as a Blu-Ray device?

- A. The operating system must be upgraded to Windows Ultimate.
- B. Flash the system's motherboard CMOS.
- C. Upgrade to the latest Windows Media Player.
- D. Install the manufacturer's drivers for the OS.

**Correct Answer:** D



**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

Install the drivers that came with the Blu-ray ROM. Without the drivers, the computer might not recognize the drive.

**QUESTION 47**

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

- A. eSATA
- B. IEEE 1394
- C. USB
- D. PS/2
- E. VGA

**Correct Answer: CD**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

Keyboard connects to PS/2 (old computers) and USB. Nowadays, all most all the keyboards are USB devices. PS/2 port is obsolete.

**QUESTION 48**

A technician has 2GB of data that needs to be backed up from a customer's Windows 7 computer. Which of the following storage media should the technician use?

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

To store large amounts of data, you might need a DVD-RW because a DVD can hold a lot of GBs. CD-RW has limited space. Alternatively, you can now backup stuff on a USB stick as well.

**QUESTION 49**

Which of the following adapter types uses a 7-pin cable to transmit video signals?

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <http://geoffthegreygeek.com/s-video/#.UitCfGQS2Qk>

**QUESTION 50**

A technician is asked to upgrade RAM in a laptop from 4GB to 8GB. Which of the following should the technician do FIRST?

- A. Download the newest motherboard drivers
- B. Enable TPM
- C. Review the vendor laptop documentation
- D. Flash the BIOS

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

To upgrade, you need to know what is compatible. Read vendor laptop documentation before upgrading RAM, CPU or a hard drive.

**QUESTION 51**

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:**

Reference: [http://wiki.answers.com/Q/What\\_is\\_a\\_parallel\\_connector](http://wiki.answers.com/Q/What_is_a_parallel_connector)

**QUESTION 52**

Which of the following types of device cable types are used to connect output devices such as printers and scanners?

- A. Parallel
- B. eSATA
- C. IDE
- D. PATA

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [http://wiki.answers.com/Q/What\\_is\\_a\\_parallel\\_connector](http://wiki.answers.com/Q/What_is_a_parallel_connector)

**QUESTION 53**

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:**

Reference: <http://www.pcguide.com/ref/hdd/ide/confJumpering-c.html>

#### **QUESTION 54**

USB 2.0 and which of the following ports share the same connector?

- A. Micro USB 2.0
- B. Mini USB 2.0
- C. Micro USB 3.0
- D. USB 3.0

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://www.diffen.com/difference/USB\\_2.0\\_vs\\_USB\\_3.0](http://www.diffen.com/difference/USB_2.0_vs_USB_3.0)

#### **QUESTION 55**

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:**

Reference: <http://www.computerhope.com/jargon/d/dockstat.htm>

#### **QUESTION 56**

Which of the following RAM types supports triple channel configurations?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.hardwaresecrets.com/printpage/Everything-You-Need-to-Know-About-the-Dual-Triple-and-Quad-Channel-Memory-Architectures/133>

**QUESTION 57**

Which of the following devices would provide protection for electronic equipment in an area prone to intermittent, unstable power?

- A. Power strip
- B. Surge suppressor
- C. Uninterruptible power supply
- D. Line conditioner

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [http://pcsupport.about.com/od/componentprofiles/p/ups\\_backup.htm](http://pcsupport.about.com/od/componentprofiles/p/ups_backup.htm)

**QUESTION 58**

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:**

Reference: <http://searchstorage.techtarget.com/definition/RAID>

**QUESTION 59**

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:**

Reference: <http://www.buzzle.com/articles/dvi-vs-hdmi-difference-between-dvi-and-hdmi.html> (3rd para)

**QUESTION 60**

Which of the following are factors when designing a home theater PC?

- A. Wireless NIC
- B. Audio frequency
- C. Video refresh rate
- D. Video output

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Video output is the main factor in building a home theater PC. You need to connect the TV or a large display with a PC and HDMI, DVI outputs are needed to show the PC on the display screen.

#### **QUESTION 61**

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:**

Reference:

[http://www.ecy.wa.gov/programs/hwtr/dangermat/electronic\\_waste\\_index.html](http://www.ecy.wa.gov/programs/hwtr/dangermat/electronic_waste_index.html)

#### **QUESTION 62**

Joe, a customer, requests that the desktop system he is buying is able to be used at his vacation home in another country, as well as his regular home. The technician is aware that the country mentioned has different power requirements. Which of the following should the technician ensure the desktop contains?

- A. Dual voltage options
- B. UPS
- C. Inverter
- D. Micro-ATX connector

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

To make sure the computer doesn't get fried, install dual voltage options in a desktop so that it can cope with company's various power requirements.

#### **QUESTION 63**

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:**

Reference: [http://en.wikipedia.org/wiki/Land\\_grid\\_array](http://en.wikipedia.org/wiki/Land_grid_array)

**QUESTION 64**

Which of the following expansion slots is MOST commonly used for high-end video cards?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/PCI\\_Express#External\\_PCIe\\_cards](http://en.wikipedia.org/wiki/PCI_Express#External_PCIe_cards)

**QUESTION 65**

Which of the following technologies can be accessed through the DisplayPort? (Select TWO).

- A. USB
- B. SATA
- C. DVI
- D. FireWire
- E. HDMI

**Correct Answer:** CE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.tomshardware.com/forum/390436-33-hdmi-display-port-hdmi>

**QUESTION 66**

Which of the following connections are typically on the external PC chassis? (Select TWO).

- A. AGP
- B. SAS
- C. IEEE1394
- D. eSATA
- E. IDE

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

IEEE1394 commonly known as Firewire port and eSATA connections are typically located on the external PC chassis. Firewire port is a serial bus interface that works like a USB. eSATA connection are typically external hard disks.

**QUESTION 67**

A technician is building a gaming PC for a user. The user wants to dual boot between Windows XP 32-bit and a 64-bit version of Windows 7 as some of the games require XP. The user requests the following specifications:  
64-bit i7 processor, (consisting of 6 cores @ 3.0GHz)  
16 GB of RAM (consisting of two 8 GB modules)  
One 200 GB SSD  
RAID 1 (consisting of two 1TB SATA Drives)  
Two 2 GB SLI Video Cards

Which of the following components should the technician warn the user will be reported differently depending on the operating system that is currently booted?

- A. RAID
- B. RAM
- C. Processor
- D. SSD Drive
- E. Video Card

**Correct Answer: B**

**Section: (none)**

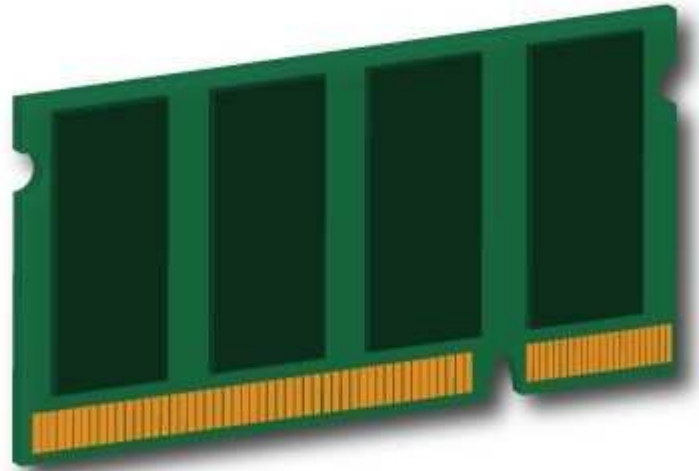
**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Random-access\\_memory](http://en.wikipedia.org/wiki/Random-access_memory)

**QUESTION 68**

-- Exhibit



-- Exhibit --

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**

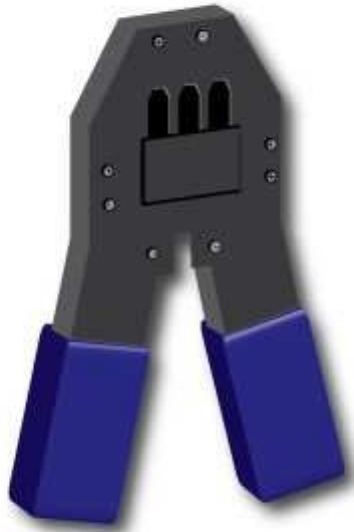
**Explanation/Reference:**

Reference: [http://www.wiredzone.com/Supermicro-MEM-DR380L-HL01-ES13-8GB-DDR3-PC3-10600-\(1333MHz\)-204p-SODIMM~10022246~0.htm](http://www.wiredzone.com/Supermicro-MEM-DR380L-HL01-ES13-8GB-DDR3-PC3-10600-(1333MHz)-204p-SODIMM~10022246~0.htm)

**QUESTION 69**

-- Exhibit





-- Exhibit --

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:**

Reference: <http://www.computerhope.com/jargon/c/crimp.htm>

#### **QUESTION 70**

ECC memory offers which advantage over non-ECC memory?

- A. Less energy consumption
- B. The capability of error correction
- C. More efficient core communication
- D. Broader BUS throughput

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Error\\_detection\\_and\\_correction#Error-correcting\\_memory](http://en.wikipedia.org/wiki/Error_detection_and_correction#Error-correcting_memory)

#### **QUESTION 71**

Which of the following locations stores the boot sequence for a desktop computer?

- A. BIOS
- B. TPM
- C. CPU
- D. Boot sector

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://pcsupport.about.com/od/termsb/p/bios.htm>

#### **QUESTION 72**

Thermal paste is used with which of the following components?

- A. Fan
- B. Heat sink
- C. Motherboard
- D. RAM

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.techpowerup.com/articles/overclocking/134>

#### **QUESTION 73**

Ann, a customer, requests a high-capacity, cost effective backup media that she can administer and store offsite with no assistance. Which of the following media types would BEST meet Ann's request?

- A. Tape
- B. DVD
- C. Floppy
- D. SSD

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.redwireservices.com/tape-backup-is-still-great>

**QUESTION 74**

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:**

Reference: <http://whatis.techtarget.com/reference/Fast-Guide-to-RAM>

**QUESTION 75**

Which of the following devices requires 12V of power from the power supply?

- A. Serial Port Card
- B. CD-ROM Drive
- C. Parallel Port
- D. Audio Jack

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [http://www.mrjentis.com/cdplayer\\_adapter.html](http://www.mrjentis.com/cdplayer_adapter.html) (Introduction, second para)

**QUESTION 76**

A user wishes to dispose of a CRT monitor that is no longer working. Which of the following steps should a technician complete before proceeding with the disposal?

- A. Break the glass in the CRT in a controlled environment to prevent injury
- B. Discharge all capacitors in the CRT and remove them before disposal
- C. Ensure familiarity and compliance with all relevant local regulations
- D. Ensure that the monitor is no longer working and repair if possible

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

CRT monitor has lead, which is a toxic component of the cathode tube. In order to dispose off properly, you need to be familiar with state and local regulations.

**QUESTION 77**

When troubleshooting a PC that intermittently shuts off, which of the following should be monitored?

- A. Boot sequence
- B. CPU temperature
- C. SMART status
- D. TPM module

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

When the CPU temperature exceed the limit, the PC will shut off to wade off the heat and normalize the temperature otherwise the CPU will melt down.

#### **QUESTION 78**

A technician is giving a safety class to new employees. Which of the following contains potentially dangerous voltages and should be handled with care, even if the power has been recently disconnected?

- A. Laser printer
- B. Wireless router
- C. Paper shredder
- D. CRT monitor

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.wikihow.com/Discharge-a-CRT-Monitor>

#### **QUESTION 79**

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:**

Reference: <http://computer.howstuffworks.com/liquid-cooled-pc.htm>

#### **QUESTION 80**

A technician is tasked with improving the speed at which a system boots and loads applications as well as improving data availability. Which of the following should the technician implement?

- A. Upgrade external storage to USB 3.0
- B. Upgrade non RAID hard drives to SSD
- C. Configure software RAID 5

D. Install additional eSATA drives

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://www.adaptec.com/nr/rdonlyres/14b2fd84-f7a0-4ac5-a07a-214123ea3dd6/0/4423\\_sw\\_hwraid\\_10.pdf](http://www.adaptec.com/nr/rdonlyres/14b2fd84-f7a0-4ac5-a07a-214123ea3dd6/0/4423_sw_hwraid_10.pdf)

#### **QUESTION 81**

The Tower of Hanoi is MOST likely configured in a system which implements:

- A. a high RPM drives.
- B. a tape drive.
- C. an externally attached storage.
- D. a RAID configuration.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://searchdatabackup.techtarget.com/definition/Tower-of-Hanoi-backups>

#### **QUESTION 82**

An end user is designing a PC with a clear acrylic access panel to show off the insides. The user wants the inside to stay cool, but as dust free as possible. Which of the following would BEST meet this scenario?

- A. Create a positive pressure air flow with unfiltered intakes and filtered exhausts
- B. Create a positive pressure air flow with filtered intakes and unfiltered exhausts
- C. Create a negative pressure air flow with unfiltered intakes and unfiltered exhausts
- D. Create a negative pressure air flow with filtered exhausts and unfiltered exhausts

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.overclock.net/t/1219634/positive-air-pressure-what-you-need-to-know-to-keep-your-pc-clean-and-happy>

#### **QUESTION 83**

Which of the following is the MAXIMUM transfer speed of USB 2.0?

- A. 100 Mbps
- B. 400 Mbps
- C. 420 Mbps
- D. 480 Mbps

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.lyberty.com/tech/terms/usb.html>

**QUESTION 84**

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:**

Reference: [http://pinouts.ru/Video/VGA15\\_pinout.shtml](http://pinouts.ru/Video/VGA15_pinout.shtml)

**QUESTION 85**

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:**

Reference: [http://en.wikipedia.org/wiki/F\\_connector](http://en.wikipedia.org/wiki/F_connector)

**QUESTION 86**

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:**

Reference: <http://customcable.ca/cat5-vs-cat6/> (see CAT5e)

**QUESTION 87**

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:**

Reference: [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 88**

Which of the following is the BEST way to explain RAID to a non-technical user?

- A. "RAID is a dynamic logical disk management system."
- B. "RAID uses multiple hard disks to increase performance and/or provide protection against data loss."
- C. "RAID uses data striping to reduce hard drive write time and parity bits to reconstruct the data from a failed hard drive."
- D. "RAID stands for Redundant Array of Independent Disks".

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <http://www.pcworld.com/article/132877/RAID.html>

**QUESTION 89**

A client wants a technician to install more RAM on their graphics workstation. The client has provided a 4 GB SODIMM and had problems installing it. Which of the following is the probable reason for this?

- A. Graphic workstations require flash memory
- B. The memory is incompatible for the workstation
- C. Graphic workstations require solid state memory
- D. The workstation has no available memory slots

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

SO-DIMM memory is normally used in laptops and small form factor desktops. A graphics workstation is a fully configured PC. Therefore, a DIMM memory is needed to allow it to perform flawlessly.

**QUESTION 90**

Which of the following MUST be performed when installing a PCI sound card for use instead of the onboard sound?

- A. Install drivers
- B. Install additional memory
- C. Configure the jumpers
- D. Flash the BIOS

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

Whenever you want to use a PCI sound card that is not built into the motherboard, you need specific drivers to

install it. Drivers are software that help the hardware to perform for a specific operating system.

**QUESTION 91**

Which of the following hard drive types would be considered the MOST likely to survive a fall?

- A. SCSI
- B. Solid State
- C. IDE
- D. SATA

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.examiner.com/article/solid-state-drives-vs-hard-drives>

**QUESTION 92**

Which of the following are the MOST important factors to address when a technician is choosing the components for a CAD workstation? (Select THREE).

- A. Large drive space allocation
- B. Powerful sound card
- C. Multiple network cards
- D. Multiple large HD monitors
- E. Powerful video card
- F. Maximum RAM
- G. Powerful processor

**Correct Answer:** EFG

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.webopedia.com/TERM/C/CAD.html>

**QUESTION 93**

Which of the following allows a technician to enable support for a USB 1.1 device?

- A. MBR
- B. HCL
- C. BIOS
- D. AGP

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.tomshardware.com/forum/82823-45-enable-bios-keyboard-support>

**QUESTION 94**

Which of the following connectors from a power supply should be used with a graphics expansion card?

- A. 8-pin 12 volt



- B. PCIe 6-pin
- C. 20-pin
- D. SATA

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.maplin.co.uk/pci-express-power-converter-46857>

#### **QUESTION 95**

An end user requires a computer to support computer aided drafting and computer aided modeling. Which of the following component packages should a technician recommend to the end user?

- A. Powerful processor, high-end graphics card, and maximum RAM
- B. File streaming, printer sharing, and a RAID array
- C. Surround sound audio, compact form factor, HDMI output
- D. Processor and RAM that meets minimum Windows requirements

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Since AutoCAD and computer aided modeling requires more muscle to do the renderings, you need a powerful processor, lots of RAM and an expensive high end graphics card to support the software.

#### **QUESTION 96**

After installing a bar code reader, which of the following is commonly done to configure the reader?

- A. Scan in program codes
- B. Enable the code reader in the BIOS
- C. Use Device Manager to enable I/R ports
- D. Adjust jumper switches

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

To enable the bar code reader to function optimally, you need to scan in program codes so that it can identify the objects later on.

#### **QUESTION 97**

Which of the following expansion slots would support the HIGHEST transfer speeds for high-end graphics cards? (Select TWO).

- A. PCIe
- B. AGP 8x
- C. PCI
- D. ISA
- E. AGP

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.srgclub.org/VideoCards-Monitors.html> (See PCI Express)

**QUESTION 98**

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 99**

Which of the following are the MOST important considerations when configuring a PC that will be used for a CAD / CAM workstation? (Select TWO).

- A. Gigabit NIC
- B. HDMI output
- C. Maximum RAM
- D. Powerful processor
- E. High end audio output

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.physicsforums.com/showthread.php?t=499107>

**QUESTION 100**

Which of the following input devices allows multiple PCs to share a common display?

- A. Router
- B. Bridge
- C. KVM
- D. Wireless keyboard

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://www.webopedia.com/TERM/K/KVM\\_switch.html](http://www.webopedia.com/TERM/K/KVM_switch.html)

#### **QUESTION 101**

The helpdesk technician has been tasked to reinstall the OS on a desktop and has already inserted the OS install disk in the CD-ROM. Which of the following would MOST likely need to be configured within the BIOS to continue reinstalling the OS?

- A. BIOS password
- B. Flash BIOS for firmware upgrade
- C. Boot sequence
- D. Clock speeds

**Correct Answer: C**

**Section: (none)**

**Explanation**

#### **Explanation/Reference:**

To boot the OS from the CD ROM, you need to change the boot sequence to boot from CD ROM first. Normally, the boot sequence is to boot from hard disk and if it is unable to find boot files there, it will look for it in a CD ROM. After that, it will look into other places like a floppy disk drive and PXE boot.

#### **QUESTION 102**

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:**

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 103**

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:**

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 104**

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:**

Reference: <http://www.howtogeek.com/161479/how-to-select-a-battery-backup-for-your-computer/>

**QUESTION 105**

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:**

Reference: [http://en.wikipedia.org/wiki/Error\\_detection\\_and\\_correction](http://en.wikipedia.org/wiki/Error_detection_and_correction)

**QUESTION 106**

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:**

Reference: <http://www.howstuffworks.com/bios.htm>

**QUESTION 107**

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:**

Reference: <http://serverfault.com/questions/192995/raid-5-with-big-sata-disks-do-or-dont>

#### **QUESTION 108**

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:**

Reference: <http://www.tomshardware.com/forum/196268-33-signal-loss-long-distance-quality-cable-needed>

#### **QUESTION 109**

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:**

Reference: <http://www.datapro.net/catalog/dvi-d-cables.html>

#### **QUESTION 110**

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:**

Reference: <http://www.modemhelp.net/faqs/8n1.shtml>

#### **QUESTION 111**

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 112**

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:**

Reference: <http://windows.microsoft.com/is-is/windows-xp/help/using-stickykeys>

#### **QUESTION 113**

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 114**

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:**

Reference: <http://www.makeuseof.com/tag/hyperthreading-technology-explained/>

#### **QUESTION 115**

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:**

Reference: [http://www.ehow.com/how-does\\_4899546\\_kvm-switch-work.html](http://www.ehow.com/how-does_4899546_kvm-switch-work.html)

#### **QUESTION 116**

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:**

Reference:

[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 117**

ECC memory is primarily used in which of the following computers?

- A. Tablet
- B. Desktop
- C. Server
- D. Laptop

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://searchwindowsserver.techtarget.com/tip/ECC-memory-A-must-for-servers-not-for-desktop-PCs>

**QUESTION 118**

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 119**

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**

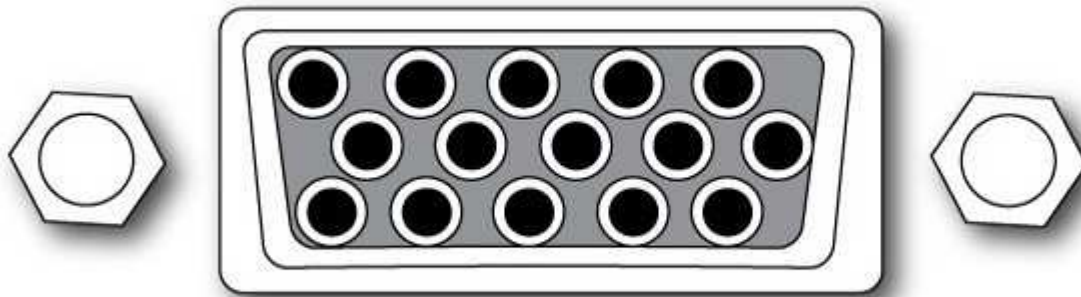
**Explanation/Reference:**

Reference: [http://pcsupport.about.com/od/maintenance/tp/pc\\_cooling.htm](http://pcsupport.about.com/od/maintenance/tp/pc_cooling.htm)

**QUESTION 120**

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:**

Reference: [http://en.wikipedia.org/wiki/VGA\\_connector](http://en.wikipedia.org/wiki/VGA_connector)

#### QUESTION 121

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:**

Reference: <http://www.tomshardware.com/forum/275124-30-micro-standard>

#### QUESTION 122

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 123**

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:**

Reference: <http://searchservvirtualization.techtarget.com/tip/Selecting-CPU-processors-and-memory-for-virtualized-environments>

#### **QUESTION 124**

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:**

Reference: <http://answers.yahoo.com/question/index? qid=20080530122837AAWGKXd>

#### **QUESTION 125**

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:**

Reference: <http://www.techpowerup.com/articles/overclocking/134>

**QUESTION 126**

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:**

Reference: [http://www.ertyu.org/steven\\_nikkel/ethernetcables.html](http://www.ertyu.org/steven_nikkel/ethernetcables.html)

**QUESTION 127**

Which of the following cables is fire retardant?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Plenum\\_cable](http://en.wikipedia.org/wiki/Plenum_cable)

**QUESTION 128**

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:**

Reference: <http://www.wikihow.com/Record-Video-Games>

**QUESTION 129**

Which of the following provides the BEST solution for customers needing quiet cooling options?

- A. Side panel slots

- B. Liquid based
- C. Additional fans
- D. Thermal paste

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.pcworld.com/article/2028293/liquid-cooling-vs-traditional-cooling-what-you-need-to-know.html>

#### **QUESTION 130**

Which of the following RAID levels extends the size of a volume without providing reliability or mirroring?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Standard\\_RAID\\_levels](http://en.wikipedia.org/wiki/Standard_RAID_levels)

#### **QUESTION 131**

Which of the following media types is BEST for backups of very large storage systems?

- A. Blu-Ray
- B. CD-ROM
- C. DVD
- D. Tape

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Magnetic\\_tape\\_data\\_storage](http://en.wikipedia.org/wiki/Magnetic_tape_data_storage)

#### **QUESTION 132**

Which of the following RAID levels extends the size of a volume without providing reliability or mirroring?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.thegeekstuff.com/2010/08/raid-levels-tutorial/>

**QUESTION 133**

Which of the following media types is BEST for backups of very large storage systems?

- A. Blu-Ray
- B. CD-ROM
- C. DVD
- D. Tape

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 134**

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:**

Reference: [http://www.webopedia.com/TERM/M/MAC\\_address.html](http://www.webopedia.com/TERM/M/MAC_address.html)

**QUESTION 135**

A customer would like assistance with choosing the appropriate PCs for opening an Internet café. 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:**

Reference: [http://en.wikipedia.org/wiki/Thin\\_client](http://en.wikipedia.org/wiki/Thin_client)

**QUESTION 136**

A technician is looking to install a 3.5 inch desktop hard drive into an external enclosure. Which of the following input interfaces would provide the MOST throughput for the drive?

- A. USB 2.0
- B. IEEE 1394

- C. Bi-Directional Parallel
- D. eSATA

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.seagate.com/support/external-hard-drives/desktop-hard-drives/esata/>

#### **QUESTION 137**

A consultant has been asked to install the brightest possible projector into an office conference room that has a lot of natural sunlight. Which of the following specifications would BEST meet the client's needs?

- A. Highest possible resolution
- B. High lumens
- C. High contrast
- D. HDMI 1.4 compatibility

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.projectorpoint.co.uk/Projector-Brightness-Advice.htm>

#### **QUESTION 138**

In addition to power and DVI, which of the following additional connections is needed to setup a fully functional touch screen LCD monitor?

- A. USB
- B. SCSI
- C. Ethernet
- D. Parallel

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

A USB is needed to set up a touch screen LCD monitor.

#### **QUESTION 139**

Which of the following resolution modes, by design, provides the BEST possible visual quality on a flat screen LCD monitor?

- A. SVGA
- B. Digital
- C. XGA
- D. Native

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://reviews.cnet.com/4520-6029\\_7-6278129-1.html](http://reviews.cnet.com/4520-6029_7-6278129-1.html)

**QUESTION 140**

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 141**

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:**

Reference: [http://en.wikipedia.org/wiki/DDR3\\_SDRAM](http://en.wikipedia.org/wiki/DDR3_SDRAM)

**QUESTION 142**

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 143**

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:**

Reference: [http://www.widowpc.com/2005/06/cooling\\_a\\_gamin.php](http://www.widowpc.com/2005/06/cooling_a_gamin.php)

#### **QUESTION 144**

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:**

Reference: <http://whatis.techtarget.com/definition/thermal-grease-thermal-paste-or-thermal-compound>

#### **QUESTION 145**

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:**

Reference:

[http://www.proprofs.com/mwiki/index.php/Understanding\\_RAM\\_Types:\\_DRAM\\_S](http://www.proprofs.com/mwiki/index.php/Understanding_RAM_Types:_DRAM_S)



**QUESTION 146**

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:**

Reference: <http://www.overclock.net/t/1129146/dual-monitors-for-photo-editing>

**QUESTION 147**

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 148**

Before installing a new expansion card, which of the following should a technician consider? (Select TWO).

- A. CPU type
- B. Free hard drive space
- C. Power supply wattage
- D. Amount of RAM
- E. Bus type

**Correct Answer:** CE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

First you need to check if the power supply has enough wattage to power the new expansion card. Then check the bus type to see if it can support the new expansion card.

**QUESTION 149**

A user wants to purchase a new computer to use word processing software only. Which of the following computer types should be recommended?

- A. Thin client
- B. CAD workstation
- C. Home server
- D. Gaming PC

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://www.thinclient.net/pdf/Thin\\_Client\\_Benefits\\_Paper.pdf](http://www.thinclient.net/pdf/Thin_Client_Benefits_Paper.pdf)

**QUESTION 150**

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:**

Reference: <http://computer.howstuffworks.com/liquid-cooled-pc.htm>

**QUESTION 151**

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:**

Reference:Reference: <http://www.webopedia.com/TERM/N/Northbridge.html>

**QUESTION 152**

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:**

Reference: <http://www.tomshardware.com/forum/341307-28-change-speed-bios>

**QUESTION 153**

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:**

Reference: <http://www.wikihow.com/Transfer-VHS-Tapes-to-DVD-or-Other-Digital-Formats>

**QUESTION 154**

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:**

Reference: [http://en.wikipedia.org/wiki/LGA\\_1156](http://en.wikipedia.org/wiki/LGA_1156)

**QUESTION 155**

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:**

Reference: [http://en.wikipedia.org/wiki/Socket\\_940](http://en.wikipedia.org/wiki/Socket_940)

**QUESTION 156**

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:**

Reference: [http://en.wikipedia.org/wiki/Category\\_3\\_cable](http://en.wikipedia.org/wiki/Category_3_cable)

**QUESTION 157**

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:**

Reference: <http://www.bit-tech.net/hardware/cooling/2010/05/19/graphics-card-coolers-investigated/>

**QUESTION 158**

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:**

Explanaton:

PCIe has faster refresh rates. It's up to 5.8 MP grayscale at full refresh rate.

**QUESTION 159**

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:**

Reference: [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 160**

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:**

Reference: [http://en.wikipedia.org/wiki/DDR3\\_SDRAM](http://en.wikipedia.org/wiki/DDR3_SDRAM)



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

**QUESTION 161**

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:**

Reference: [http://www.webopedia.com/TERM/E/ECC\\_memory.html](http://www.webopedia.com/TERM/E/ECC_memory.html)

**QUESTION 162**

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:**

Reference: <http://www.eggxpert.com/forums/thread/710354.aspx>

**QUESTION 163**

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:**

Reference: <http://www.overclock.net/t/435910/ssd-shock-resistance>

**QUESTION 164**

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:**

Reference: <http://en.wikipedia.org/wiki/Molex>

**QUESTION 165**

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:**

Reference: <http://searchservirtualization.techtarget.com/tip/Selecting-CPU-processors-and-memory-for-virtualized-environments>

**QUESTION 166**

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:**

Reference: [http://en.wikipedia.org/wiki/Disk\\_array\\_controller](http://en.wikipedia.org/wiki/Disk_array_controller)

#### **QUESTION 167**

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 168**

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 169**

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 170**

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:**

Reference: <http://www.8088.net/blog/index.php/2011/01/24/iops-comparison-solid-state-drive-ssd-15000-7200-5900-5600-rpm/?lang=en>

#### **QUESTION 171**

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 172**

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 everytime you boot the PC. Change the CMOS battery regularly to keep the BIOS on the motherboard performing optimally.

#### **QUESTION 173**

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 oftenly. 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 174**

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 175**

Which of the following video types has a DB-15 connector?

- A. S-video
- B. DVI-A
- C. DVI-D
- D. VGA

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/VGA\\_connector](http://en.wikipedia.org/wiki/VGA_connector)

#### **QUESTION 176**

Which of the following connectors would terminate a POTS connection?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.danlipofsky.com/technical/ethernet/>

#### **QUESTION 177**

Which of the following features of a CPU socket is designed to make installation of a CPU easier?

- A. Plug and Play
- B. Lower latency
- C. Zero insertion force
- D. Heatsinks

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.techterms.com/definition/zif>

#### **QUESTION 178**

Which of the following connection types is MOST likely to be used to connect an internal hard drive to a computer?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://searchstorage.techtarget.com/definition/IDE>

**QUESTION 179**

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 180**

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 181**

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:**

Reference: [http://en.wikipedia.org/wiki/Jumper\\_\(computing\)](http://en.wikipedia.org/wiki/Jumper_(computing))

**QUESTION 182**

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:**

Reference: [http://www.webopedia.com/TERM/E/ECC\\_memory.html](http://www.webopedia.com/TERM/E/ECC_memory.html)

#### **QUESTION 183**

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:**

Reference: [http://en.wikipedia.org/wiki/Fiber-optic\\_communication](http://en.wikipedia.org/wiki/Fiber-optic_communication)

#### **QUESTION 184**

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:**

Reference: [http://en.wikipedia.org/wiki/PCI\\_Express#External\\_PCIe\\_cards](http://en.wikipedia.org/wiki/PCI_Express#External_PCIe_cards)

#### **QUESTION 185**

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
- 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 186**

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:**

Reference: <http://www.tomshardware.com/forum/266969-30-compatiblity-pc3200-pc2700>

**QUESTION 187**

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 188**

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 189**

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:**

Reference: <http://hardforum.com/showthread.php?t=1669200>

**QUESTION 190**

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:**

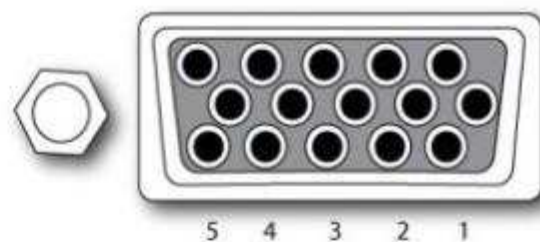
Reference: <http://www.entusiastpc.net/articles/00003/>

**QUESTION 191**

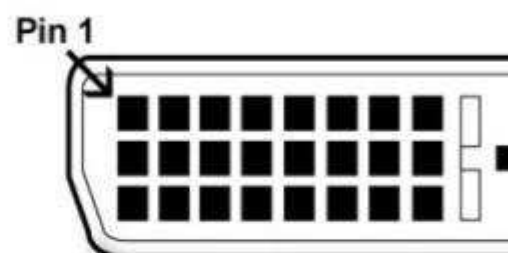
Place the appropriate token next to each graphic

**Select and Place:**

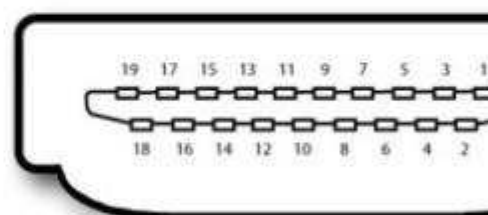
DVI



HDMI



Composite

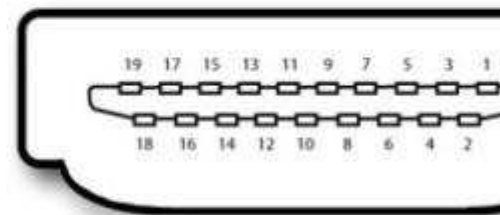
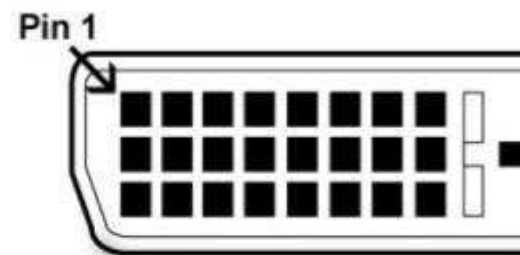
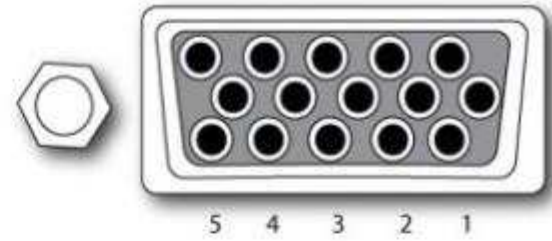
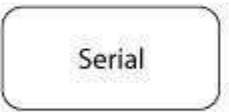
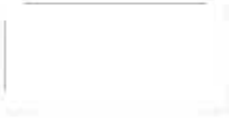


S-video



VGA

Correct Answer:



Section: (none)  
Explanation

Explanation/Reference:  
Reference: [http://en.wikipedia.org/wiki/List\\_of\\_video\\_connectors](http://en.wikipedia.org/wiki/List_of_video_connectors)



## Topic 2: Networking

### QUESTION 1

New cabling has to be installed in a hospital with a very strict fire code. Which of the following materials would MOST likely be related to this requirement?

- A. Fiber Optic
- B. PVC
- C. Shielded Twisted Pair
- D. Plenum

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Plenum is a fire retardant cable with protective sheath. Therefore it is the best choice to use in a facility that uses strict fire code.

### QUESTION 2

An ISP has provided a DSL Internet connection with a static IP address. A technician is setting up a small office home office (SOHO) wireless router and needs to provide Internet access to five PCs on the network. Which of the following should be enabled?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.howstuffworks.com/nat.htm>

### QUESTION 3

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://wiki.answers.com/Q/How\\_does\\_a\\_LAN\\_work](http://wiki.answers.com/Q/How_does_a_LAN_work)

### QUESTION 4

Which of the following offers the HIGHEST wireless security?

- A. WEP

- B. WPA2
- C. WPA
- D. HTTPS

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference:

[http://www.pcworld.com/article/243713/how\\_safe\\_is\\_wpa2\\_secured\\_wifi\\_.html](http://www.pcworld.com/article/243713/how_safe_is_wpa2_secured_wifi_.html)

#### **QUESTION 5**

Which of the following 802.11 standards can operate at both 2.4 GHz and 5.0 GHz?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/IEEE\\_802.11](http://en.wikipedia.org/wiki/IEEE_802.11) (see 802.11n)

#### **QUESTION 6**

255.255.0.0 is the standard subnet mask for which of the following IP classes?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

255.255.0.0 is a class B subnet mask.

Reference: [http://www.webopedia.com/TERM/S/subnet\\_mask.html](http://www.webopedia.com/TERM/S/subnet_mask.html)

#### **QUESTION 7**

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:**

Reference: <http://www.howstuffworks.com/nat.htm>

### **QUESTION 8**

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:**

Reference: <http://www.bleepingcomputer.com/tutorials/ip-addresses-explained/>

### **QUESTION 9**

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:**

Reference: [http://help.telecom.co.nz/app/answers/detail/a\\_id/1218/~/%7Bwhat-is-port-25-and-why-is-it-important-for-me%3F](http://help.telecom.co.nz/app/answers/detail/a_id/1218/~/%7Bwhat-is-port-25-and-why-is-it-important-for-me%3F)

### **QUESTION 10**

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:**

Reference: <http://www.dci.ca/?Section=Products&SubSection=Wifi-FAQ>

### **QUESTION 11**

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:**

Reference: <http://superuser.com/questions/409404/why-do-we-have-nat-if-we-could-just-assign-a-public-ip-address>

#### **QUESTION 12**

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:**

Reference: <http://cybercoyote.org/classes/wifi/wpa2.shtml>

#### **QUESTION 13**

Which of the following network devices would a client use to store data?

- A. Access point
- B. Bridge
- C. Firewall
- D. NAS

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Network-attached\\_storage](http://en.wikipedia.org/wiki/Network-attached_storage)

#### **QUESTION 14**

Which of the following is a private class B IP address?

- A. 10.0.15.1
- B. 172.16.0.1
- C. 172.33.1.1
- D. 192.168.1.1

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://www.sqa.org.uk/e-learning/WebTech01CD/page\\_12.htm](http://www.sqa.org.uk/e-learning/WebTech01CD/page_12.htm)

**QUESTION 15**

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

- A. 10.0.0.1
- B. 192.168.1.1
- C. 255.255.0.0
- D. 255.255.255.0

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.planix.com/~woods/classc.html>

**QUESTION 16**

Which of the following is the number of bits that comprises an IPv6 address?

- A. 32
- B. 64
- C. 128
- D. 256

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://en.wikipedia.org/wiki/IPv6>

**QUESTION 17**

Which of the following cables uses both the T568A and T568B standards?

- A. Ethernet
- B. Fiber
- C. Coaxial
- D. HDMI

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://www.ertyu.org/steven\\_nikkel/ethernetcables.html](http://www.ertyu.org/steven_nikkel/ethernetcables.html)

**QUESTION 18**

Joe, a user, cannot browse on the intranet to a particular web server by using the servername given to him by the administrator. Joe asks a coworker for the IP address of the same server, and is then able to access the webpage using the IP address. Which of the following is the MOST likely cause of the issue?

- A. DNS is not configured correctly.
- B. HTTP is not working on the server.

- C. HTTP is not working on the client.
- D. The network router is down.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Domain Name System or DNS is use to translate a name into IP address. If the DNS server is not configured correctly, it will not be able to provide translation.

Reference: <http://www.howstuffworks.com/dns.htm>

#### **QUESTION 19**

Joe, a user, wants to secure his home wireless network and allow only certain devices access to the network. Which of the following measures would be the MOST effective means of limiting access?

- A. Turn off DHCP
- B. Use MAC filtering
- C. Disable DMZ
- D. Turn off SSID broadcasting

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/MAC\\_filtering](http://en.wikipedia.org/wiki/MAC_filtering)

#### **QUESTION 20**

Which of the following refers to a process of modifying an IP address to allow the device to become hidden and only accessible on a private network?

- A. WPS
- B. MAC filtering
- C. DHCP
- D. NAT

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.ciscopress.com/articles/article.asp?p=25273>

#### **QUESTION 21**

Which of the following Internet connection types would have the MOST available bandwidth and highest transmission speed?

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

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [http://www.broadband.gov/broadband\\_types.html](http://www.broadband.gov/broadband_types.html)

**QUESTION 22**

A technician is called to replace a network jack that has been damaged. Which of the following tools will the technician need to complete this task?

- A. Toner probe
- B. Multimeter
- C. Loopback plug
- D. Crimper

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <http://www.computerhope.com/jargon/c/crimp.htm>

**QUESTION 23**

A small business has a Terminal Services server that off-site employee's access. The server is at an address of 192.168.20.10 and the local router is at 192.168.20.1. Which of the following would be the correct entries to enter into the router's port forwarding to ensure that Terminal Services traffic is getting routed efficiently?

- A. Port 3389, Address 192.168.20.1
- B. Port 443, Address 192.168.20.1
- C. Port 3389, Address 192.168.20.10
- D. Port 443, Address 192.168.20.10

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

For port forwarding you need to specify port 3389 and the address of the server.

**QUESTION 24**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

A digital subscribers line is not shared back to the switch unlike Cable broadband network.

**QUESTION 25**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Star\\_network](http://en.wikipedia.org/wiki/Star_network)

**QUESTION 26**

Which of the following cable types would be the BEST option to transmit video 2000 feet (609.6 meters) without the use of a repeater?

- A. RG-59
- B. Fiber
- C. CAT6
- D. RG-6

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://computer.howstuffworks.com/fiber-optic.htm>

**QUESTION 27**

A technician is given a task of terminating a bundle of CAT5 cables that have not been labeled. Which of the following tools will be the BEST to perform this job task?

- A. Crimper, multimeter
- B. Crimper, cable tester, toner probe
- C. Crimper, cable tester
- D. Crimper, toner probe, multimeter

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

You need a crimper, cable tester and a toner probe to terminate a bundle of CAT5 cables. Crimper will crimp RJ-45 to a CAT5 cable. You can check the cable with cable tester and a toner probe.

**QUESTION 28**

Which of the following wireless technologies is primarily setup for video/audio and the frequency is 5 GHz?

- A. Cellular
- B. 802.11a



- C. 802.11b
- D. Satellite

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://compnetworking.about.com/cs/wireless80211/g/bldef\\_80211a.htm](http://compnetworking.about.com/cs/wireless80211/g/bldef_80211a.htm)

#### **QUESTION 29**

Joe, a home user, reports that on occasion he cannot print from his laptop to his wireless printer. The problem seems to occur only when Joe is at one end of his home. A technician checks the signal strength of the laptop in that location and finds it to be good. The technician notes that Joe's router is using the default SSID with no encryption. Which of the following could be the issue?

- A. The printer drivers need to be updated on the laptop.
- B. The wireless printer does not have wake on LAN set properly.
- C. The laptop is picking up another router with default settings.
- D. The wireless network needs to have encryption turned on in order to print.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

If you keep the default SSID without encryption, your wifi can get mixed with another WIFI with default settings. To avoid this problem, create a unique SSID with strong encryption so it doesn't get mixed up in the air.

#### **QUESTION 30**

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:**

Explanation:

You need a coaxial cable that carries TV and internet signals. Attach it to a cable modem and then use CAT5e to connect the computer to the modem.

#### **QUESTION 31**

Which of the following IEEE 802.11 standards operates natively in both the 2.4GHz and 5GHz spectrum?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/IEEE\\_802.11#802.11n](http://en.wikipedia.org/wiki/IEEE_802.11#802.11n)

### QUESTION 32

Which of the following connectors would MOST likely be used on a POTS line?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

RJ-11 is an old cable technology that was used with old telephones at home known as POTs.

[http://en.wikipedia.org/wiki/Plain\\_old\\_telephone\\_service](http://en.wikipedia.org/wiki/Plain_old_telephone_service)

### QUESTION 33

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:**

Explanation:

Any IP address that doesn't start with 192.168 and 10.0.0 can be pinged from internet. These IP addresses are reserved for private network. 172.16.2.1 is not a valid IP address at all because it mixed class C and Class A addresses. 68.14.24.3 is a valid Class A IP address.

### QUESTION 34

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:**

Reference: [http://en.wikipedia.org/wiki/IEEE\\_802.11#802.11n](http://en.wikipedia.org/wiki/IEEE_802.11#802.11n)

**QUESTION 35**

A technician needs to extend the wireless signal in a building. Which of the following should the technician use?

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Wireless\\_access\\_point](http://en.wikipedia.org/wiki/Wireless_access_point)

**QUESTION 36**

Which of the following would MOST likely be used for a gigabit connection?

- A. RG-6
- B. CAT6
- C. CAT5
- D. CAT3

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Category\\_6\\_cable](http://en.wikipedia.org/wiki/Category_6_cable)

**QUESTION 37**

A new firewall has recently been installed and several users are now unable to access the Internet. Which of the following ports is MOST likely being blocked?

- A. 23
- B. 25
- C. 80
- D. 110

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Port\\_80](http://en.wikipedia.org/wiki/Port_80)

**QUESTION 38**

A new secure SOHO is being setup using a wireless network. The users do not want any surrounding neighbors to be able to use this new network. Which of the following would MOST likely need to be configured? (Select TWO).

- A. Configure WAP to use Channel 7

- B. Configure WAP to use Channel 11
- C. Enable SSID broadcast
- D. Disable SSID broadcast
- E. Enable DHCP server on the router
- F. Configure wireless encryption
- G. Configure WAP to use Channel 1

**Correct Answer:** DF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www.gosafeonline.sg/how-do-i-secure-my-homesoho-wi-fi>

#### **QUESTION 39**

A computer technician is installing a new wireless router for a small office. The office already has an internal device that assigns addresses to users. Which of the following functions needs to be disabled on the router to prevent conflicts?

- A. DMZ capability
- B. MAC filtering capability
- C. Network Address Translation
- D. DHCP server functionality

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

DHCP automatically assigns IP address, subnet mask and default gateway to provide access to workstations. Disable DHCP server before installing a wireless router so that you can configure it without DHCP assigning IP addresses to other computers.

#### **QUESTION 40**

Which of the following wireless standards only uses TKIP encryption?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Wi-Fi\\_Protected\\_Access](http://en.wikipedia.org/wiki/Wi-Fi_Protected_Access)

#### **QUESTION 41**

Which of the following ports MUST be open on a firewall for TELNET to be used?

- A. 21
- B. 23
- C. 53

D. 110

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://en.wikipedia.org/wiki/Telnet>

#### **QUESTION 42**

Which of the following can provide several networking transmission methodologies to be utilized in a single device?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.howstuffworks.com/router.htm>

#### **QUESTION 43**

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:**

Reference: [http://www.webopedia.com/TERM/8/802\\_11.html](http://www.webopedia.com/TERM/8/802_11.html)

#### **QUESTION 44**

A technician is tasked with setting up a web server for a small business. Where would the technician place the server so that it is accessible from the Internet while keeping the customer's network separated from it?

- A. In the DMZ
- B. Behind NAT
- C. Outside the DHCP scope
- D. Inside the DHCP scope

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.zdnet.com/news/dmzs-for-dummies/297743>

**QUESTION 45**

How many total IP addresses are represented by the 255.255.255.0 netmask?

- A. 128
- B. 256
- C. 512
- D. 1024

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://compnetworking.about.com/od/wirelessterms/g/255-255-255-0-subnet-mask.htm>

**QUESTION 46**

A customer requires that both of the default FTP ports be allowed on the firewall. Which of the following should the technician enable to allow this communication? (Select TWO).

- A. TCP/20
- B. UDP/20
- C. TCP/21
- D. UDP/21
- E. TCP/22
- F. UDP/22

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://compnetworking.about.com/od/tcpip/l/blports\\_gl10.htm](http://compnetworking.about.com/od/tcpip/l/blports_gl10.htm)

**QUESTION 47**

Ann, a small business client, requests a secure SOHO wireless network setup. Ann wants to minimize interference as much as possible from the surrounding businesses yet needs the flexibility for her guests to access the network when authorized. Which of the following would be a feasible solution for Ann?

- A. SSID broadcast off
- B. No wireless password
- C. Channel change
- D. MAC filtering

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www.inkling.com/read/dummies-comptia-aplus-clarke-tetz-3rd/understanding-common-wireless/installing-and-configuring-a>

**QUESTION 48**

Which of the following connectors has a distinct round shape to it?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/BNC\\_connector](http://en.wikipedia.org/wiki/BNC_connector)

#### **QUESTION 49**

Three locations in the same company are connected with routers to a private T-1 point-to-point line. The sites have their own dedicated private subnets but can route to each other. Which of the following networks is described in this scenario?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://compnetworking.about.com/cs/lanvlanwan/g/bldef\\_wan.htm](http://compnetworking.about.com/cs/lanvlanwan/g/bldef_wan.htm)

#### **QUESTION 50**

A technician is told that a networked computer will PING the loopback address, but cannot connect to the Internet, nor connect to any file shares. The same computer, when plugged into the network at a different location, works fine. Which of the following tools should the technician use to help determine the cause of the problem?

- A. Toner probe
- B. Cable tester
- C. Multimeter
- D. Crimper

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.computerhope.com/jargon/c/cabletest.htm>

#### **QUESTION 51**

Which of the following uses policies to direct network traffic?

- A. Router
- B. Switch
- C. Access Point
- D. Bridge

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Policy-based\\_routing](http://en.wikipedia.org/wiki/Policy-based_routing)

**QUESTION 52**

Which of the following uses the RC4 cipher? (Select TWO).

- A. WPA-personal TKIP
- B. WEP
- C. WPA2-enterprise CCMP
- D. WPA2-personal CCMP
- E. AES

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Temporal\\_Key\\_Integrity\\_Protocol](http://en.wikipedia.org/wiki/Temporal_Key_Integrity_Protocol)

**QUESTION 53**

Which of the following wireless encryption types is vulnerable to weak IVS attacks?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.networkworld.com/research/2002/0909wepprimer.html>

**QUESTION 54**

Which of the following Internet connection types would typically have the GREATEST latency?

- A. Satellite
- B. WiMAX
- C. Cellular
- D. ISDN

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://compnetworking.about.com/od/speedtests/a/network\\_latency.htm](http://compnetworking.about.com/od/speedtests/a/network_latency.htm)

**QUESTION 55**

Which of the following is a public IP address?



- A. 10.0.0.1
- B. 62.10.1.1
- C. 172.16.0.1
- D. 192.168.1.1

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://technet.microsoft.com/en-us/library/cc958825.aspx>

#### **QUESTION 56**

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:**

Reference: <http://support.microsoft.com/kb/306759>

#### **QUESTION 57**

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:**

Reference: [http://compnetworking.about.com/cs/protocolsdhcp/g/bldef\\_apipa.htm](http://compnetworking.about.com/cs/protocolsdhcp/g/bldef_apipa.htm)

#### **QUESTION 58**

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:**

Reference:

<http://www.networkworld.com/newsletters/wireless/2006/0206wireless1.html>

**QUESTION 59**

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:**

Reference: [http://en.wikipedia.org/wiki/SSH\\_File\\_Transfer\\_Protocol](http://en.wikipedia.org/wiki/SSH_File_Transfer_Protocol)

**QUESTION 60**

Which of the following is representative of a class C address type?

- A. 10.15.1.4
- B. 169.254.125.15
- C. 172.20.15.5
- D. 192.168.1.15

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Classful\\_network](http://en.wikipedia.org/wiki/Classful_network)

**QUESTION 61**

Which of the following is the speed limitation for CAT3 wiring?

- A. 1 Mbps
- B. 10 Mbps
- C. 100 Mbps
- D. 1000 Mbps

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <http://customcable.ca/cat5-vs-cat6/>

**QUESTION 62**

If a technician is trying to remote into a computer through a firewall, which of the following ports, by default, MUST be forwarded?

- A. 21
- B. 25

- C. 110
- D. 3389

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.speedguide.net/port.php?port=3389>

#### **QUESTION 63**

Which of the following wireless network standards provides the FASTEST throughput?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://compnetworking.about.com/od/wireless80211/g/bldef\\_80211n.htm](http://compnetworking.about.com/od/wireless80211/g/bldef_80211n.htm)

#### **QUESTION 64**

Which of the following connectors would be found on a twisted pair cable?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Twisted\\_pair](http://en.wikipedia.org/wiki/Twisted_pair)

#### **QUESTION 65**

Which of the following allows for the FARTHEST transmission distance for data?

- A. Bluetooth
- B. Single-mode fibre
- C. RG-6 cable
- D. CAT6 cable

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.ad-net.com.tw/index.php?id=46>

**QUESTION 66**

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:**

Reference:

<http://compnetworking.about.com/od/workingwithipaddresses/a/subnetmask.htm>

**QUESTION 67**

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:**

Reference:

<http://compnetworking.about.com/cs/wirelessproducts/qt/disablessidcast.htm>

**QUESTION 68**

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:**

Reference: <http://computer.howstuffworks.com/how-wireless-mesh-networks-work.htm>

**QUESTION 69**

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:**

Reference:

<http://compnetworking.about.com/od/workingwithipaddresses/l/aa042400b.htm>

#### **QUESTION 70**

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:**

Reference: [http://compnetworking.about.com/cs/wireless80211/g/bldef\\_80211b.htm](http://compnetworking.about.com/cs/wireless80211/g/bldef_80211b.htm)

#### **QUESTION 71**

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:**

Reference: <http://blog.simple-help.com/2011/12/ports-vs-protocols-80-and-443/>

#### **QUESTION 72**

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:**

Reference: <http://www.howstuffworks.com/dns.htm>

**QUESTION 73**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://www.webopedia.com/TERM/8/802\\_11.html](http://www.webopedia.com/TERM/8/802_11.html)

**QUESTION 74**

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:**

Reference: <http://www.tdsbusiness.com/Resources/white-papers-the-ins-and-outs-of-high-speed-internet-access.pdf> (page 1, second last para)

**QUESTION 75**

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:**

Reference: <http://www.practicallynetworked.com/networking/howhub.htm>

**QUESTION 76**

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:**

Reference: [http://en.wikipedia.org/wiki/Optical\\_fiber\\_connector](http://en.wikipedia.org/wiki/Optical_fiber_connector)

**QUESTION 77**

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:**

Reference: [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 78**

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:**

Reference: <http://www.thegeekstuff.com/2013/03/dhcp-basics/>

**QUESTION 79**

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:**

Reference: [http://compnetworking.about.com/od/networkdesign/g/bldef\\_pan.htm](http://compnetworking.about.com/od/networkdesign/g/bldef_pan.htm)

**QUESTION 80**

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:**

Reference: <http://www.dummies.com/how-to/content/automatic-private-ip-addressing-apipa.html>

#### **QUESTION 81**

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:**

Reference:

[http://compnetworking.about.com/od/workingwithipaddresses/f/ip\\_conflict.htm](http://compnetworking.about.com/od/workingwithipaddresses/f/ip_conflict.htm)

#### **QUESTION 82**

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:**

Reference: <http://searchunifiedcommunications.techtarget.com/definition/DHCP>

#### **QUESTION 83**

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:**

Reference:

[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 84**

Which of the following standards would be used on a wireless router to support speeds up to 150 Mbps?

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

**Correct Answer: D**

**Section: (none)**

## **Explanation**

### **Explanation/Reference:**

Reference: <http://www.dslreports.com/forum/r24272206-802.11N-Uplink-only-up-to-150mbps->

### **QUESTION 85**

A technician must trace a network cable from a user's desk to the punch down block in the wiring closet. Which of the following tools would be the BEST choice?

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

**Correct Answer: D**

**Section: (none)**

## **Explanation**

### **Explanation/Reference:**

Reference: <http://ca.answers.yahoo.com/question/index?qid=20120316112333AAKnmy>

### **QUESTION 86**

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:**

Reference: <http://computer.howstuffworks.com/dsl.htm>

### **QUESTION 87**

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 88**

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:**

Reference: [http://en.wikipedia.org/wiki/MAC\\_filtering](http://en.wikipedia.org/wiki/MAC_filtering)

#### **QUESTION 89**

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:**

Reference: <http://community.virginmedia.com/t5/Email/25-and-110-port-numbers/td-p/779453/page/2>

#### **QUESTION 90**

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:**

Reference: <http://www.wi-fiplanet.com/tutorials/article.php/3672711>

**QUESTION 91**

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:**

Reference: [http://en.wikipedia.org/wiki/Telephone\\_plug](http://en.wikipedia.org/wiki/Telephone_plug)

**QUESTION 92**

Which of the following network devices would be MOST likely to perform Network Address Translation (NAT)?

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference:

[http://www.cisco.com/en/US/tech/tk648/tk361/technologies\\_tech\\_note09186a008009\\_4e77.shtml](http://www.cisco.com/en/US/tech/tk648/tk361/technologies_tech_note09186a008009_4e77.shtml)

**QUESTION 93**

Which of the following would BEST segment a LAN while providing additional network ports?

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <http://netcert.tripod.com/ccna/internetworking/lanseg.html>

**QUESTION 94**

Which of the following provides the LEAST network security?

- A. Firewall

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.buzzle.com/articles/router-vs-switch-vs-hub.html>

#### **QUESTION 95**

Which of the following would require the need for a POTS line?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://computer.howstuffworks.com/dsl.htm>

#### **QUESTION 96**

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 97**

Which of the following types of Ethernet should be used if a technician has no choice but to run cable along fluorescent lighting arrays in a suspended ceiling?

- A. STP
- B. RG-6
- C. PVC
- D. UTP

**Correct Answer:** A

**Section:** (none)

## **Explanation**

### **Explanation/Reference:**

Reference: [http://www.webopedia.com/TERM/S/shielded\\_twisted\\_pair.html](http://www.webopedia.com/TERM/S/shielded_twisted_pair.html)

### **QUESTION 98**

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:**

Reference: <http://www.thegeekstuff.com/2013/03/dhcp-basics/>

### **QUESTION 99**

A customer states that since the new firewall has been installed, the customer 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:**

Reference: [http://en.wikipedia.org/wiki/Simple\\_Mail\\_Transfer\\_Protocol](http://en.wikipedia.org/wiki/Simple_Mail_Transfer_Protocol) Wa

### **QUESTION 100**

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:**

Reference: <http://www.techrepublic.com/article/the-pitfalls-of-mac-filtering/>

### **QUESTION 101**

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:**

Reference: <http://www.techopedia.com/definition/1875/loopback-plug>

#### **QUESTION 102**

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:**

Reference: <http://homeservershow.com/movie-streaming-101-the-basics.html>

#### **QUESTION 103**

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:**

Reference:

[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 104**

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:**

Reference: [http://en.wikipedia.org/wiki/Bus\\_network](http://en.wikipedia.org/wiki/Bus_network)

**QUESTION 105**

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:**

Reference: <http://www.speedguide.net/port.php?port=110>

**QUESTION 106**

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:**

Reference: <http://danielaccioly.wordpress.com/2006/12/05/how-easy-is-to-break-wep/>

**QUESTION 107**

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:**

Reference:

<http://www.dell.com/support/troubleshooting/us/en/19/KCS/KcsArticles/ArticleView?c=&l=&s=&docid=429969>

**QUESTION 108**

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:**

Reference: <http://customcable.ca/cat5-vs-cat6/>

#### **QUESTION 109**

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:**

Reference: [http://en.wikipedia.org/wiki/IEEE\\_802.11](http://en.wikipedia.org/wiki/IEEE_802.11)

#### **QUESTION 110**

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:**

Reference: <http://www.di.unisa.it/~vitsca/RC-0910I/ch04.pdf> (page 25)

#### **QUESTION 111**

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:**

Reference: <http://compnetworking.about.com/cs/wirelessproducts/qt/macaddress.htm>

**QUESTION 112**

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:**

Reference: [http://compnetworking.about.com/od/wireless80211/g/bldef\\_80211n.htm](http://compnetworking.about.com/od/wireless80211/g/bldef_80211n.htm)

**QUESTION 113**

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:**

Reference: [http://en.wikipedia.org/wiki/Network\\_interface\\_controller](http://en.wikipedia.org/wiki/Network_interface_controller)

**QUESTION 114**

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:**

Reference: <http://freewimaxinfo.com/network-hubs.html>

**QUESTION 115**

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:**

Reference: [http://en.wikipedia.org/wiki/Network\\_switch](http://en.wikipedia.org/wiki/Network_switch)

#### **QUESTION 116**

A user wants to secure their home wireless network and allow only certain devices access to the network. Which of the following measures would be the MOST effective means of limiting access?

- A. Turn off DHCP
- B. Use MAC filtering
- C. Disable DMZ
- D. Turn off SSID broadcasting

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

MAC filtering allows only certain devices to access the network. It has no specific policies or rules. The Mac addresses of devices that you want to allow can be configured in mac filtering and only those devices will access the network.

#### **QUESTION 117**

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:**

Reference: [http://www.speedguide.net/faq\\_in\\_q.php?qid=81](http://www.speedguide.net/faq_in_q.php?qid=81)

#### **QUESTION 118**

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:**

Reference:

[http://compnetworking.about.com/od/basicnetworkingconcepts/a/network\\_types.htm](http://compnetworking.about.com/od/basicnetworkingconcepts/a/network_types.htm)

**QUESTION 119**

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:**

Reference: [http://en.wikipedia.org/wiki/Cellular\\_network](http://en.wikipedia.org/wiki/Cellular_network)

**QUESTION 120**

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:**

Reference:

<http://compnetworking.about.com/od/internetaccessbestuses/f/cablespeed.htm>

**QUESTION 121**

Which of the following wireless networking standards operates at the SHORTEST distance?

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <http://compnetworking.about.com/cs/wirelessproducts/f/wifirange.htm>

**QUESTION 122**

Which of the following are characteristics of transferring data using fiber as the medium? (Select TWO).

- A. Fiber can transmit data the farthest distance without requiring a repeater
- B. Fiber is the least susceptible to EMI
- C. Fiber is the most susceptible to changes in temperature and humidity, which can cause varying transmission speeds
- D. Fiber can transmit power as well as data, which will lead to cost savings
- E. Fiber is the least expensive means of transmitting data

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://computer.howstuffworks.com/fiber-optic4.htm>

#### **QUESTION 123**

Which of the following cable types has a MAXIMUM transmission rate of 100 Mb?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Category\\_5\\_cable](http://en.wikipedia.org/wiki/Category_5_cable)

#### **QUESTION 124**

Which of the following cable types is commonly used for analog/digital television transmission?

- A. UTP
- B. CAT3
- C. RG-6
- D. SC

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.bluejeanscable.com/articles/rg6.htm>

#### **QUESTION 125**

Place the appropriate token next to each graphic

**Select and Place:**

	Maximum Distance	Typical Use
Bluetooth	<input type="text"/>	<input type="text"/>
InfraRed	<input type="text"/>	<input type="text"/>
Radio Frequency	<input type="text"/>	<input type="text"/>

Correct Answer:

	Maximum Distance	Typical Use
Bluetooth	<input type="text" value="100 m"/>	<input type="text" value="Cell Phone Headset"/>
InfraRed	<input type="text" value=" &lt; 100 m"/>	<input type="text" value="Passive Motion Detector"/>
Radio Frequency	<input type="text" value=" &gt; 1 Km"/>	<input type="text" value="WAP"/>

Section: (none)  
Explanation

**Explanation/Reference:**

### Topic 3: Laptops

#### QUESTION 1

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Flexible\\_organic\\_light-emitting\\_diode](http://en.wikipedia.org/wiki/Flexible_organic_light-emitting_diode)

#### QUESTION 2

A technician needs to replace an internal component on a laptop. Which of the following would be an important step to perform BEFORE replacing the component?

- A. Review manufacturer's documentation for disassembly procedures
- B. Remove all screws from the bottom of the case
- C. Remove the display and all attached wiring from the base
- D. Ensure that the battery has a full charge

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Before replacing an internal component on a laptop, it is advised to review manufacturer's documentation and check disassembly procedures.

#### QUESTION 3

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:**

Reference: <http://www.nmbgeek.com/blog/how-to-turn-laptop-wireless-on.html>

#### QUESTION 4

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:**

Reference: <http://www.dummies.com/how-to/content/how-to-install-ram-in-your-laptop.html>

#### **QUESTION 5**

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:**

Reference: <http://www.crucial.com/install/sodimm.aspx>

#### **QUESTION 6**

Which of the following types of memory is used with laptops?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://www.webopedia.com/TERM/S/SO\\_DIMM.html](http://www.webopedia.com/TERM/S/SO_DIMM.html)

#### **QUESTION 7**

Which of the following features is used for security in laptops and can be used by BitLocker in Windows 7 to encrypt the hard drive?

- A. Virtualization extensions
- B. BIOS password
- C. TPM
- D. CMOS

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**



Reference: [http://en.wikipedia.org/wiki/Trusted\\_Platform\\_Module](http://en.wikipedia.org/wiki/Trusted_Platform_Module)

#### QUESTION 8

Which of the following items describes the function of an inverter module used in a laptop?

- A. Supplies DC to the backlight
- B. Supplies AC to the LED panel
- C. Converts AC to DC for the backlight
- D. Converts DC to AC for the backlight

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.wisegEEK.com/what-is-a-laptop-inverter.htm>

#### QUESTION 9

Which of the following is the MOST likely light source for a laptop screen? (Select TWO).

- A. CCFL
- B. CRT
- C. Plasma
- D. Matrix
- E. LED

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.tomshardware.com/reviews/ccfl-led-backlight,2930.html>

#### QUESTION 10

Joe, a user, reports that his laptop display is very faint and hard to read. Which of the following is the MOST likely cause?

- A. The video card is failing.
- B. The display screen has been damaged.
- C. The backlight has failed.
- D. The inverter is bad.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/LED-backlit\\_LCD\\_display](http://en.wikipedia.org/wiki/LED-backlit_LCD_display)

#### QUESTION 11

Which of the following BEST describes the purpose of an inverter in a laptop?

- A. Allow for more than two USB devices to access power
- B. Convert direct current to alternating current
- C. Rotate the image to properly align it with the user

D. Provide power to the backlight of the screen

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.wisegEEK.com/what-is-a-laptop-inverter.htm>

#### **QUESTION 12**

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:**

Explanation:

Thermal grease should always be applied to the top of the CPU. The smooth surface is the top not the one with the pins. The pins go into the socket whereas the heat sink is placed on top of the CPU. Between the heat sink and the cpu, apply the grease for maximum thermal dissipation.

#### **QUESTION 13**

Which of the following memory types is used exclusively in laptops?

- A. DIMM
- B. DDR3
- C. RAMBUS
- D. SODIMM

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://www.webopedia.com/TERM/S/SO\\_DIMM.html](http://www.webopedia.com/TERM/S/SO_DIMM.html)

#### **QUESTION 14**

Which of the following laptop features can normally be modified using function keys?

- A. Enabling/disabling infrared
- B. Enabling/disabling an external display
- C. Enabling/disabling print spooling
- D. Enabling/disabling drive encryption

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Refere

<http://www.computerhope.com/issues/ch000801.htm>

#### **QUESTION 15**

Which of the following precautions should be followed when replacing RAM in a laptop computer? (Select TWO).

- A. Remove CMOS battery
- B. Follow ESD procedures
- C. Remove all power
- D. Remove CD-ROM drive
- E. Check for liquid contamination

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Before replacing a RAM in a laptop, disconnect all power sources. Wait a few minutes and use an ESD wrist strap or a mat for electrostatic discharge.

#### **QUESTION 16**

Which of the following is MOST likely found inside a laptop display assembly? (Select TWO).

- A. Battery
- B. Volume control
- C. Webcam
- D. Wireless antennas
- E. Finger print sensor

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?lang=en&cc=us&objectID=c02516776>

#### **QUESTION 17**

A technician is trying to install an ExpressCard device for a user. The user's laptop is confirmed to have one spare slot for ExpressCard devices, however, the card is simply too large to fit into the labeled port. Which of the following is MOST likely the issue?

- A. The slot is for ExpressCard/34 devices.
- B. The slot is for ExpressCard/54 devices.
- C. The slot is for PCMCIA Type I devices.
- D. The slot is for PCMCIA Type II devices.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.quepublishing.com/articles/article.aspx?p=1692559>

#### **QUESTION 18**

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:**

[http://www.ehow.com/how-does\\_5011808\\_inverter-work-laptop.html](http://www.ehow.com/how-does_5011808_inverter-work-laptop.html)

#### **QUESTION 19**

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:**

Reference: [http://www.microsoft.com/dynamics/rms/using/zsheet\\_touchscreen.htm](http://www.microsoft.com/dynamics/rms/using/zsheet_touchscreen.htm)

#### **QUESTION 20**

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
- E. Security Lock

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Docking stations have DVD ROM whereas Port replicator has only ports.

#### **QUESTION 21**

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:**

Reference: [http://en.wikipedia.org/wiki/Docking\\_station](http://en.wikipedia.org/wiki/Docking_station)

#### **QUESTION 22**

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:**

Reference: <http://en.wikipedia.org/wiki/SO-DIMM>

#### **QUESTION 23**

A client has a laptop screen and an external screen. Which of the following is the BEST way to toggle between the two or show both at the same time?

- A. Function keys on keyboard
- B. Task Manager
- C. Display settings in Control Panel
- D. Turn the monitors on and off

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://superuser.com/questions/393827/how-to-toggle-between-different-monitors-with-one-key-on-windows-7>

#### **QUESTION 24**

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:**

Reference: [http://en.wikipedia.org/wiki/Cold\\_cathode](http://en.wikipedia.org/wiki/Cold_cathode)

**QUESTION 25**

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 26**

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:**

Reference: <http://gladiator-antivirus.com/forum/index.php?showtopic=81843>

**QUESTION 27**

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 28**

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:**

Reference: <http://www.lenovo.com/us/en/faqs/Connect-Laptop-to-TV/>

#### **QUESTION 29**

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:**

Reference: <http://forum.notebookreview.com/panasonic/67423-hotkeys-driver-help.html>

#### **QUESTION 30**

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:**

Reference: [http://www.ehow.com/how-does\\_5011808\\_inverter-work-laptop.html](http://www.ehow.com/how-does_5011808_inverter-work-laptop.html)

#### **QUESTION 31**

Which of the following can ONLY be installed when a laptop is turned off and disconnected from all power sources?

- A. PCMCIA device
- B. Express card 54 device
- C. SODIMM chip
- D. USB expansion hub

**Correct Answer:** C

**Section:** (none)

## **Explanation**

### **Explanation/Reference:**

Explanation

SODIMM module can be installed when the laptop is turned off completely and disconnected from all power sources.

### **QUESTION 32**

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 33**

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 34**

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.
- 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 35**

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 36**

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 37**

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:**

Reference: <http://www.laptopjacks.com/>

**QUESTION 38**

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:**

Reference: <http://lockergnome.net/questions/130140/why-can-t-you-upgrade-laptop-hardware>

**QUESTION 39**

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:**

Reference: <http://www.ask.com/question/how-does-a-pcmcia-card-work>

**QUESTION 40**

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:**

Reference: <http://www.pcmag.com/article2/0,2817,2404258,00.asp>

**QUESTION 41**

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:**

Reference: <http://www.laptoprepair101.com/laptop/2007/09/05/troubleshooting- laptop-with-backlight-failure/>

**QUESTION 42**

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 43**

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 44**

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:**

Reference: <http://electronics.howstuffworks.com/lcd.htm>

#### **QUESTION 45**

Which of the following is LEAST likely to be considered a consumer replaceable part in a laptop?

- A. RAM
- B. LCD screen
- C. Optical drive
- D. Hard drive

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

LCD is a delicate component with lots of other small components that are crucial to LCD. Consumer cannot be able to replace an LCD without damaging its internal components and the things it relies on, for example, the laptop inverter. That's why it is the least likely replaceable part of laptop from consumer perspective.

#### **QUESTION 46**

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:**

Reference: [http://en.wikipedia.org/wiki/DDR2\\_SDRAM](http://en.wikipedia.org/wiki/DDR2_SDRAM)

#### **QUESTION 47**

Which of the following RAM types is LEAST likely to work optimally when installed in dual channel mode?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.webopedia.com/TERM/S/SDRAM.html>

**QUESTION 48**

Which of the following would a technician MOST likely upgrade on a laptop?

- A. Video card
- B. RAM
- C. Wireless antenna
- D. LCD screen

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <http://electronics.howstuffworks.com/how-to-tech/add-ram-laptop.htm>

**QUESTION 49**

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:**

Reference:

[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 50**

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:**

Reference: [http://answers.yahoo.com/question/index?\\_qid=20080514013404AAOuXkS](http://answers.yahoo.com/question/index?_qid=20080514013404AAOuXkS)

**QUESTION 51**

A new security flaw and fix has been published about a laptop's OS. Which of the following can be implemented to prevent exploitation?

- A. Enable screen lock
- B. Patching policy
- C. User training
- D. Enable hard drive encryption

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.computerweekly.com/feature/Microsoft-patch-management-policy>

## Topic 4: Printers

### QUESTION 1

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://theory.caltech.edu/~politzer/supplements/laser-printer.pdf>

### QUESTION 2

After print head replacement on a printer, it needs:

- A. alignment.
- B. lubrication.
- C. cleaning.
- D. driver reinstallation.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://www.epson.com/cgi-bin/Store/Video-Library/video/Printers-All-in-Ones\\_Popular-Printers-All-in-Ones/How-to-Align-a-Print-Head/929642678001?BV\\_UseBVCookie=yes](http://www.epson.com/cgi-bin/Store/Video-Library/video/Printers-All-in-Ones_Popular-Printers-All-in-Ones/How-to-Align-a-Print-Head/929642678001?BV_UseBVCookie=yes)

### QUESTION 3

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 4

Which of the following should be avoided when installing a laser printer?

- A. Surge protector

- B. UPS
- C. RJ-45 connector
- D. Toner

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

A laser printer shouldn't be run on an UPS because it requires a lot of constant and clean power. Avoid plugging the printer into an UPS.

#### **QUESTION 5**

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:**

Explanation:

The printed area from a Direct Thermal printer can potentially fade over time. If the label is exposed to excessive light or heat the material will darken to the point that text may become unreadable and barcodes may lose their ability to be scanned. For this reason, Direct Thermal printing cannot be recommended for "lifetime" applications. While the readability of labels printed with Direct Thermal printing can vary greatly depending upon the environment that the labels are used in, the printing technology still provides enough of a lifespan for common bar code applications such as shipping labels, receipt labels, and nametag labels.

#### **QUESTION 6**

A user is required to use a directly connected local printer but is unable to print any documents properly. Various characters are excessively being printed on the top and bottom of each page. Which of the following actions would correct this issue?

- A. Update the language drivers
- B. Connect to the printer using Bluetooth
- C. Update the print drivers
- D. Connect to the printer using the wireless LAN connection

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

To isolate the problem, update print drivers first. Most of time a corrupted driver is the culprit for most printing problems.

#### **QUESTION 7**

A support technician is troubleshooting a user's inkjet printer. The technician notices that color prints appeared blurred with too much yellow on the right of images and too much cyan on the left of pictures. Which of the



following could the technician do to correct the color printing?

- A. Replace the fuser assembly
- B. Replace the cyan cartridge
- C. Change the yellow cartridge
- D. Calibrate the print heads

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://h10025.www1.hp.com/ewfrf/wc/document?cc=us&lc=en&dlc=en&docname=c01365550>

#### **QUESTION 8**

A user reports that an impact printer is printing characters that are not complete and instead have certain parts missing in most letters. The user has replaced the ribbon, but the problem persists. Which of the following is likely the cause of the issue?

- A. The platen roller is damaged and needs to be replaced.
- B. The paper is improperly installed and not being fed as required.
- C. Some pins on the print head are damaged.
- D. The print jobs being submitted are not properly formatted.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

The only logical explanation for this problem is that some pins on the print head are damaged. They are not printing properly even with a new ribbon.

#### **QUESTION 9**

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:**

Reference: [http://en.wikipedia.org/wiki/PC\\_Card](http://en.wikipedia.org/wiki/PC_Card)

#### **QUESTION 10**

Which of the following items should be used when cleaning a laser printer of excess toner?

- A. Tape
- B. Compressed air
- C. Dry cloth

D. Vacuum

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://home.roadrunner.com/~ketubah/tonermishap/toner/toner.html>

#### **QUESTION 11**

A non-Ethernet printer needs to be shared by users within a small workgroup. The solution cannot be dependent upon a user's computer being powered on. Which of the following solutions is appropriate?

- A. Installing a hardware print server
- B. Upgrading the operating systems within the workgroup
- C. Sharing a single folder from where print jobs can be queued
- D. Sharing the printer from a local PC

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Print\\_server](http://en.wikipedia.org/wiki/Print_server)

#### **QUESTION 12**

A user has replaced the media in a direct thermal printer with a new type of label. The user reports that when the labels are fed through the printer, nothing is printed on the label. Which of the following is the MOST likely issue?

- A. Print jobs are formatted incorrectly for the new media
- B. The heating element needs to be cleaned or replaced
- C. The user did not reset the printer after installing the media
- D. An incorrect media type is being used in the printer

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Check the media type and confirm whether it is the correct one used for this printer.

#### **QUESTION 13**

Separator pads or rollers are designed to do which of the following?

- A. Ensure proper spacing between the fuser assembly rollers and media
- B. Ensure that only one page at a time enters the printing process
- C. Provide spacing for different media types when loaded in the same printer
- D. Provide even line spacing throughout the page during the printing process

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.fixyourownprinter.com/forums/laser/6852>

#### **QUESTION 14**

A company has multiple operating systems and printer models throughout their campus. None of the printers need to be physically secured and are openly accessible throughout the company. Which of the following would be the BEST way to share these print devices?

- A. 802.11x
- B. Print server
- C. Local sharing
- D. Bluetooth

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://kb.netgear.com/app/answers/detail/a\\_id/229/~what-is-a-print-server %3F](http://kb.netgear.com/app/answers/detail/a_id/229/~what-is-a-print-server-%3F)

#### **QUESTION 15**

Ann, a user, calls requesting help selecting a printer connection technology. She wants to connect multiple devices to her laptop docking station using an external hub. Which of the following connection technologies would BEST meet Ann's need for multiple devices?

- A. Parallel
- B. USB
- C. FireWire
- D. Bluetooth

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

USB is the most common way to connect various devices to a computer.

#### **QUESTION 16**

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:**

Reference: <http://computer.howstuffworks.com/inkjet-printer.htm>

#### **QUESTION 17**

A technician has been asked to determine why a user's print jobs to a particular printer always seem to be delayed compared to other user's submitted jobs. The user states that the jobs print without error, but always seems to be the last jobs to complete at the heavily used shared printer. Which of the following should the

technician perform?

- A. Adjust the print spooler settings
- B. Change the user's IP settings
- C. Update the printer's firmware
- D. Reload the user's print drivers

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://answers.yahoo.com/question/index? qid=20101018234745AAShKgA>

#### **QUESTION 18**

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 19**

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:**

Reference: <http://www.computershopper.com/feature/how-it-works-laser-printer>

#### **QUESTION 20**

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:**

Reference: <http://searchmobilecomputing.techtarget.com/definition/IR-wireless>

#### **QUESTION 21**

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:**

Explanation:

In the sharing tab, there is a button marked Additional drivers. This is to add drivers to emulate a different printer.

#### **QUESTION 22**

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 23**

Which of the following printers is required when carbon paper is used?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://www.ehow.com/how-does\\_5201660\\_do-impact-printers-work\\_.html](http://www.ehow.com/how-does_5201660_do-impact-printers-work_.html)

**QUESTION 24**

A user discovers that color laser prints are printing slightly off-color. Which of the following should help restore the appropriate colors?

- A. Use different paper
- B. Replace the fuser
- C. Replace the duplexer
- D. Calibrate the printer

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.dummies.com/how-to/content/how-to-calibrate-inkjet-printer-cartridges.html>

**QUESTION 25**

Which of the following printer types uses an imaging drum?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

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

**QUESTION 26**

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:**

Reference: <http://www.embedded.com/design/prototyping-and-development/4403968/Designing-a-liquid-level-control-delivery-system-for-use-in-medical---industrial-control-processes>

**QUESTION 27**

A technician is diagnosing a laser printer that is consistently having issues picking up paper from the first tray. Which of the following items would the technician replace FIRST?

- A. Toner

- B. Transfer belt
- C. Rollers
- D. Imaging drum

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.inktechnologies.com/blog/cleaning-printer-rollers/>

#### **QUESTION 28**

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:**

Reference: [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 29**

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:**

Reference: <http://www.dlink.com.au/products/?pid=322>

#### **QUESTION 30**

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:**

Reference: <http://www.computerhope.com/jargon/s/seriport.htm>

#### **QUESTION 31**

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:**

Reference: <http://windows.microsoft.com/en-us/windows-vista/enable-file-and-printer-sharing>

#### **QUESTION 32**

A technician is installing a new laser printer on a workstation that has Windows 7 Professional x86 installed. Which type of printer driver is needed to complete the installation?

- A. 16-bit
- B. 32-bit
- C. 64-bit
- D. 86-bit

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <http://blogs.technet.com/b/askperf/archive/2010/01/19/print-driver-installation-on-32-bit-versus-64-bit-servers.aspx>

#### **QUESTION 33**

A technician wants to install a printer to use port LPT1, but the computer does not currently have such a port. Which of the following expansion cards should the technician install and configure to create an LPT1 port?

- A. Serial
- B. Video
- C. Audio
- D. Parallel

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <http://whatis.techtarget.com/definition/LPT-line-print-terminal>

#### **QUESTION 34**

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:**

Reference: <http://www.wikihow.com/Clean-Print-Heads>

#### **QUESTION 35**

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:**

Reference: <http://www.wieshs.eu.dodea.edu/Courses/PTS/Electronics/ComputerServiceSupport/css/Forms/Doc/ImpactGD.pdf>

#### **QUESTION 36**

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:**

Reference: <http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=bpl05819>

#### **QUESTION 37**

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:**

Reference: <http://printscan.about.com/od/howto/ht/cleanprintheads.htm>

### **QUESTION 38**

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 39**

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:**

Reference: [http://www.ehow.com/how\\_5714162\\_enter-ssid-wireless-printer.html](http://www.ehow.com/how_5714162_enter-ssid-wireless-printer.html)

### **QUESTION 40**

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 41**

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:**

Reference: <http://www.suppliesguys.com/info/what-is-a-fuser-unit.htm>

#### **QUESTION 42**

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:**

Reference: <http://computer.howstuffworks.com/laser-printer3.htm>

#### **QUESTION 43**

A technician is repairing a printer in the payroll department that includes employees' sensitive information. Which of the following should the technician do with the printed sensitive information documents that were used for testing?

- A. Keep printed items for future Reference:
- B. Shred the printed documents.
- C. Leave the documents on the printer.
- D. Recycle all printed documents.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Sensitive information should be shredded to avoid any security breach. A shredder can easily shred books of documents in seconds. The ethical way is to shred the printed sensitive information documents immediately.

#### **QUESTION 44**

A customer states their inkjet printer is not printing as clearly as it once did. The technician should FIRST perform which of the following functions to rectify this?

- A. Replace ink packs
- B. Calibrate the printer
- C. Use a different type of paper

D. Replace the USB cable

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://desktoppub.about.com/cs/colorcalibration/a/cal\\_printer.htm](http://desktoppub.about.com/cs/colorcalibration/a/cal_printer.htm)

#### **QUESTION 45**

A supervisor has asked a technician to share the multifunction device that is directly connected to a PC. The PC is running Windows XP Professional. Which of the following steps are valid options to allow the technician to complete this task?

- A. Type "appwiz.cpl" at the run line and install the printer as a shared device.
- B. Start >All Programs >Control Panel >Network Connections >Right click on desired printer and go to "Sharing". Select the option to share the printer and give it a share name.
- C. Start >All Programs >Control Panel >Scanners and Cameras >Right click on desired device and go to "Sharing". Select the option to share the device and give it a share name.
- D. Start >All Programs >Control Panel >Printers and Faxes >Right click on desired printer and go to "Sharing". Select the option to share the printer and give it a share name.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://technet.microsoft.com/en-us/library/bb457001.aspx>

#### **QUESTION 46**

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 47**

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 48**

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.

## Topic 5: Operational Procedures

### QUESTION 1

While performing maintenance on a system for a customer, the screen locks and requests a prompt for a password. Which of the following BEST represents the actions the technician should take to get the PC unlocked?

- A. Look around the area for hints at what the password might be.
- B. Find the user and have them enter their password.
- C. Use third party software to bypass the prompt.
- D. Try random passwords until it is accepted.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

The best way to get the PC unlocked is to find the user and have him/her enter the password. You don't want to break the password while performing system maintenance because it is unethical.

### QUESTION 2

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:**

Reference: <http://electronics.howstuffworks.com/everyday-tech/surge-protector.htm>

### QUESTION 3

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:**

Explanation:

Best customer service agent is the most avid listener. Finish listening to Ann's explanation if it doesn't take an excessive amount of time. After that, you can propose a solution. You can always interrupt her if she is taking a lot of time. Apologize for interruption and tell her that you realized the nature of the problem.

**QUESTION 4**

A technician needs to replace a PCI card on a desktop safely. Which of the following would be required prior to touching any of the computer parts within the desktop?

- A. Grounding wires
- B. Waterproof mat
- C. ESD strap
- D. Cable management straps

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://www.webopedia.com/TERM/E/ESD\\_wrist\\_strap.html](http://www.webopedia.com/TERM/E/ESD_wrist_strap.html)

**QUESTION 5**

When dealing with customers who may be from different countries, which of the following considerations is MOST important to keep a professional work environment?

- A. Do not engage in small talk with a customer; this ensures that no feelings can ever be upset.
- B. Be wary that some people may be more sensitive to time guarantees on projects.
- C. Be sensitive to cultural differences that may exist for the other party.
- D. Be careful not to simplify technical terms with the other party.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

You need to be careful about the cultural differences that may exist for a person from a different country or cultural background.

**QUESTION 6**

Ann, a user, has moved the orientation of her desk and now has to arrange the power and network cables, which are unable to be run along the baseboard. Which of the following would be the safest and most practical approach?

- A. Purchase a small throw rug.
- B. Use a rubberized floor cord cover.
- C. Secure with ISO compliant duct tape.
- D. Install a raised floor system.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://i2.wp.com/www.safetyrisk.com.au/wp-content/uploads/2011/09/image8.png>

**QUESTION 7**

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:**

Explanation:

Fiber optic cable is not affected by electro magnetic interference because it is related to optics technology and doesn't have parts that might be affected by EMI.

#### **QUESTION 8**

Joe, an irate customer, calls the help desk and informs the technician that no one has fixed his problem. The technician looks up the request in the system and finds that the issue is a warranty claim for accidental damage that is not covered by the company. Which of the following would be the BEST approach to resolve Joe's concerns?

- A. Tell Joe that the warranty company has already decided not to fix his computer due to the notes in the system.
- B. Immediately escalate Joe to the company's department manager.
- C. Tell Joe that he does not have an accidental damage warranty and end the call politely.
- D. Listen politely to Joe and inform him that accidental damage is not covered by his warranty and escalate to a manager.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

You need to be as polite as possible while maintaining business ethics. Politeness is the key to winning an individual's trust. Tell her the accidental damage is not covered by the warranty and give her insight into warranties. Escalate the problem to a manager for a resolution.

#### **QUESTION 9**

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:**

Explanation:

Call the customer after a week or so and get the update on the repairs. Ask the customer about the state of repairs and how is the system performing. Get insight into any problems consumer is facing.

#### **QUESTION 10**

After a system was hacked by an outsider, a technician is dispatched to the system. The technician records the location of the system on a log and then signs the system over to a tier-two technician. The tier-two technician



analyzes the system and then signs it over to the case manager. Which of the following is this an example of?

- A. Evidence preservation
- B. Process documentation
- C. Due process
- D. Chain of custody

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Chain\\_of\\_custody](http://en.wikipedia.org/wiki/Chain_of_custody)

#### **QUESTION 11**

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:**

Explanation:

Plenum cable is fire retardant. That's why it should be used through life safety areas. It doesn't produce hazardous smoke when burned.

#### **QUESTION 12**

A datacenter server technician notices that several of the last sticks of RAM which were installed as upgrades have been found damaged due to static electricity. This only occurs in a particular server room within a large datacenter. Which of the following environmental hazards is MOST likely at play here?

- A. Humidity levels are well below average
- B. Temperature levels are too high
- C. Temperature levels are well below average
- D. The room does not have enough ventilation

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://www.ask.com/question/how-does-humidity-affect-static-electricity>

#### **QUESTION 13**

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:**

Explanation:

This is the breach of security. You need to report through proper channel to the senior management about this breach. You can report to your supervisor and he/she can report to higher authorities for further investigation.

#### **QUESTION 14**

During a presentation, a client removes confidential proposal materials from the presenter's laptop via an IR connection. This behavior is expressly prohibited by the company. The client's location in the audience is immediately identified. Which of the following should the technician do NEXT?

- A. Track the evidence
- B. Report to the proper channel
- C. Identify the information compromised
- D. Document the security breach

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

Report this matter to your supervisor or manager. He can then escalate the problem to higher authorities and take proper action to mitigate or rectify this digital theft.

#### **QUESTION 15**

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:**

Reference: <http://cs.adelaide.edu.au/~kevin/Wardens/extinguishers.html>

#### **QUESTION 16**

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:**

Reference: [http://en.wikipedia.org/wiki/Uninterruptible\\_power\\_supply](http://en.wikipedia.org/wiki/Uninterruptible_power_supply)

**QUESTION 17**

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 18**

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:**

Reference: [http://en.wikipedia.org/wiki/Chain\\_of\\_custody](http://en.wikipedia.org/wiki/Chain_of_custody)

**QUESTION 19**

Chain of custody needs to be kept intact for which of the following reasons?

- A. To ensure data preservation during evidence inspection
- B. To ensure that the evidence is not left at the scene
- C. To ensure evidence is admissible in legal proceeding
- D. To ensure evidence is returned to proper owner

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference:

**QUESTION 20**

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:**

Reference: [http://faculty.mu.edu.sa/public/uploads/1362048851.3236customer %20satisfaction31.pdf](http://faculty.mu.edu.sa/public/uploads/1362048851.3236customer%20satisfaction31.pdf)

**QUESTION 21**

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 22**

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:**

Reference: [http://pcsupport.about.com/od/safetyconsiderations/qt/safety\\_tips.htm](http://pcsupport.about.com/od/safetyconsiderations/qt/safety_tips.htm)

**QUESTION 23**

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:**

Reference: [http://www.visitinggeeks.com/press\\_room\\_heatwave.html](http://www.visitinggeeks.com/press_room_heatwave.html)

#### **QUESTION 24**

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:**

Reference: [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 25**

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:**

Reference: [http://en.wikipedia.org/wiki/Computer\\_security\\_incident\\_management](http://en.wikipedia.org/wiki/Computer_security_incident_management)

#### **QUESTION 26**

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 27**

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 28**

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 29**

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 30**

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 31**

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:

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 32**

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 33**

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:**

Reference: <http://windows.microsoft.com/en-us/windows-vista/bitlocker-drive-encryption-overview>

### **QUESTION 34**

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 35**

A technician has replaced a riser inside a server and the riser is failing again after reboot. Which of the following should have been used when initially replacing the riser?

- A. Compressed air
- B. Vacuum cleaner
- C. Proper cable management
- D. ESD mat



**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://en.wikipedia.org/wiki/Antistatic\\_mat](http://en.wikipedia.org/wiki/Antistatic_mat)

**QUESTION 36**

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:**

Reference: [http://en.wikipedia.org/wiki/Chain\\_of\\_custody](http://en.wikipedia.org/wiki/Chain_of_custody)

**QUESTION 37**

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 date, time and the name and designation of the person to whom the PC was given. Ask the person to sign the document.

**QUESTION 38**

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 39**

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:**

Reference: <http://superuser.com/questions/237698/how-to-discharge-static-electricity-before-opening-a-computer>

#### **QUESTION 40**

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:**

Reference: <http://www.ecpowersystems.com/resources/electrical-power-systems/electrical-ground-bars-and-inefficient-data-centers/>

#### **QUESTION 41**

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:**

Reference: <http://www.computer-forensics.net/FAQs/what-is-a-chain-of-custody.html>

#### **QUESTION 42**

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:**

Reference: <http://www.cabletiesandmore.com/SafecordCordCover.php>

## Topic 6, Mix Questions

### QUESTION 1

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:**

Reference: <http://www.scsifaq.org/scsifaq.html>

### QUESTION 2

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 3

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 4

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:**

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

#### **QUESTION 5**

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 6**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://en.wikipedia.org/wiki/Backlight>

#### **QUESTION 7**

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:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 8**

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 9**

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:**

Reference: [http://www.petri.co.il/whats\\_apipa.htm](http://www.petri.co.il/whats_apipa.htm)

**QUESTION 10**

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 wine 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:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 11**

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 12

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:**

Reference: [http://en.wikipedia.org/wiki/ECC\\_memory](http://en.wikipedia.org/wiki/ECC_memory)



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

#### QUESTION 13

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 14

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 15**

After having difficulty printing, a user, Joe, informs a technician that the print server needs to be reset because there are a number of documents pending in the printer on the control panel. The technician understands that the real solution is to clear a paper jam. Which of the following is the MOST appropriate response the technician should give Joe?

- A. Inform Joe that there are print jobs piling up, but the cause is a paper jam, and a technician is fixing the issue now.
- B. Tell Joe that he was incorrect about the print server, and ask him open-ended questions to see if he has further suggestions.
- C. Thank Joe for his help with solving the issue, and let him know that a technician is in the process of resetting the print server.
- D. Remove the paper jam from the printer and offer Joe some reference materials so he can be more helpful in the future.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 16**

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 17**

Which of the following is enabled in the BIOS that will prompt a user, Joe, to enter his password every time the laptop performs a POST?

- A. Power User access
- B. Power on password
- C. Administrative password
- D. User profile access



**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://answers.yahoo.com/question/index? qid=20080420110331AADlrkZ>

**QUESTION 18**

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:**

Reference: [http://en.wikipedia.org/wiki/Post\\_Office\\_Protocol](http://en.wikipedia.org/wiki/Post_Office_Protocol)

**QUESTION 19**

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 20**

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:**

Reference: <http://en.wikipedia.org/wiki/SCSI>

**QUESTION 21**

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:**

Reference: <http://searchstorage.techtarget.com/definition/network-attached-storage>

#### **QUESTION 22**

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. Loopbackplug

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://answers.yahoo.com/question/index?qid=20120316112333AAKnmlly>

#### **QUESTION 23**

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 24**

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:**

Reference:

[http://wiki.answers.com/Q/In\\_Windows\\_XP\\_how\\_do\\_you\\_open\\_the\\_Printers\\_and\\_Faxes\\_window](http://wiki.answers.com/Q/In_Windows_XP_how_do_you_open_the_Printers_and_Faxes_window)

### **QUESTION 25**

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 26**

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: D**

**Section: (none)**

### **Explanation**

### **Explanation/Reference:**

### **QUESTION 27**

Which of the following cables is prone to electromagnetic interference?

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

**Correct Answer: A**

**Section: (none)**

### **Explanation**

### **Explanation/Reference:**

### **QUESTION 28**

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:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 29**

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:**

Reference: <http://www.speedguide.net/port.php?port=23>

#### **QUESTION 30**

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:**

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

#### **QUESTION 31**

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:**

Reference:

[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 32

Which of the following network types uses IrDA for communication?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://www.rfidc.com/docs/introductiontowireless\\_standards.htm](http://www.rfidc.com/docs/introductiontowireless_standards.htm)

### QUESTION 33

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:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 34

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:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 35

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 36**

A first time PC owner drops off their brand new PC for service, reporting that it is slow and the memory should be 12GB according to the box but only reports 4GB. The RAM voltage was set improperly; one chip needed to be reseated and the BIOS had to be set to use the triple channel architecture. When picking up the PC the customer asks what was wrong.

Which of the following would be the MOST appropriate response for this customer?

- A. "Your PC's memory was installed incorrectly. I removed it and put it back in. Additionally the XMP profile needed to be adjusted for TCA."
- B. "It was very complicated and technical in nature. If you do not mess with the settings, it should be fine from now on."
- C. "You had the DDR3-1600 set up wrong; you set it for 1.5v and single channel."
- D. "The PC's memory, or RAM, needed to have the correct settings applied to be utilized correctly. It should work fine now."

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 37**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 38**

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

- A. Charging
- B. Developing
- C. Exposing

D. Transferring

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 39**

Which of the following is an APIPA address?

- A. 10.10.x.x
- B. 169.254.x.x
- C. 192.168.x.x
- D. 255.x.x.x

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 40**

Which of the following configurations would be set after installing a new modem card?

- A. Proxy server settings
- B. Workgroup name
- C. COM port number
- D. Expansion port

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 41**

Which of the following devices would need to be configured to block specific ports and protocols from entering the network?

- A. Bridge
- B. Firewall
- C. Port replicator
- D. Gateway

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 42**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 43**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 44**

Which of the following safety devices would be employed to prevent static discharge between a computer and a technician?

- A. Non-Magnetic screwdriver
- B. Voltmeter
- C. Electrical tape
- D. ESD mat

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 45**

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:**

**QUESTION 46**

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 47**

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 48**

Which of the following protocols would an email client use?

- A. HTTP
- B. SNMP
- C. POP3
- D. SFTP

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 49**

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 50**

A technician is not able to boot to Windows OS. A "Non-bootable device found" message appears on the screen when the computer restarts. Which of the following is the MOST possible cause of the error message?

- A. MBR is corrupt on the HDD.
- B. HDD is set to Cable Select.
- C. The operating system is corrupt.
- D. A bootable HDD is not recognized in the BIOS.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 51**

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

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 52**

Which of the following connector types is found on coaxial cables?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 53**

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 54**

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 55**

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 56**

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 57**

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 58**

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 59**

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 60**

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 61**

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 62**

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 63**

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 64**

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 65**

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 66**

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?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 67**

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 68**

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 69**

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 70**

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 71**

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 72**

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 73**

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 74**

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 75**

Which of the following should a technician do FIRST after receiving a call from a customer asking for assistance?

- A. Confirm the user and the associated issue.
- B. Confirm the hardware make, model, and serial number.
- C. Escalate the call to a supervisor.
- D. Assign the appropriate status for the problem.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 76**

Which of the following would be the BEST response a technician should give a customer who inquires about how long it will take to repair their PC?

- A. The technician should ask the customer when they would like the computer to be completed.
- B. Inform the customer that others will be helped first, but they will complete the repair as soon as possible.
- C. Based on the technician's assessment, give the customer an estimated time of completion.
- D. Ask the customer to check in with the technician daily, until all work is completed.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 77**

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 78**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 79**

A user, Ann, is experiencing headaches and motion sickness symptoms when using her new computer monitor. Which of the following can a technician adjust to help Ann?

- A. Privacy filter
- B. Refresh rate
- C. Use a digital signal
- D. Brightness

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 80**

Which of the following protocols is used by a server to assign IP addresses?

- A. DNS
- B. SMTP
- C. LDAP
- D. DHCP

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 81**

Which of the following protocols is used to translate fully qualified domain names into IP addresses?

- A. LDAP

- B. DNS
- C. DHCP
- D. SMTP

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 82**

Which of the following is the MOST important aspect of the chain of custody?

- A. Reporting
- B. Preservation
- C. Observation
- D. Documentation

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 83**

A PC cannot connect to the network. A network card was purchased without documentation or driver discs. Which of the following is the BEST way to install it into this machine?

- A. From the PC, download and install the drivers
- B. Run Windows update to install drivers
- C. Copy drivers to flash drive and install
- D. Purchase the disc online and install

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 84**

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 85**

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 86**

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 87**

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 88**

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 89**

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 90**

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 91**

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 92**

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 93**

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 94**

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 95**

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 96**

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 97**

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 98**

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 99**

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 100**

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 101**

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 102**

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?

- 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 103**

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 104**

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 105**

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 106**

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 107**

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 108**

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 109**

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 110**

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 111**

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 112**

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 113**

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 114**

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 115**

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 116**

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 117**

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 118**

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 119**

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 120**

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 121**

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 122**

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 123**

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 124**

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 125**

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 126**

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 127**

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?

- 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 128**

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 129**

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 130**

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 131**

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 132**

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 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 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 143**

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 144**

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 145**

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 146**

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 147**

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 148**

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 149**

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 150**

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 151**

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 152**

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 153**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 154**

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 155**

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 156**

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 157**

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 158**

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 159**

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 160**

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 161**

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 162**

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 163**

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 164**

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 165**

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 166**

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 167**

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 168**

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 169**

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 170**

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 171**

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 172**

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 173**

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 174**

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 175**

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 176**

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 177**

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 178**

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 179**

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 180**

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 181**

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 182**

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 183**

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 184**

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 185**

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 186**

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 187**

A technician is connecting an old dot matrix printer to a computer. The printer's cable has a non-rectangular connector that connects to a pink port in the back of the computer. This type of connection is MOST likely which of the following?

- A. USB
- B. Ethernet
- C. Parallel
- D. Bluetooth

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 188**

Which of the following Internet connection types uses analog transmission? (Select TWO).

- A. DSL
- B. Dial-up
- C. ISDN
- D. WiMAX
- E. Satellite

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 189**

Which of the following transmission methods is dependent on line of sight?

- A. 802.11
- B. RF
- C. Bluetooth
- D. IR

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 190**

Which of the following cable types has the LONGEST transmission range?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 191**

Which of the following laser printer parts creates the image on the drum that picks up toner?

- A. Fusing assembly
- B. Registration assembly
- C. Laser scanner assembly
- D. Transfer roller

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 192**

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 193**

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 194**

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 195**

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 196**

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 197**

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 198**

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 199**

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 200**

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 201**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 202**

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 203**

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 204**

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 205**

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 206**

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 207**

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 208**

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 209**

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 210**

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 211**

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 212**

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 213**

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 214**

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 215**

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 216**

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 217**

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 218**

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 219**

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 220**

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 221**

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 222**

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 223**

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 224**

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 225**

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 226**

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 227**

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 228**

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 229**

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 230**

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 231**

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**

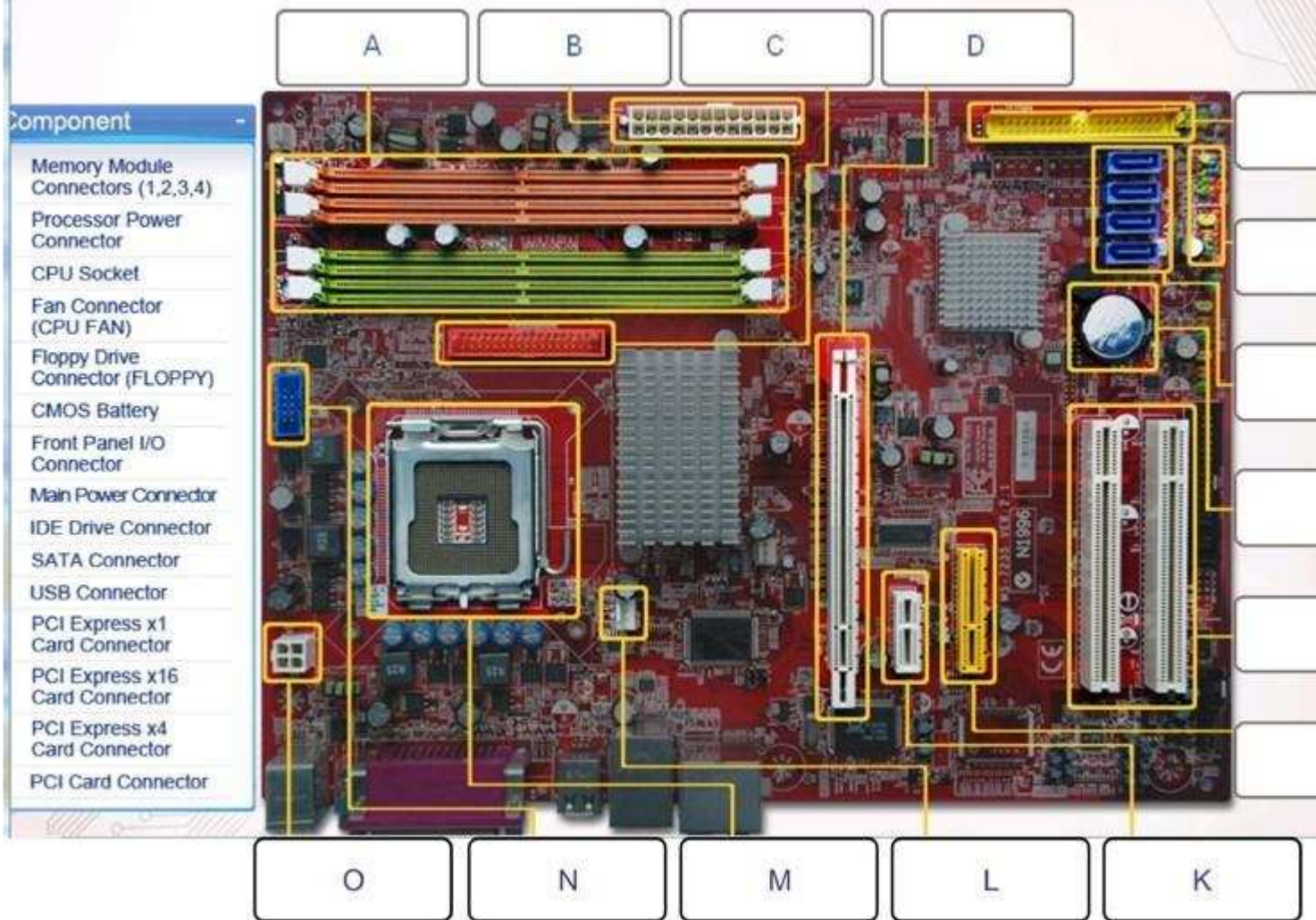
**Explanation/Reference:**

**QUESTION 232**

Drag and Drop each component onto the labeled areas to label the parts of the motherborrd.

**Select and Place:**

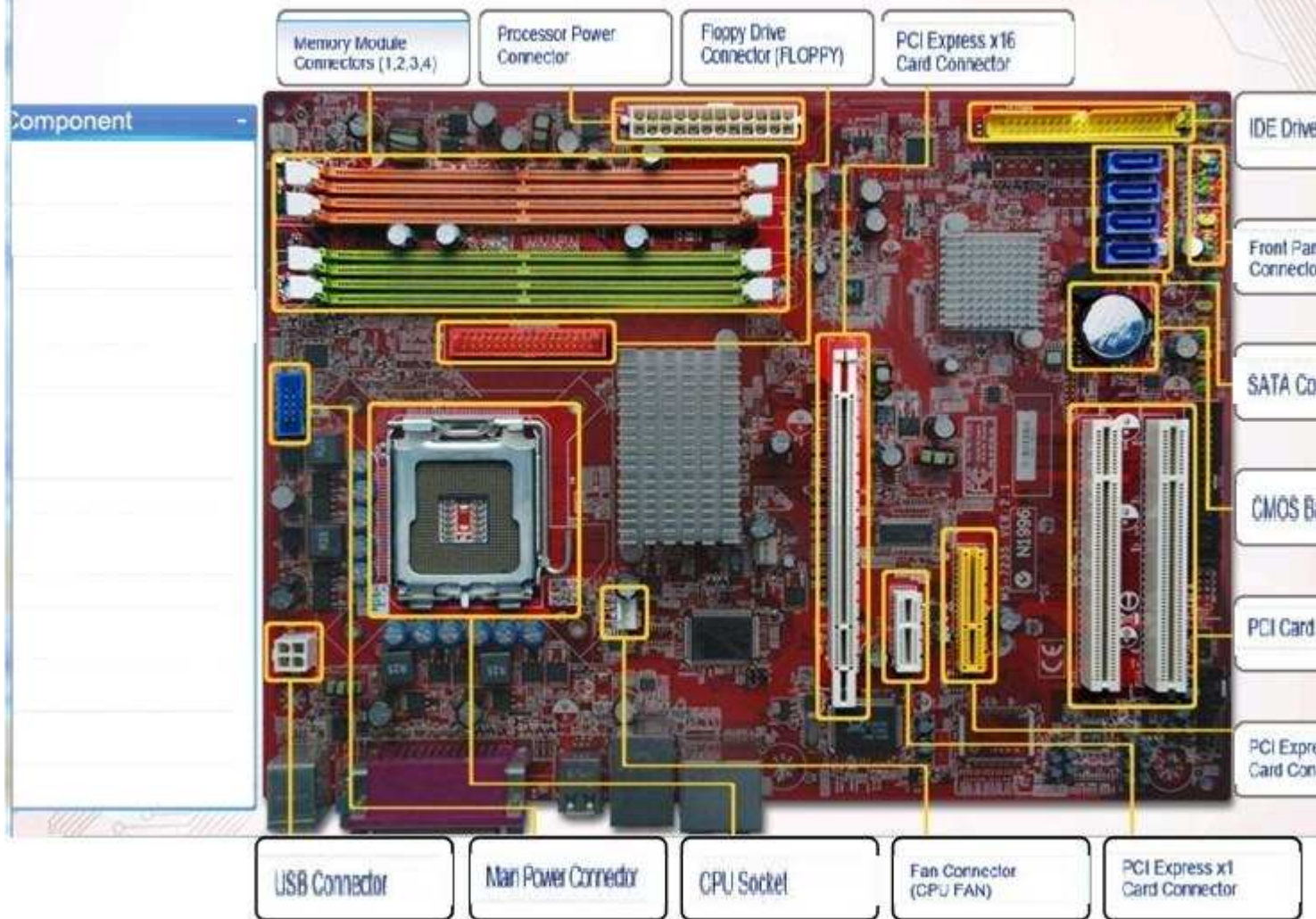
Instructions: Drag and drop each component onto the labeled areas to label the parts of the motherboard



Correct Answer:



Instructions: Drag and drop each component onto the labeled areas to label the parts of the motherboard



Section: (none)

Explanation

Explanation/Reference:

Explanation:

- A Memory Module Connectors (1, 2, 3, 4)
- B Main Power Connector
- C Floppy drive connector (FLOPPY)
- D PCI Express x16 card connector
- E - IDE Drive Connector
- F Front Panel I/O Connector
- G SATA Connector
- H CMOS Battery
- I PCI Card Connector
- J PCI Express x4 connector
- K PCI Express x1 card connector
- L Fan Connector (CPU FAN)
- M CPU Socket
- N Processor Power Connector
- O USB Connector



**QUESTION 233**

Drag and drop the components onto correct PC and category.

Select and Place:

Components

Multiport DVI PCIe

Drawing Pad

HAV

Videc Capture Card

Dual-Core 3GHz

Parallel Port

12GB DDR3 RAM

8-Core 4GHz

Webcam

TV Tuner Card

2.5" 500G SATA HDD

Single Port DVI PCIe

8GB DDR3 ECC RAM

4-Core 3.1GHz

1TB IDE HDD

8GB GDDR5 RAM

14GB SO-DIMM

Smart Card Reader

16GB DDR3 RAM

1TB SATA HDD

500GB SATA SSD

Integrated Video

4TB SATA HDD



Dual-Core 2GHz

Pentium 4

16GB SO-DIMM

Instructions: Drag and drop the components onto the correct PC

Components can only be used once. Click done to

PC type	Virtualization PC	CAD System
		
Motherboard	LGA1156 Mini-ITX	LGA 1156 MicroATX
CPU		
Videc		
RAM		
Specialized Option		
Storage		

Correct Answer:

Components

Multiport DVI PCIe

HAV

Dual-Core 3GHz

Parallel Port

Webcam

2.5" 500G SATA HDD

Single Port DVI PCIe



14GB SO-DIMM

Smart Card Reader

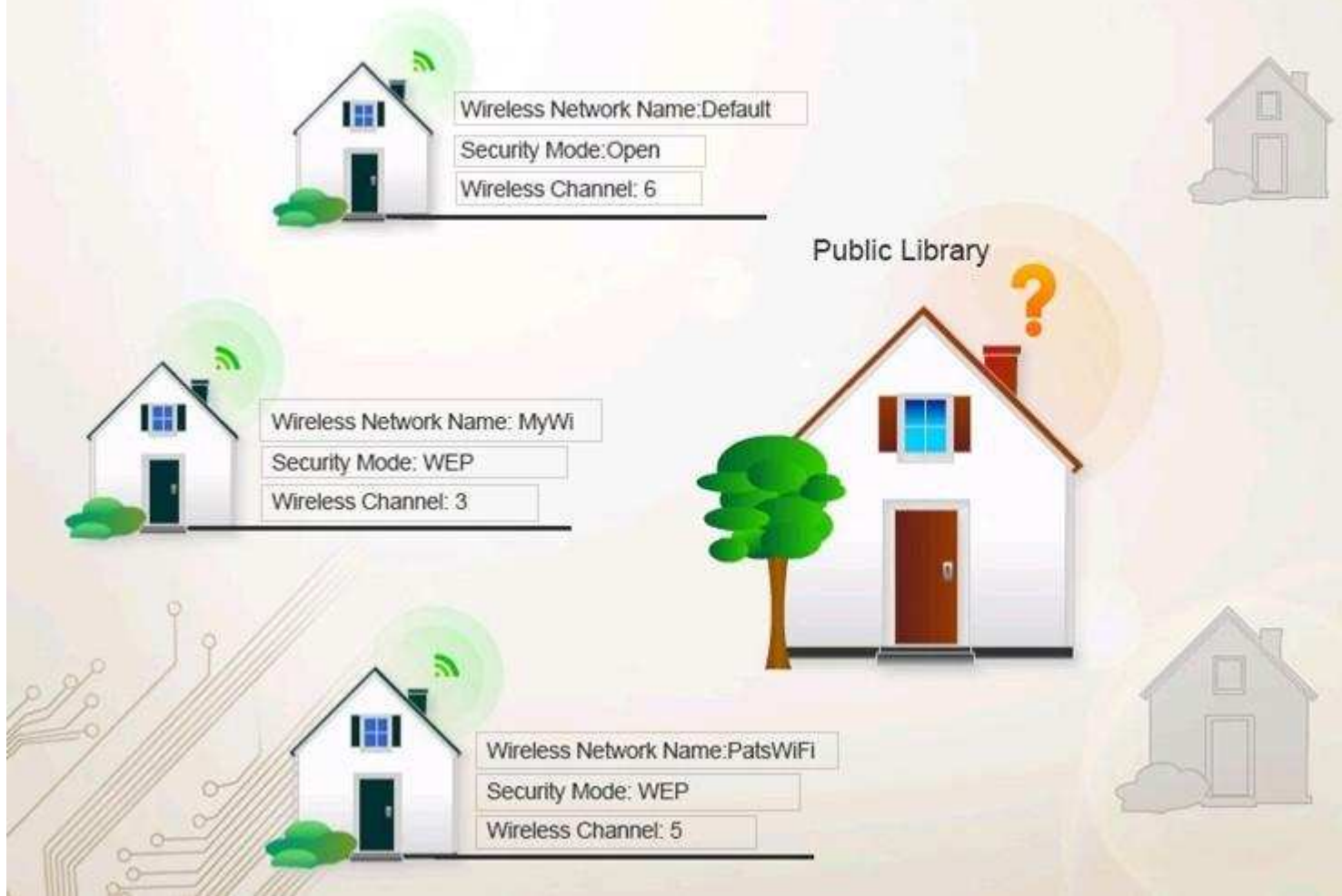
500GB SATA SSD

16GB SO-DIMM

Instructions: Drag and drop the components onto the correct PC  
Components can only be used once. Click done to

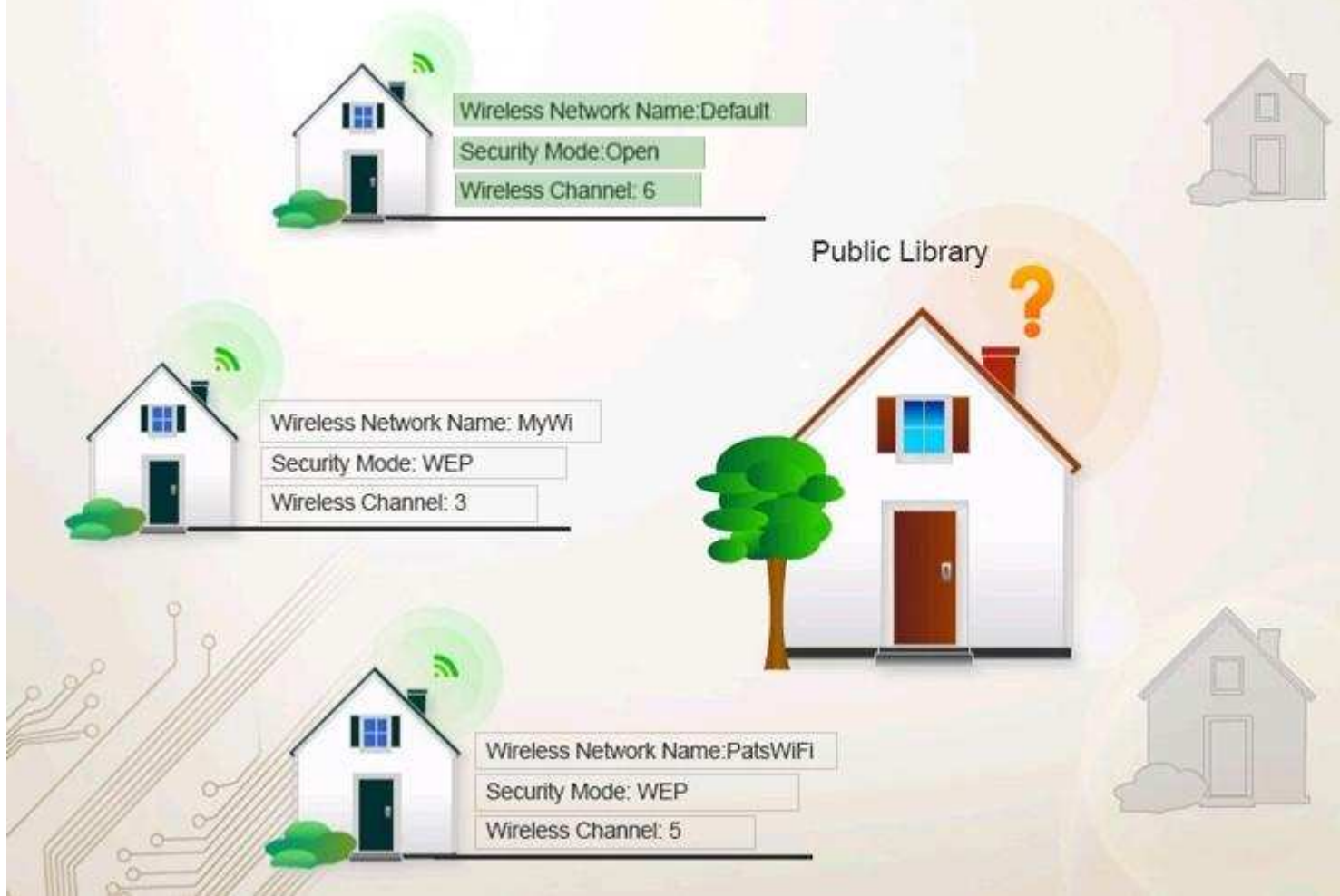
PC type	Virtualization PC	CAD System
		
Motherboard	LGA1156 Mini-ITX	LGA 1156 MicroATX
CPU	4-Core 3.1GHz	8-Core 4GHz
Video	Integrated Video	8GB GDDR5 RAM
RAM	12GB DDR3 RAM	16GB DDR3 RAM
Specialized Option	Pentium 4	Drawing Pad
Storage	1TB IDE HDD	4TB SATA HDD

Instructions: Select the Public Library in the diagram to configure the wireless network.  
When you have completed the simulation, please select the Done button.



**Correct Answer:**

Instructions: Select the Public Library in the diagram to configure the wireless network.  
When you have completed the simulation, please select the Done button.



**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

Wireless Network Name: Default

Security Mode: Open

Wireless Channel: 6

**QUESTION 235**

Drag the components from the list and place them in correct devices.

**Select and Place:**



Components	PC type	Home Theater	Thick Client
<div> 250W ATX  250 GB HDD  <b>Quad-Core 3 GHz Phenom II</b>  256 GB SSD  1 TB HDD  2 GB DDR3  Integrated Video  8 GB DDR3  800W Full ATX  Dual-Core 3 GHz i5  Win7 32 Pro  Dual-Core 2 GHz i3  250W HTPC  Dual 1 GB GDDR5 w/HDMI  Advanced Case Cooling  TV Tuner  6 GB DDR3  1 GB GDDR5 w/HDMI </div>			
Motherboard		LGA1156 Mini-ITX	LGA 1156 MicroATX
CPU			
Video			
Case and Power			
RAM			
Specialized Option			
Storage			

Correct Answer:

Components	PC type	Home Theater	Thick Client
			
	Motherboard	LGA1156 Mini-ITX	LGA 1156 MicroATX
	CPU	Dual-Core 3 GHz i5	Dual-Core 2 GHz i3
	Video	1 GB GDDR5 w/HDMI	Integrated Video
	Case and Power	250W HTPC	250W ATX
	RAM	6 GB DDR3	2 GB DDR3
	Specialized Option	TV Tuner	Win7 32 Pro
	Storage	256 GB SSD	250 GB HDD

Section: (none)

Explanation

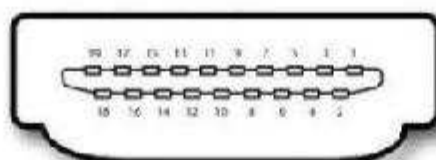
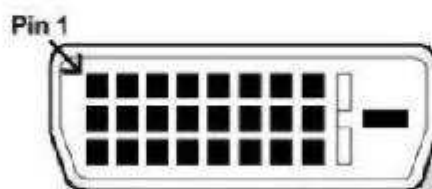
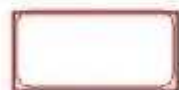
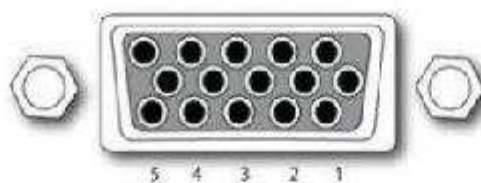
Explanation/Reference:

#### QUESTION 236

Drag points and paste on a right place.

Select and Place:

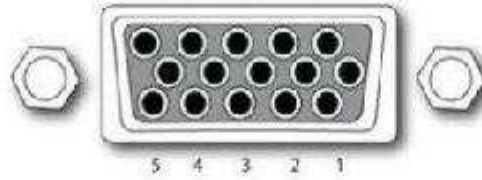
- DVI
- HDMI
- Composite
- S-video
- VGA
- Serial



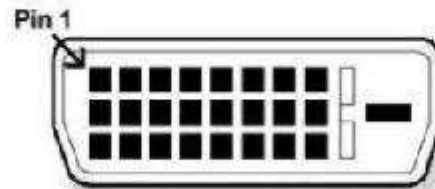
Correct Answer:



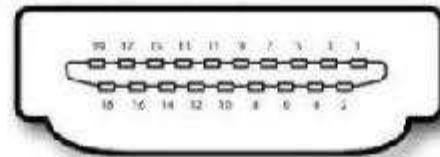
VGA



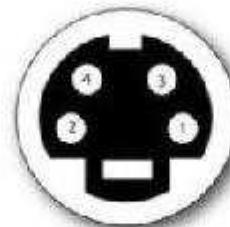
DVI



HDMI



S-video



Section: (none)  
Explanation

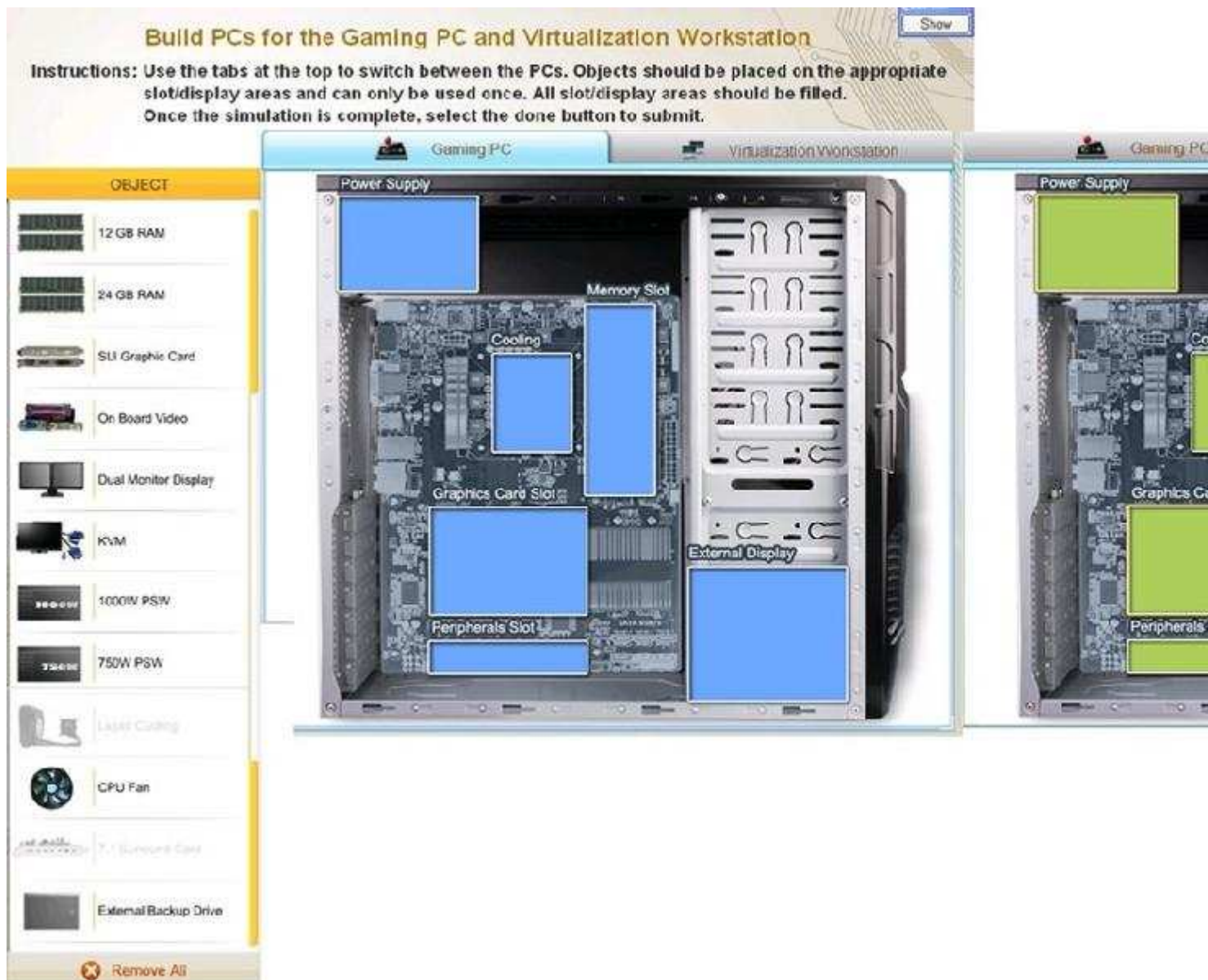
Explanation/Reference:

#### QUESTION 237

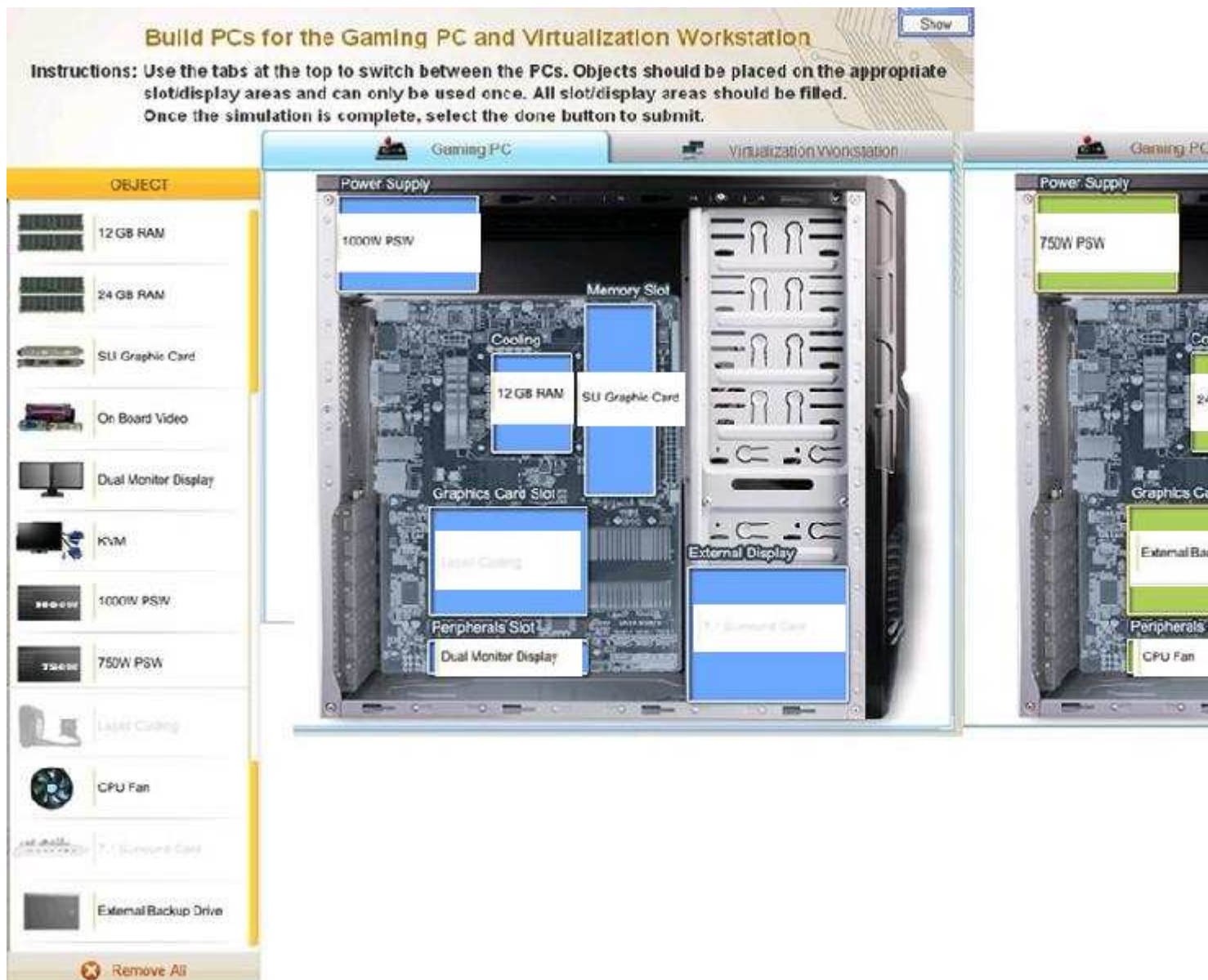
Build PCs for the Gaming PC and Virtualization Workstation.

Select and Place:





Correct Answer:



**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**GAMING PC**

- 1 1000W PSW
- 2 12 GB RAM
- 3 SU Graphic Card
- 4 Liquid Cooling
- 5 Dual Monitor Display
- 6 7.1 Surround Card

**Virtualization Workstation**

- 1 750W PSW
- 2 24 GB RAM
- 3 On Board Video
- 4 External Backup drive

5 CPU Fan  
6 - KVM



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