CompTIA Examsoon 220-801 Exam Questions & Answers

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Comptia 220-801 Exam Questions & Answers

Exam Name: CompTIA A+ Certification Exam

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QUESTION 1
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:

QUESTION 2
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:

QUESTION 3
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:

QUESTION 4
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:

QUESTION 5
Which of the following features would hide internal IP addresses from the Internet?

A. Network Address Translation
B. Port forwarding
C. Quality of Service
D. SSID broadcast

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
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:

QUESTION 7
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

QUESTION 8
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

QUESTION 9
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

QUESTION 10
Which of the following are examples of multimedia devices? (Select TWO).

A. Scanner
B. Digitizer
C. Webcam
D. Microphone
E. Touchscreen

Correct Answer: CD

QUESTION 11
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:

QUESTION 12
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:

QUESTION 13
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:

QUESTION 14
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:

QUESTION 15
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:

QUESTION 16
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:

QUESTION 17
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:

QUESTION 18
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:

QUESTION 19
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:

QUESTION 20
Which of the following would be the MOST important factor to consider when building a virtualization workstation?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
Which of the following are standard AMD processor socket types? (Select TWO).

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

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
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:

QUESTION 23
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:

QUESTION 24
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:

QUESTION 25
Which of the following printer processes would be LEAST suitable for creating archival documents?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
Which of the following would a technician need to setup a cable modem at a customer's home? (Select TWO).

A. Coaxial
B. CAT5e
C. PVC
D. Plenum
E. Fiber

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
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:

QUESTION 28
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:

QUESTION 29
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:

QUESTION 30
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:

QUESTION 31
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:

QUESTION 32
Which of the following cable types is LEAST affected in areas of high EMI?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
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:

QUESTION 34
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:

QUESTION 35
How many total IP addresses are represented by the 255.255.255.0 netmask?

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

QUESTION 36
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

QUESTION 37
Which of the following expansion slots is MOST commonly used for high-end video cards?

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

QUESTION 38
Which of the following technologies can be accessed through the DisplayPort? (Select TWO).

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

QUESTION 39

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:

QUESTION 40
A home user's PC has an over-clocked CPU with a relatively small heat sync, small fans on the 800W power supply, and a high-end video card. Which of the following is the recommended solution that will manage heat more effectively?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
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:

QUESTION 42
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:

QUESTION 43
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:

QUESTION 44
Activity logs show a large amount of data downloaded from a company server to an employee's workstation overnight. Upon further investigation, the technician identifies the data as being outside the scope of the employee's regular job functions. Which of the following steps should the technician take NEXT?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
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:

QUESTION 46
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:

QUESTION 47
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:

QUESTION 48
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:

QUESTION 49
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:

QUESTION 50
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:

QUESTION 51
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:

QUESTION 52
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:

QUESTION 53
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:

QUESTION 54
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:

QUESTION 55
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:

QUESTION 56
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:

QUESTION 57
A user has a new network printer they want setup in their home. The user wants all their PCs as well as any guests with laptops to be able to print to it. Which of the following connection methods would be the MOST effective for meeting these requirements? (Select TWO).

A. 802.11g
B. USB
C. Ethernet
D. Bluetooth
E. Serial

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
Which of the following wireless networking standards can operate at two different frequencies simultaneously?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
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

QUESTION 60
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:

QUESTION 61
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:

QUESTION 62
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:

QUESTION 63
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:

QUESTION 64
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:

QUESTION 65
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:

QUESTION 66
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

QUESTION 67
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:

QUESTION 68
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:

QUESTION 69
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:

QUESTION 70
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:

QUESTION 71
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:

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:

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:

QUESTION 74

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

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75
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:

QUESTION 76
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:

QUESTION 77
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:

QUESTION 78
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:

QUESTION 79
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:

QUESTION 80
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:

QUESTION 81
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:

QUESTION 82
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:

QUESTION 83
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:

QUESTION 84
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

QUESTION 85
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:

QUESTION 86
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:

QUESTION 87
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:

QUESTION 88
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:

QUESTION 89
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:

QUESTION 90
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:

QUESTION 91
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:

QUESTION 92
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:

QUESTION 93
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:

QUESTION 94
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:

QUESTION 95
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:

QUESTION 96
Which of the following cables is fire retardant?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 97
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:

QUESTION 98
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:

QUESTION 99
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:

QUESTION 100
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:

QUESTION 101
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:

QUESTION 102
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

QUESTION 103
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:

QUESTION 104
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:

QUESTION 105
A customer would like assistance with choosing the appropriate PCs for opening an Internet caf? The customer explains to the technician that the PCs would only be used to search the Internet.
Which of the following would the technician suggest?

A. Thick client
B. Gaming PC
C. Media PC
D. Thin client

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 106
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:

QUESTION 107
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:

QUESTION 108
A user has forgotten their BIOS password on their computer. Which of the following would a technician use to allow the user access to their PC?

A. Remove the BIOS chip on the PC
B. Re-flash the BIOS
C. Run password cracking software on the user's PC
D. Set the password clear jumper on the motherboard

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 109
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

QUESTION 110
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:

QUESTION 111
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:

QUESTION 112
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:

QUESTION 113
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:

QUESTION 114
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:

QUESTION 115
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:

QUESTION 116
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:

QUESTION 117
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:

QUESTION 118
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:

QUESTION 119
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

QUESTION 120
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:

QUESTION 121
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:

QUESTION 122
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:

QUESTION 123
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:

QUESTION 124
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:

QUESTION 125
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:

QUESTION 126
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:

QUESTION 127
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:

QUESTION 128
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:

QUESTION 129
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:

QUESTION 130
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:

QUESTION 131
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:

QUESTION 132
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:

QUESTION 133
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

QUESTION 134
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:

QUESTION 135
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:

QUESTION 136
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:

QUESTION 137
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:

QUESTION 138
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:

QUESTION 139
Which of the following socket types is for an Intel CPU?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 140
Which of the following cable types is MOST often found in Plain Old Telephone Service (POTS)?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 141
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:

QUESTION 142
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:

QUESTION 143
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:

QUESTION 144
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:

QUESTION 145
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:

QUESTION 146
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:

QUESTION 147
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:

QUESTION 148
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:

QUESTION 149
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:

QUESTION 150
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:

QUESTION 151
Which of the following hard drives has the BEST shock resistance?

A. IDE
B. NAS
C. SATA
D. SSD

Correct Answer: D

QUESTION 152
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:

QUESTION 153
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:

QUESTION 154
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:

QUESTION 155
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:

QUESTION 156
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:

QUESTION 157
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:

QUESTION 158
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:

QUESTION 159
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:

QUESTION 160
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:

QUESTION 161
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:

QUESTION 162
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 163
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:

QUESTION 164
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

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:

QUESTION 166
A surge suppressor is only capable of providing protection against which of the following environmental hazards?

A. Electrostatic discharge
B. Power blackouts
C. Power spikes
D. Power brown outs

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 167
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:

QUESTION 168
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:

QUESTION 169
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:

QUESTION 170
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:

QUESTION 171
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:

QUESTION 172
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:

QUESTION 173
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:

QUESTION 174
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:

QUESTION 175
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:

QUESTION 176
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:

QUESTION 177
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:

QUESTION 178
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:

QUESTION 179
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:

QUESTION 180
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:

QUESTION 181
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:

QUESTION 182
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:

QUESTION 183
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:

QUESTION 184
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:

QUESTION 185
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

QUESTION 186
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:

QUESTION 187
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:

QUESTION 188
A user is unsatisfied with the quality of the repair that another technician has completed on their PC. Which of the following should be done to help the user?

A. Agree with the user's complaints
B. Clarify the user's statements
C. Minimize the user's criticism
D. Shadow the other technician on the next repair

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 189
Before beginning hardware repair work on a PC, which of the following is the FIRST step?

A. Install an uninterruptible power supply (UPS).
B. Disconnect power from the PC.
C. Ensure all Windows updates have been installed.
D. Degauss the monitor.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 190
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:

QUESTION 191
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:

QUESTION 192
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

QUESTION 193
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:

QUESTION 194
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:

QUESTION 195
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:

QUESTION 196
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:

QUESTION 197
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:

QUESTION 198
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:

QUESTION 199
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:

QUESTION 200
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:

QUESTION 201
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:

QUESTION 202
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:

QUESTION 203
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:

QUESTION 204
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:

QUESTION 205
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:

QUESTION 206
Which of the following has the FASTEST connection speed?

A. Cable
B. Dial-Up
C. ISDN
D. WiMAX

Correct Answer: A

QUESTION 207
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

QUESTION 208
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

QUESTION 209
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

QUESTION 210
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:

QUESTION 211
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:

QUESTION 212
A technician is helping set up a new networking closet and notices that the humidity level is low in the room. Which of the following should be installed FIRST before rack mounting equipment?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 213
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)

QUESTION 214
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:

QUESTION 215
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:

QUESTION 216
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:

QUESTION 217

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:

QUESTION 218
In reference to express card types (e.g. Express Card 34 and Express Card 54), which of the following BEST describes what the numbers indicate?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 219
Which of the following is LEAST likely to be considered a consumer replaceable part in a laptop?
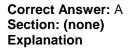
A. RAM
B. LCD screen
C. Optical drive
D. Hard drive

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 220
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:

QUESTION 221
Which of the following speeds BEST represents the speed of the memory when installing DDR2 at 800 MHz and DDR2 at 600 MHz?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 222
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:

QUESTION 223
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:

QUESTION 224
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:

QUESTION 225
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:

QUESTION 226
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:

QUESTION 227
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:

QUESTION 228
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:

QUESTION 229
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:

QUESTION 230
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:

QUESTION 231
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:

QUESTION 232
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:

QUESTION 233
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:

QUESTION 234
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:

QUESTION 235
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:

QUESTION 236
Which of the following interfaces are used to simultaneously transfer video and audio at high rates?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 237
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:

QUESTION 238
Which of the following is MOST likely to have a physical switch on a laptop that allows it to be turned off without going into the BIOS?

A. External display
B. Webcam

C. Overclocking

D. Wireless

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 239
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:

QUESTION 240
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:

QUESTION 241
Which of the following should a technician check FIRST before upgrading the RAM in a laptop?

A. The speed of the FSB

B. The motherboard specifications

C. The BIOS manufacturer

D. The operating system version

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 242
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:

QUESTION 243
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:

QUESTION 244
Which of the following 802.11 standards can operate at both 2.4 GHz and 5.0 GHz?
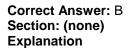
A. A
B. B
C. G
D. N

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 245
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:

QUESTION 246
Which of the following expansion slots uses a serial connection?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 247
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:

QUESTION 248
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:

QUESTION 249
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:

QUESTION 250
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:

QUESTION 251
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:

QUESTION 252
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:

QUESTION 253
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:

QUESTION 254
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:

QUESTION 255
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:

QUESTION 256

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:

QUESTION 257
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:

QUESTION 258
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:

QUESTION 259
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:

QUESTION 260
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:

QUESTION 261
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:

QUESTION 262
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:

QUESTION 263
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:

QUESTION 264
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:

QUESTION 265
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:

QUESTION 266
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

QUESTION 267
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:

QUESTION 268
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:

QUESTION 269
Which of the following RAID types uses a drive mirroring algorithm? (Select TWO).

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

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 270
Which of the following adapters causes the LEAST amount of signal loss?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 271
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:

QUESTION 272
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:

QUESTION 273
A memory type typically used in high end workstations and not generally found in consumer grade PCs is:

A. DDR3.
B. ECC.
C. PC2-6400.
D. DDR2-667.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 274
Joe, a user, requests that a new printer be installed for his SOHO environment. Joe wants to be able to print to the device from any location within the SOHO. Which of the following should be used?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 275
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:

QUESTION 276
Which of the following is a standard Intel processor socket type?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 277
After making repairs to a user's system, which of the following actions should a technician take?

A. Close the case and wait for the customer to call again in the future

B. Leave the case open in the event a similar issue arises
C. Contact the customer a few days later to determine the state of repairs
D. Wait to update service records until the repair is confirmed

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 278
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:

QUESTION 279
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:

QUESTION 280
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:

QUESTION 281
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:

QUESTION 282
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:

QUESTION 283
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:

QUESTION 284
A user already has 2 RAM modules in a 64-bit Windows 7 PC. Each is a 1GB DDR-PC1600 RAM module. The user has 2 additional RAM modules that are each 2GB DDR-PC800. Which of the following is true about the PC after installing the additional RAM modules?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 285
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:

QUESTION 286
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:

QUESTION 287
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:

QUESTION 288
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:

QUESTION 289
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:

QUESTION 290
Which of the following cable types should always be used through life safety areas?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 291
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:

QUESTION 292
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:

QUESTION 293
A technician is tasked with purchasing a wireless router that is backwards compatible with any other wireless device. Which of the following standards should the technician choose?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 294
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:

QUESTION 295
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: