

## Comptia Passguide 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.passguide.com/220-801.html>**

## **Passguide**

### **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**

Video editing workstations require the fastest hard drive access times with large storage capacity. Which of the following hard disk setups would be MOST ideal for the described computer?

- A. Two 500 GB SATA2 hard drives used in a JBOD array
- B. Two 500 GB SATA2 hard drives in a hardware RAID 0
- C. Two 500 GB SATA2 hard drives in a hardware RAID 1
- D. Two 500 GB SATA2 hard drives in a software RAID 0

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

#### **QUESTION 6**

Two new PCs will have a DVD-RW drive for support use. The PCs will be used for Point of Sales transactions and everything will be password protected or disabled. Which of the following is the BEST way to disable the DVD-RW drives?



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- A. The Registry
- B. Device Manager
- C. Disk Management
- D. The BIOS

**Correct Answer:** D  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

#### **QUESTION 7**

Which of the following is an example of a Class A IP address?

- A. 10.4.0.1
- B. 169.254.0.1
- C. 192.168.17.3
- D. 254.200.53.5

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 8**

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 9**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 10**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 11**

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 12**

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 13**

Which of the following network devices uses NAT to convert private IP addresses into public IP addresses?

- A. NAS
- B. Firewall
- C. Hub
- D. Bridge

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 14**

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 15**

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

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 16**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 17**

The MAXIMUM transfer rate of eSATA is:

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 18**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 19**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 20**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 21**

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 22**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 23**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 24**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 25**

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 26**

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 27**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 28**

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

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

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 29**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 30**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 31**

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

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

**Correct Answer:** BF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 32**

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 33**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 34**

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 35**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 36**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 37**

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 38**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 39**

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 40**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 41**

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 42**

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

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

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 43**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 44**

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 45**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 46**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 47**

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 48**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 49**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 50**

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

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 51**

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 52**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 53**

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 54**

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

- A. Cellular
- B. 802.11a
- C. 802.11b
- D. Satellite

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 55**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 56**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 57**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 58**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 59**

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 60**

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 61**

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 62**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 63**

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

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

**Correct Answer:** CD

**Section:** (none)

**Explanation****Explanation/Reference:****QUESTION 64**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation****Explanation/Reference:****QUESTION 65**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation****Explanation/Reference:****QUESTION 66**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation****Explanation/Reference:****QUESTION 67**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 68**

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 69**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 70**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 71**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 72**

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 73**

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 74**

Ann, a customer, has an older printer that has no network or USB connection but she still would like to use it on

her new machine. Which of the following would be the MOST likely card a technician should install?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 75**

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 76**

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 77**

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 78**

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 79**

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 80**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 81**



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

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

**Correct Answer:** CE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 82**

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 83**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 84**

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 85**

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 86**

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

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

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 87**

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 88**

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 89**

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 90**

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 91**

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 92**

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 93**

Which of the following is a public IP address?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 94**

Which of the following ports MUST be open to connect to a PC using RDP?

- A. 21
- B. 80
- C. 443
- D. 3389

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 95**

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 96**

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 97**

Which of the following connector types is only used for Coaxial?

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 98**

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 99**

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 100**

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 101**

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 102**

Which type of fire extinguishing technology should be used when encountering an electrical fire?

- A. Class B fire extinguishers
- B. Overhead sprinkler system
- C. Water-based fire extinguishers
- D. Non-water based extinguishers

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 103**

Which of the following will provide the BEST protection against power failures and data loss?

- A. Auto-switching power supply
- B. Uninterruptible power supply
- C. Line conditioner
- D. Surge suppressor

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 104**

Which of the following represents a connector that supports the connection of external devices? (Select TWO).

- A. IEEE1394
- B. eSATA
- C. EIDE
- D. SATA
- E. IDE

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 105**

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

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

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 106**

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 107**

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 108**

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 109**

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 110**

Which of the following properties of TCP/IP is used to differentiate the network and the host portions of an IP address?

- A. DNS address
- B. Default gateway
- C. Subnet mask
- D. DHCP lease

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 111**

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 112**

Which of the following network topologies would MOST likely be used to provide redundancy at each network device to support data transmissions?

- A. Mesh

- B. Ring
- C. PBX
- D. Bus

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 113**

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 114**

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 115**

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 116**

An IP address of 10.10.1.180 would be considered part of which of the following address classes?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 117**

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 118**

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 119**

Which of the following printer types needs to have toner replaced as part of the normal maintenance cycle?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 120**

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 121**

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 122**

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 123**

A technician has installed a digital display. Which of the following is TRUE about the native resolution of a

digital display?

- A. It has the slowest refresh rate.
- B. It causes the display to use pixel interpolation.
- C. It is the lowest resolution.
- D. It provides the best quality display.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 124**

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 125**

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 126**

Which of the following describes the expected properties of an asynchronous digital subscriber line service?

- A. The data upload speed is faster than the data download speed.
- B. The data download speed is faster than the data upload speed.
- C. The data upload speed is the same as the data download speed.
- D. The data throughput speed direction can be selected based on the user's discretion.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 127**

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 128**

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 129**

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 130**

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 131**

Which of the following media types is LEAST likely to be affected by electromagnetic interference?

- A. Coaxial
- B. Fiber
- C. Wireless B
- D. HSPA

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 132**

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 133**

Which of the following network types BEST represents a network centered around one individual?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 134**

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 135**

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 136**

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 137**

When unable to get an IP address from a server, which of the following represents an APIPA address that a PC might receive?

- A. 10.0.1.111
- B. 65.71.1.111
- C. 169.254.1.111
- D. 192.168.1.111



**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 138**

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 139**

Which of the following is typically installed by connecting multiple DVI and USB cables to it?

- A. Touch screen
- B. LCD panel
- C. Webcam
- D. KVM

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 140**

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 141**

Which of the following devices converts digital signals to analog ones?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 142**

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 143**

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 144**

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 145**

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 146**

A DSL modem MOST commonly uses which of the following media?

- A. Cable TV coax
- B. Fiber optic cable
- C. Wireless adapter
- D. Household telephone lines

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 147**

A PC technician must upgrade memory from 2 GB to 4 GB in twenty Windows 7 notebook computers. Some of the laptops have DDR2 memory, and some have DDR3. The memory purchased for the upgrade is DDR3. Which of the following is the MOST likely outcome of this upgrade?

- A. The DDR2 notebooks will work with DDR3 provided the DDR2 is installed in the first DIMM positions.
- B. The DDR3 notebooks are the only ones that will accept the new memory.
- C. The DDR2 memory will fit into the DIMM positions and work.
- D. The DDR3 memory will not work correctly unless the CAS (CL) values are the same.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 148**

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 149**

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 150**

Which of the following motherboards would fit in an ATX case?

- A. BTX
- B. ITX
- C. Ultra ATX
- D. Micro ATX

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 151**

A technician is asked to recommend hardware for a new computer for a graphic artist company that regularly uses 3-D animation software. Which of the following components should be chosen to BEST meet the customer's needs?

- A. Specialized video card
- B. Multi-core processor
- C. TV tuner/recorder
- D. Tape backup drive

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



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**QUESTION 152**

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 153**

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 154**

A computer turns on and a "Date and Time Not Set" message appears on the screen after the manufacturer logo. Which of the following is the MOST possible cause?

- A. The computer was not shut down properly.
- B. The CMOS battery needs to be replaced.
- C. The OS has stopped synching with the NTP server.
- D. The system BIOS is corrupted.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 155**

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 156**

Which of the following encryption types is the LEAST secure?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 157**

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 158**

Which of the following connector types is used on a CAT5 cable?

- A. RJ-45
- B. DB-9
- C. RJ-11

D. RS-232

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 159**

Which of the following cables is fire retardant?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 160**

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 161**

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 162**

A client has a laptop screen and an external screen. Which of the following is the BEST way to toggle between

the two or show both at the same time?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 163**

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 164**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 165**

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

- A. Side panel slots
- B. Liquid based
- C. Additional fans
- D. Thermal paste

**Correct Answer:** B

**Section:** (none)

**Explanation**



**Explanation/Reference:**

**QUESTION 166**

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 167**

Which of the following provides the LEAST network security?

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 168**

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 169**

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 170**

Best business practices in IT include.

- A. Always suggesting the fastest route to fix the problem
- B. Following up with a customer to verify satisfaction
- C. Always suggesting the least expensive option
- D. Offering all possible choices to a customer

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 171**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 172**

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 173**

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 174**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 175**

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 176**

Which of the following adapter cards allows I/O devices to be connected and transmits data using a POTS line?

- A. PCI tuner card
- B. PCI modem
- C. PCI SCSI
- D. PCI Ethernet

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 177**

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 178**

A technician needs to install an appropriate PSU into a new machine. The technician needs available power for a floppy drive, two older IDE hard disks, a single SATA hard disk, and an IDE optical drive. How many unique power connectors will the PSU need to accommodate the listed devices?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 179**

A technician servicing a user's computer notices the user has a lot of desktop icons linking to inappropriate websites. Which of the following should the technician do NEXT?

- A. Report through proper channels
- B. Track the evidence
- C. Document all changes to the computer
- D. Preserve the data and device

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 180**

Which of the following should a technician configure on a small office home office (SOHO) wireless router so IP addresses are automatically assigned to devices on the wireless network?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 181**

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 182**

Which of the following can be implemented on a WAP to ensure that only certain client machines can access it?

- A. Wire encryption
- B. Disabling SSID
- C. MAC filtering
- D. Port forwarding

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 183**

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 184**

A technician needs to make several patch cables. Which of the following tools would the technician use to attach the RJ-45 ends to the cables?

- A. Loopback plug
- B. Punch down
- C. Crimpers
- D. Cable tester

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 185**

Which of the following topologies would cause the network to be segmented if any one machine went offline?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 186**

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 187**

Which of the following encryption methods is considered easily broken and should be avoided when configuring wireless security?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 188**

Which of the following special function keys might prevent a user from connecting to the Internet?

- A. Wireless
- B. Screen lock
- C. Volume
- D. Bluetooth

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 189**

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 190**

Which of the following should be recommended for cooling a high-end gaming PC? (Select TWO).

- A. Power saving NIC
- B. Passive cooling
- C. Additional case fans
- D. Liquid cooling system

E. Lower wattage power supply

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 191**

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 192**

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 193**

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 194**

A technician performed a clean install of Windows XP on a laptop and finds that the Bluetooth on/off switch is not working. Which of the following will BEST resolve this issue?

- A. Replacing the keyboard
- B. Installing service pack 3
- C. Reinstalling the operating system with Windows XP Media Center
- D. Installing the Bluetooth stack/driver

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 195**

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 196**

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 197**

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 198**

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 199**

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 200**

Which of the following devices is necessary to provide power to a laptop LCD screen?

- A. PCMCIA card
- B. Backlight
- C. Inverter
- D. PCI-E card

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 201**

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 202**

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 203**

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 204**

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 205**

A user with an inkjet printer states that all their color printouts are missing red ink. The inkjet printer has a cartridge for each of the CMYK colors, and the user recently replaced the magenta cartridge. Which of the following should the technician do NEXT?

- A. Purchase a maintenance kit
- B. Use a different weighted paper
- C. Verify printer cables are connected
- D. Perform printer head cleaning

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 206**

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 207**

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 208**

Which of the following would BEST protect equipment from a brown out?

- A. HVAC system
- B. Surge suppressor
- C. UPS
- D. Power strip

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 209**

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 210**

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 211**

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 212**

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 213**

Which of the following computer components are located on the Northbridge? (Select TWO).

- A. Hard drive
- B. CPU
- C. Fan
- D. RAM
- E. Audio

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 214**

Which of the following can be used to change fan speeds?

- A. Device manager
- B. BIOS
- C. Power options
- D. Action center

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 215**

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 216**

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 217**

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 218**

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 219**

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 220**

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 221**

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 222**

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 223**

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 224**

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 225**

Which of the following uses Intel's core i CPUs? (Select TWO).

- A. F
- B. 1366
- C. 775
- D. 1155
- E. AM3

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 226**

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 227**

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 228**

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 229**

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 230**

After responding immediately to a dispatch, a technician arrives to resolve the customer's issue. The customer appears to be angry that they have waited so long for a response. Which of the following is the BEST course of action for the technician to take?

- A. Inform the manager of the customer's behavior and then focus on completing the task in an expedited manner.
- B. Empathize with the customer's urgency and inform them that the current service level agreement allows for an eight hour response time.
- C. Empathize with the customer and focus on completing the task in an expedited manner. Upon closure, document the situation and inform the manager.
- D. Contact dispatch immediately and request to speak to a manager to determine the breakdown in the response time.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 231**

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 232**

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 233**

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 234**

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 235**

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 236**

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 237**

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 238**

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 239**

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 240**

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 241**

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 242**

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 243**

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 244**

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 245**

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 246**

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 247**

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 248**

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 249**

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 250**

Which of the following does a technician need to do before giving a PC, which has been confiscated for prohibited activity, to another department?

- A. Identify prohibited activity on PC
- B. Document change of custody
- C. Report prohibited activity
- D. Preserve data

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 251**

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 252**

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 253**

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 254**

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 255**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 256**

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 257**

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 258**

A user's laptop screen is extremely dim. A technician attempts to alter the brightness using function keys and the BIOS, but the screen never changes in brightness. Which of the following is MOST likely the cause?

- A. Battery failure
- B. Bulb failure
- C. Display driver is corrupted
- D. Backlight failure

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 259**

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 260**

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 261**

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 262**

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 263**

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 264**

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 265**

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 266**

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 267**

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 268**

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 269**

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 270**

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 271**

A user states that the display is not very bright on their laptop. Which of the following is the MOST likely location to adjust the brightness?

- A. In the Device Manager of the operating system
- B. In the BIOS
- C. Fn key
- D. In the video display drivers

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 272**

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 273**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 274**

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

- A. NAT
- B. WPS

- C. MAC filtering
- D. Port forwarding

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 275**

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 276**

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 277**

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 278**

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 279**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 280**

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 281**

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 282**

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 283**

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 284**

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 285**

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 286**

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 287**

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 288**

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 289**

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 290**

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 291**

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 292**

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 293**

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 294**

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 295**

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 296**

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 297**

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 298**

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 299**

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 300**

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 301**

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 302**

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 303**

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 304**

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 305**

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 306**

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 307**

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 308**

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

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 309**

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 310**

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 311**

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 312**

A technician is building a gaming PC for a user. The user wants to dual boot between Windows XP 32-bit and a 64-bit version of Windows 7 as some of the games require XP. The user requests the following specifications:

64-bit i7 processor, (consisting of 6 cores @ 3.0GHz)  
16 GB of RAM (consisting of two 8 GB modules)  
One 200 GB SSD  
RAID 1 (consisting of two 1TB SATA Drives)  
Two 2 GB SLI Video Cards

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

- A. RAID
- B. RAM
- C. Processor
- D. SSD Drive

E. Video Card

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 313**

ECC memory offers which advantage over non-ECC memory?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 314**

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 315**

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 316**

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 317**

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 318**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 319**

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 320**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 321**

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 322**

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 323**

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

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

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 324**

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 325**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 326**

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 327**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 328**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 329**

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 330**

Which of the following uses policies to direct network traffic?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 331**

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 332**

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 333**

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

- A. 802.11x
- B. Print server



- C. Local sharing
- D. Bluetooth

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 334**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 335**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 336**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 337**

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 338**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 339**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 340**

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

- A. Parallel
- B. eSATA

- C. IDE
- D. PATA

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 341**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 342**

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

- A. Configure WAP to use Channel 7
- B. Configure WAP to use Channel 11
- C. Enable SSID broadcast
- D. Disable SSID broadcast
- E. Enable DHCP server on the router
- F. Configure wireless encryption
- G. Configure WAP to use Channel 1

**Correct Answer:** DF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 343**

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

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

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 344**

Which of the following connectors would terminate a POTS connection?

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 345**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 346**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 347**

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

- A. RJ-45

- B. BNC
- C. SC
- D. ST

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 348**

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

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

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**



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