

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

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



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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

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 7

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

Joe, a customer, states that since the new firewall has been installed, he has not been able to send email. Which of the following ports on the firewall should be checked?

- A. 21
- B. 25
- C. 110
- D. 443

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

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 10

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 11

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 12

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 13

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 14

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 15

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 16

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

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 18

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 19

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 20

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 21

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 22

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 23

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 24

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 25

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 26

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 27

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 28

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 29

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 30

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 31

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 32

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 33

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 34

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 35

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 36

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 37

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 38

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 39

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 40

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 41

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 42

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 43

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 44

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 45

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 46

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 47

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 48

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 49

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 50

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 51

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 52

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 53

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 54

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 55

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 56

Which of the following RAM types supports triple channel configurations?

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

D. DDR2

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

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?



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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59

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 60

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 61

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 62

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 63

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 64

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 65

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 66

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 67

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 68

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 69

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 70

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 71

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 72

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 73

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 74

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 75

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 76

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 77

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 78

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 79

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 80

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 81

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 82

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 83

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 84

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 85

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 86

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 87

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 88

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 89

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 90

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 91

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 92

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 93

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 94

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 95

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 96

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 97

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 98

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 99

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 100

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 101

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 102

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 103

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 104

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 105

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 106

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 107

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 108

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 109

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 110

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 111

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 112

Which of the following settings, when enabled, is MOST likely to result in an IP address conflict on a local network?

- A. Custom DNS address
- B. QoS enabled
- C. UPnP enabled
- D. Static IP address

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 113

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 114

A user on a wireless network has the IP address 169.254.155.2 but cannot connect to the Internet. Which of the following should the user check on the wireless router?

- A. WPA
- B. DHCP
- C. WINS
- D. DNS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 115

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 116

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 117

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 118

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 119

Which of the following printer types uses an imaging drum?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 120

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 121

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 122

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 123

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 124

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?



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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 125

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 126

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 127

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 128

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 129

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 130

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 131

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 132

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 133

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 134

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 135

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 136

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 137

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 138

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 139

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 140

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 141

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 142

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 143

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 144

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 145

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 146

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 147

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 148

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 149

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 150

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 151

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 152

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 153

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 154

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 155

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 156

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 157

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 158

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 159

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 160

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 161

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 162

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 163

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 164

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 165

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 166

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 167

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 168

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 169

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 170

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 171

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 172

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 173

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 174

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 175

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 176

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 177

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 178

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 179

A customer asked the technician to upgrade the RAM in a laptop. Upon inspection of the RAM bay, the technician only found one RAM slot, however the laptop is specified to have two. Where would the other memory slot be typically located?

- A. Inside the display bezel
- B. Second hard drive bay
- C. Above the PC card slot
- D. Under the keyboard

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 180

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 181

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 182

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 183

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 184

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 185

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 186

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 187

The technician has identified prohibited content on a PC. Which of the following would be the FIRST action that the technician should take?

- A. Walk away
- B. Turn off the PC
- C. Report it
- D. Search for more

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 188

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 189

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 190

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 191

Which of the following describes the MAIN difference between a plenum rated cable versus a non-plenum rated cable?

- A. A reduced production of hazardous fumes when subjected to fire
- B. The ability to be bent into tighter turning radiuses within conduit
- C. A reduced noise level when bundled in groups of 20 or more
- D. The ability to transmit data with fewer cross-talk interruptions

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 192

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 193

Which of the following describes the function of a switch in a network?

- A. Transmits packets it receives to specific connections
- B. Converts a packet for transmission from one network to another network
- C. Determines whether a packet belongs on an internal or external network
- D. Broadcasts packets it receives to all connections

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 194

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 195

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 196

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 197

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 198

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 199

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 200

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 201

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 202

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 203

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 204

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 205

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 206

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 207

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 208

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 209

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 210

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 211

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 212

A user states that when printing to a shared printer nothing happens and the user has verified that the printer is turned on. Which of the following is the MOST likely cause?

- A. The print server does not have network connectivity.
- B. The ISP service is currently not available.
- C. The user's print drivers are corrupted.
- D. The printer is low on toner.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 213

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 214

Which of the following laptop display types relies on a backlight for the display presentation?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 215

Which of the following 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 216

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 217**

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 218**

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 219**

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 220**

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 221

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 222

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 223

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 224

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 225

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 226

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 227

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 228

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 229

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 230

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 231

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 232

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 233

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 234

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 235

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 236

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 237

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 238

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

- A. 21
- B. 25
- C. 110
- D. 3389

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 239

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 240

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 241

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 242

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 243

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 244

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 245

Which of the following wireless standards only uses TKIP encryption?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 246

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

- A. 21
- B. 23
- C. 53
- D. 110

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 247

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 248

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 249

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 250

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 251

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 252

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 253

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 254

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 255

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 256

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 257

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 258

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 259

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 260

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 261

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 262

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 263

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 264

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 265

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 266

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 267

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 268

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 269

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 270

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 271

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 272

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 273

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 274

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 275

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 276

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 277

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 278

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 279

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 280

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 281

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 282

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 283

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 284

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 285

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 286

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 287

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 288

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 289

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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