

## CompTIA Examsoon 220-801 Exam Questions & Answers

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**Comptia 220-801 Exam Questions & Answers**

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

**For Full Set of Questions please visit: <http://www.examsoon.com/220-801.htm>**

## **Examsoon**

### **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**

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:**

**QUESTION 7**

Which of the following is the only place where initial boot settings can be configured?



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- A. CMOS
- B. BIOS
- C. MBR
- D. HAL

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**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**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**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**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**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**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**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**

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:**

#### **QUESTION 13**

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:**

#### **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**

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:**

**QUESTION 17**

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 18**

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 19**

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 20**

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 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 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 25**

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 26**

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 27**

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 28**

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 29**

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 30**

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 31**

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 32**

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:**

### **QUESTION 33**

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:**

### **QUESTION 34**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 35**

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:**

**QUESTION 36**

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 37**

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 38**

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:**

**QUESTION 39**

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 40**

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 41**

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 42**

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:**

#### **QUESTION 43**

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 44**

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 45**

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:**

**QUESTION 46**

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 47**

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 48**

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 49**

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 50**

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:**

**QUESTION 51**

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 52**

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 53**

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 54**

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 55**

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:**

**QUESTION 56**

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:**

#### **QUESTION 57**

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 58**

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 59**

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 60**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 61**

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 62**

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 63**

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 64**

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:**

**QUESTION 65**

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 66**

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:**

**QUESTION 67**

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 68**

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 69**

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:**

**QUESTION 70**

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 71**

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 72**

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 73**

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 74**

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:**

#### **QUESTION 75**

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 76**

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 77**

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 78**

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 79**

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 80**

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 81**

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:**

#### **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**

**Explanation/Reference:**

**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 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:**

#### **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 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 95**

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 96**

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 97**

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 98**

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 99**

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 100**

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:**

#### **QUESTION 101**

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 102**

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 103**

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 104**

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 105**

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 106**

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:**

#### **QUESTION 107**

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 108**

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 109**

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:**

**QUESTION 110**

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 111**

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 112**

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 113**

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 114**

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 115**

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:**

**QUESTION 116**

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 117**

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 118**

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:**

**QUESTION 119**

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 120**

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 121**

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 122**

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 123**

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:**



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

**QUESTION 124**

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 125**

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 126**

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:**

**QUESTION 127**

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 128**

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:**

**QUESTION 129**

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 130**

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 131**

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:**

#### **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 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:**

**QUESTION 134**

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:**

**QUESTION 135**

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 136**

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 137**

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 138**

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 139**

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:**

#### **QUESTION 140**

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 141**

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 142**

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:**

**QUESTION 143**

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 144**

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 145**

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 146**

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 147**

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 148**

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 149**

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 150**

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 151**

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 152**

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:**

**QUESTION 153**

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 154**

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 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**

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 161**

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 162**

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 163**

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:**

**QUESTION 164**

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 165**

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 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:**

#### **QUESTION 167**

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 168**

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 169**

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 170**

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 171**

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 172**

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 173**

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 174**

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 175**

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 176**

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 177**

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 178**

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 179**

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:**

#### **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**

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:**

**QUESTION 186**

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:**

#### **QUESTION 187**

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 188**

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 189**

Which of the following connectors is MOST commonly used for UTP cable?

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 190**

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 191**

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 192**

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 193**

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 194**

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:**

#### **QUESTION 195**

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:**

#### **QUESTION 196**

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 197**

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 198**

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 199**

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 200**

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 201**

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 202**

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 203**

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 204**

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 205**

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 206**

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 207**

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:**

**QUESTION 208**

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:**

**QUESTION 209**

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:**

**QUESTION 210**

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:**

**QUESTION 211**

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 212**

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 213**

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 214**

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:**

**QUESTION 215**

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 216**

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 217**

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 218**

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 219**

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 220**

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 221**

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 222**

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 223**

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 224**

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 225**

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 226**

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 227**

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 228**

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 229**

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 230**

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 231**

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 232**

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 233**

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 234**

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 235**

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 236**

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 237**

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 238**

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 239**

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 240**

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 241**

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 242**

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 243**

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 244**

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 245**

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 246**

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 247**

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 248**

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 249**

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 250**

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 251**

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 252**

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 253**

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 254**

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 255**

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 256**

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 257**

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 258**

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 259**

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 260**

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 261**

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 262**

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 263**

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 264**

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 265**

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 266**

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 267**

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:**

**QUESTION 268**

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 269**

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 270**

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 271**

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 272**

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 273**

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 274**

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 275**

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 276**

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 277**

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 278**

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 279**

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 280**

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 281**

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 282**

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 283**

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 284**

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 285**

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 286**

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 287**

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 288**

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 289**

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 290**

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 291**

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 292**

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 293**

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 294**

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 295**

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 296**

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:**



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