

## 220-801 comptia

Number: 220-801  
Passing Score: 800  
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## **Exam A**

### **QUESTION 1**

Which of the following devices goes into an AGP slot on a computer system board?

- A. Sound card
- B. Processor chip
- C. Memory
- D. Video card

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### **QUESTION 2**

Which of the following should the technician verify FIRST if the customer reports that a laptop battery is not charging?

- A. Remove all unneeded peripherals
- B. Check the power light on the AC adapter
- C. Swap the laptop battery for a new or refurbished battery
- D. Check the backlight for functionality

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### **QUESTION 3**

Which of the following provides data redundancy by writing data to two disks simultaneously?

- A. RAID 5
- B. RAID 1

- C. JBOD
- D. RAID 0

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 4**

A user reports a loud noise from their desktop PC. Which of the following would be suspected as a source? (Select TWO).

- A. USB thumb drive
- B. Cooling fan
- C. CMOS battery
- D. Power supply
- E. Motherboard

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 5**

Which of the following can be hot-swappable?



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- A. Hard drive
- B. Tape drive
- C. Floppy drive
- D. DVD-RW

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 6**

Which of the following adapter types will use a RJ-45 connector?

- A. NIC
- B. Video
- C. Sound
- D. Dial-up modem

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 7**

Which of the following ports is BEST to use when adding a network printer in Windows XP?

- A. USB
- B. COM5
- C. LPT1
- D. TCP/IP

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 8**

Which of the following IP addresses would a technician see if a computer is connected to a network device but is not receiving an IP address from the DHCP server?

- A. 172.16.10.10
- B. 192.168.0.10
- C. 169.254.10.10
- D. 192.168.10.10

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 9**

Which of the following commands is BEST to use when testing remote connectivity to a host?

- A. win/s
- B. ping
- C. telnet
- D. ipconfig

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 10**

Which of the following can be disabled to help prevent access to a wireless network?

- A. SSID broadcast

- B. MAC filtering
- C. WEP key
- D. WPA passphrase

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 11**

Which of the following wireless protocols requires the use of MIMO antennas?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 12**

In which of the following steps of the troubleshooting theory is it important to perform backups?

- A. Verify full system functionality.
- B. Test the theory to determine cause.
- C. Identify the problem.
- D. Document findings, actions, and outcomes.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 13**

Which of the following devices will allow a technician to use a single set of input devices on several computers?

- A. Smart card reader
- B. KVM
- C. SCSI
- D. Bar code reader

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 14**

Which of the following are locations where a computer virus could exist and then further infect a computer? (Select TWO).

- A. Optical scanner
- B. Boot sector of the hard drive
- C. Optical media
- D. Ethernet switch
- E. USB mouse

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 15**

A technician is trying to install an OS to a remote PC without the use of physical media. Which of the following is used to perform this task?

- A. FTP
- B. Initiate a network share
- C. Telnet
- D. PXE boot environment

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 16**

Which of the following has the LEAST amount of storage capacity?

- A. FDD
- B. Tape drive
- C. Blue-Ray
- D. SSD

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 17**

A 400GB IDE hard disk drive with a Molex connector uses how many volts?

- A. 3.3
- B. 5
- C. 12
- D. 14

**Correct Answer:** C



**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 18**

Which of the following cable types uses an RJ-45 connector, and would MOST commonly be used in an environment with high EMI or RFI?

- A. STP
- B. Coaxial
- C. UTP
- D. Fiber

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 19**

Which of the following is the function of a power inverter?

- A. Converts AC to DC
- B. Provides a regulated AC voltage
- C. Steps down AC voltages
- D. Provides a backup power source

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 20**

Which of the following locations will allow a user to change the Windows Vista Start Menu to resemble the Windows XP Start Menu?

- A. Right-click Start Menu/Properties/Start Menu tab
- B. Control Panel/User Accounts
- C. Start/All programs/Accessories/Ease of Access
- D. Right-click Desktop/Personalize

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 21**

Which of the following printer types requires the use of toner?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 22**

A user reports that their machine will not power up. The technician has already tested the wall outlet and the power cord, which are functioning properly. Which of the following should the technician do NEXT?

- A. Test the machine on a UPS battery backup.
- B. Plug the machine into a different wall outlet.
- C. Check to make sure the motherboard is seated correctly.
- D. Test the machine with a power supply tester.

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 23**

Which of the following cable types uses an RJ-45 connector and is MOST commonly used in an Ethernet network?

- A. UTP
- B. Fiber
- C. Coaxial
- D. STP

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 24**

Which of the following is the native resolution of a WUXGA monitor?

- A. 1200 X 960
- B. 1280 X 1024
- C. 1600 X 1200
- D. 1920 X 1200

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 25**

Which of the following should be replaced when performing laser printer preventative maintenance? (Select THREE).

- A. Paper trays
- B. Transfer bar
- C. Paper
- D. Pickup rollers
- E. Fuser
- F. Toner

**Correct Answer:** BDE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 26**

Which of the following boot devices would a technician use for RIS?

- A. Tape drive
- B. Zip drive
- C. Network
- D. HDD

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 27**

The smallest unit of data that a Windows operating system can access is called a:

- A. folder
- B. file
- C. volume
- D. partition

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 28**

Which of the following provides the LOWEST level of wireless security protection?

- A. Use WPA
- B. Disable SSID broadcast
- C. Use RADIUS
- D. Enable WEP on the access point

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 29**

A user reports their laptop has just been powered on and there is no display, but the power indicator is still on. The technician suspects that the laptop display is bad. Which of the following troubleshooting steps should be performed to confirm the display is bad?

- A. Press and hold the Fn-toggle key several times.
- B. Change the brightness of the display to see if anything appears on the laptop.
- C. Plug an external monitor into the video output port, and then Fn-toggle key several times.
- D. Press the power button until the unit shuts down, then press and hold the Fn-toggle key as power is reapplied.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 30**

Which of the following slots is used for a graphics card?

- A. AGP
- B. AMR
- C. PCMCIA
- D. CNR

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 31**

Which of the following is a protocol that does not depend on acknowledgement of receipt from the sender?

- A. TCP
- B. HTTP
- C. UDP
- D. IP

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 32**

Which of the following video adapter supports a potential MAXIMUM throughput of 4Gbps?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 33**

Which of the following is a gateway for a computer with an IP address of 10.31.64.12 and a subnet mask of 255.255.0.0?

- A. 10.31.0.0
- B. 10.31.1.255
- C. 10.31.64.1
- D. 10.31.254.0

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 34**

Which of the following features is in Windows Vista but not Windows XP?

- A. User account control
- B. 64-bit processor support
- C. File and folder encryption
- D. Dual monitor support

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 35**

Which of the following is the MAXIMUM data rate of IEEE 1394a?

- A. 20Mbps
- B. 40Mbps
- C. 200Mbps
- D. 400Mbps

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 36**

Which of the following communication devices needs to have a subscription to a service provider for Internet access?

- A. Cellular WAN
- B. Infrared
- C. Bluetooth
- D. WLAN (802.11g)

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 37**

Which of the following is considered social engineering?

- A. Forging a login account on a server in order to gain access to a system
- B. Posting confidential information on a public website
- C. Entering a facility by posing as a telecommunications contractor
- D. Sending a computer virus by email



**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 38**

Utilizing a WSUS or testing new updates on a non-critical PC is an example of which of the following?

- A. Virtualization
- B. Patch management
- C. A host-based firewall
- D. Application base lining

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

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**QUESTION 39**

Which of the following cable types supports a transmission speed no greater than 100 Mbps per the IEEE specification?

- A. CAT3
- B. CAT4
- C. CAT5
- D. CAT6

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 40**

Which of the following RAM types is used to resolve certain memory errors?

- A. Non-ECC
- B. Non-parity
- C. ECC
- D. Parity

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 41**

A first level help desk support technician receives a call from a customer and works with the customer to resolve the call for several minutes unsuccessfully. Which of the following should the technician do NEXT?

- A. Continue working with the customer until the problem is resolved.
- B. Explain to the customer that they receive a call back when someone more qualified is available.
- C. Explain to the customer that the problem cannot be resolved and end the call.
- D. Escalate the call to another technician.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 42**

Which of the following IP addresses is in a class A range?

- A. 15.26.2.1
- B. 156.10.2.5

- C. 192.168.0.1
- D. 202.45.16.8

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 43**

Which of the following must be performed when installing a touch screen?

- A. Disable the keyboard
- B. Calibration
- C. Boot the computer in safe mode
- D. Disable the mouse

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 44**

Which of the following cable types is required for a BNC connector?

- A. Fiber Optic
- B. Coaxial
- C. CAT5
- D. CAT3

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 45**

A user reports that when trying to input data using a touch screen, items other than the ones being touched are displayed. Which of the following would be the FIRST action to take?

- A. Ensure the users PC has the latest touch screen drivers installed.
- B. Have the user check to see if the touch screen control cable is loose.
- C. Have the user run a complete virus scan.
- D. Ensure the user has calibrated the screen.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 46**

Which of the following memory modules uses a 240-pin connector?

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 47**

Which of the following chipsets is responsible for controlling the data flow between the RAM and the processor?

- A. Northbridge

- B. DMA controller
- C. CMOS
- D. Southbridge

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:



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#### **QUESTION 48**

The most effective use of clusters on a hard drive is in which of the following file systems?

- A. FAT12
- B. FAT16
- C. FAT32
- D. NTFS

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 49**

Which of the following is the chipset used by the CPU to communicate with the system memory?

- A. VLBUS
- B. ASIC

- C. Southbridge
- D. Northbridge

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 50**

A technician is installing an old Windows 2000 application on a Windows 7 workstation. Which of the following will allow the application to be installed correctly?

- A. Run Windows Upgrade Advisor
- B. Disable UAC
- C. Upgrade the application software
- D. Install in compatibility mode

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 51**

Which of the following protocols uses port 443, by default?

- A. TELNET
- B. HTTPS
- C. FTP
- D. POP

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 52**

Which of the following storage resources gives the ability to hold the LARGEST amount of data?

- A. SD card
- B. Blue-ray
- C. DLT tape
- D. DVD-ROM

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 53**

Which of the following printers needs a fuser installed?

- A. Inkjet
- B. Impact
- C. Dot Matrix
- D. Laser

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 54**

Which of the following defines the protocol associated with the following TCP or UDP port numbers, in order? 21, 23, 25, 69, 443

- A. FTP, SSH, SMTP, HTTPS, TFTP

- B. FTP, TELNET, SMTP, TFTP, HTTPS
- C. TELNET, FTP, SMTP, HTTPS, TFTP
- D. TELNET, SSH, TFTP, SMTP, HTTPS

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 55**

Which of the following would BEST optimize a computer that is heavily used?

- A. Scandisk
- B. Defrag
- C. Indexing
- D. Chkdsk

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 56**

Which of the following commands can be used to verify the gateway IP address on a local computer?

- A. net use
- B. telnet
- C. ping
- D. ipconfig

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



Explanation:

**QUESTION 57**

Which of the following data connectors does SATA use?

- A. 6-pin
- B. 7-pin
- C. 8-pin
- D. 15-pin

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 58**

Which of the following is the MAXIMUM partition size of a hard drive using the FAT32 file system in Windows XP?

- A. 4GB
- B. 32GB
- C. 64GB
- D. 128GB

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 59**

Which of the following should a technician do to protect exposed hardware from ESD?

- A. Touch a piece of metal to discharge any static electricity.
- B. Touch one of the computer expansion cards to discharge any static electricity.
- C. Touch the motherboard to discharge any static electricity.
- D. Touch the floor to discharge any static electricity.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 60**

Multiple users report that the network color printer is not printing in color, but only in monochrome. The technician knows the print server had maintenance done over the weekend that included driver updates. The NEXT action would be to:

- A. flash the firmware on the printer to match the new driver
- B. check the printer properties on the server
- C. power cycle the printer to update the driver
- D. have each user remove and re-install the printer to update the driver

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 61**

Which of the following adapter types would provide the BEST performance for high end graphics?

- A. PCI
- B. AGP
- C. EISA
- D. IEEE 1394

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 62**

A technician has determined that there is constant interference from other wireless devices over the wireless network. Which of the following should the technician do FIRST to resolve the problem?

- A. Change the admin password on the wireless router.
- B. Change the encryption type on the wireless router.
- C. Change the channel being used by the wireless router.
- D. Change the SSID on the wireless router.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 63**

Which of the following is the BEST way to ensure that a hard drive is secure for disposal?

- A. FDISK the drive multiple times.
- B. Magnetically erase the drive.
- C. Format the drive.
- D. Convert the drive to NTFS.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 64**

Which of the following is an example of DDR2 RAM?

- A. PC100
- B. PC2700
- C. PC6400
- D. PC10666

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 65**

Which of the following troubleshooting steps is NEXT after determining the cause?

- A. Establish a plan of action to resolve the problem and implement the solution.
- B. Document findings, actions, and outcomes.
- C. Verify full system functionality and if applicable implement preventative measures.
- D. Question the user and identify user changes.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 66**

PC2700 memory runs at which of the following clock speeds?

- A. 270MHz
- B. 333MHz
- C. 400MHz
- D. 566MHz

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 67**

A user reports that their computer seems to be running slow and frequently reboots on its own. Which of the following is the FIRST thing the technician should

check to address this issue?

- A. Check for newly installed software on the system
- B. Check to determine if the graphics card is faulty
- C. Reinstall antivirus software and run a scan
- D. Check for newly added peripherals to the system

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 68**

Setting an administrator password in the BIOS will accomplish which of the following?

- A. Prevent a user from reading email
- B. Prevent a virus from infecting the BIOS
- C. Prevent a user from rearranging boot devices
- D. Prevent an outside intruder from attacking the system

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 69**

Which of the following technologies BEST refers to simultaneous data transfer in both directions?

- A. Half-duplex
- B. Ethernet routing
- C. Full-duplex
- D. Ethernet switching

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 70**

A technician has a customer with a Windows 7 Home Basic machine who wants to play movies through the Media Center program. Which of the following should the technician do to allow this to happen?

- A. Upgrade the Media Player program to the Media Center program.
- B. Enable the Media Center program.
- C. Upgrade the system to Windows 7 Business.
- D. Upgrade the system to Windows 7 Home Premium Edition.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 71**

A laptop docking station will enable a user to do which of the following?

- A. Simultaneously connect to multiple network subnets
- B. Provide an additional layer of security for the laptop
- C. Connect and use multiple peripherals from one device
- D. Add additional RAM to a laptop that might not have available slots

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 72**

Which operating systems use the c:\WINNT\ directory?

- A. Windows 7
- B. Windows Vista Home
- C. Windows Vista Ultimate
- D. Windows 2000

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 73**

The highest quality video will generally be obtained using which of the following connector types?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 74**

Fingerprint readers are an example of which of the following security technologies?

- A. Biometric
- B. Password
- C. Smart card
- D. Username authentication

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 75**

A new printer driver has just been installed on a desktop computer. Which of the following is the correct location to find the Print Test Page button?

- A. In Computer Management under Administrative Tools
- B. The General tab of the properties page of the printer
- C. In the Print Spooler service
- D. The Hardware tab of the Systems properties page

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 76**

Which of the following cable types is required to be fire-resistant and does not emit toxic fumes when exposed to high temperatures?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 77**

Which of the following is a reason for maintaining a system with a floppy drive?



- A. To enable Bit Locker
- B. To recover archived data
- C. To store large amounts of data
- D. To increase data read speed

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 78**

Which of the following is the MAXIMUM data rate of IEEE 1394?

- A. 20Mbps
- B. 200Mbps
- C. 1000Mbps
- D. 2000Mbps

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 79**

Which of the following will enable a technician to easily identify a connection for each device?

- A. Installing SATA drives
- B. Using LCD monitors
- C. Using optical mice
- D. Cable management

**Correct Answer:** D

**Section:** (none)

### **Explanation**

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

Explanation:

#### **QUESTION 80**

Which of the following cable types use shielding to protect against EMI and RFI? (Select TWO).

- A. Fiber
- B. Crossover
- C. Coaxial
- D. UTP
- E. STP

**Correct Answer:** CE

**Section: (none)**

#### **Explanation**

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

Explanation:

#### **QUESTION 81**

Which of the following is an example of EMI?

- A. Degraded LAN performance due to too many Bluetooth devices being used in close proximity
- B. Degraded LAN performance due to CAT5 cable being wound too tightly
- C. Degraded LAN performance due to a cellular phone being used in close proximity
- D. Degraded LAN performance due to CAT5 and AC power cables in close proximity

**Correct Answer:** D

**Section: (none)**

#### **Explanation**

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

Explanation:

#### **QUESTION 82**

Which of the following explains what the wattage rating of a power supply determines?

- A. Number of power connectors available
- B. Number of potential internal drives
- C. Storage capacity of optical disks
- D. Speed of the processor chip

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 83**

A technician finds the inside of a desktop computer completely covered in almost 1 inch (2.54 centimeters) of dust. Which of the following would be the BEST solution to clean out the inside of the case?

- A. Wet rag
- B. Compressed air
- C. Lint free cloth
- D. Dry rag

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 84**

802.11g has a MAXIMUM speed of up to:

- A. 2.4Mbps
- B. 11Mbps
- C. 54Mbps
- D. 100Mbps

**Correct Answer:** C

**Section:** (none)

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

Explanation:

**QUESTION 85**

Which of the following ports would Windows Firewall need to make an exception for in order to allow FTP access?

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

**Correct Answer:** A

**Section:** (none)

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

Explanation:

**QUESTION 86**

Which of the following is the purpose of a monitor's degauss feature?

- A. Automatically adjusts the display settings for optimal performance
- B. Increases the monitor brightness to reduce glare
- C. Removes stray magnetic fields
- D. Resets the monitor to factory default settings

**Correct Answer:** C

**Section:** (none)

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

Explanation:

**QUESTION 87**

Which of the following properties of a heat sink has the GREATEST effect on heat dispersion?

- A. Proximity to the power supply

- B. Surface area
- C. Connection mechanism
- D. Shape

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 88**

A user reports an unusual amount of spam in their inbox. The technician should advise the user to do which of the following?

- A. Find a new ISP.
- B. Reply to all spam email opting out of future emails.
- C. Add the sender to the junk email sender list.
- D. Create a new email account.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 89**

A users laptop has a PATA controller. The user wishes to add a SATA hard drive for storage. Which of the following would be the BEST method to solve this issue?

- A. Use an external USB enclosure.
- B. Change the BIOS settings to support SATA drives.
- C. Exchange the drive for a PATA hard drive.
- D. Replace the motherboard with one that supports SATA drives.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 90**

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

- A. Lint free gloves
- B. Static wrist bands
- C. Rubber gloves
- D. Protective eyewear

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 91**

A user is trying to use their laptop with a video projector and cannot get the projector to display the computer screen. Which of the following should the technician try FIRST?

- A. Check the power cable to the projector.
- B. Put a new bulb in the projector.
- C. Replace the video cable to the projector.
- D. Toggle the function key for the display in the laptop keyboard.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 92**

Which of the following is characterized by the creation of a secure tunnel into a known server location?

- A. HTTPS
- B. FTP
- C. SSL
- D. VPN

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 93**

Which of the following is the MAXIMUM number of primary partitions that can exist on a physical hard drive?

- A. One
- B. Two
- C. Three
- D. Four

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 94**

A user is unable to login to their laptop when away from the office. Which of the following is the MOST likely reason?

- A. Login attempts within the office extend the login account password expiration period.
- B. The users domain login credentials need to be cached.
- C. Microsoft Windows cannot authenticate the users login when not connected to the network.
- D. The users account was created on the network after the initial user logged in.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 95**

Which type of connector is required for a coaxial network cable?

- A. RJ-11
- B. Token ring
- C. BNC
- D. RJ-45

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 96**

While checking the print queue, a technician determines that a print job at the top of the queue requires a paper size not loaded in the printer. Which of the following is the BEST option to get the other print jobs to print until the issue can be resolved?

- A. Force the job to print on the paper that is loaded in the printer.
- B. Lower the priority of the jammed print job.
- C. Delete all print jobs and have all the users resubmit the print jobs.
- D. Increase the priority of all other jobs in the print queue.

**Correct Answer:** B

**Section:** (none)



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

Explanation:

**QUESTION 97**

Which of the following options is the BEST way to fix a CRT monitor that has suffered from magnetic interference?

- A. Replace the power cord.
- B. Turn it off, wait several minutes, and restart.
- C. Plug it into a different outlet.
- D. Perform a degauss.

**Correct Answer: D**

**Section: (none)**

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

Explanation:

**QUESTION 98**

A technician needs to upgrade several Windows XP Professional 64-bit computers to Windows 7 Professional 64-bit. The technician wants to retain the user settings. Which of the following tasks should the technician perform?

- A. Upgrade the 64-bit Windows XP Professional to 64-bit Windows VISTA Professional, and then upgrade the 64-bit Windows VISTA Professional to 64-bit Windows 7 Professional.
- B. Do a clean install of 32-bit Windows VISTA Professional, and then an upgrade to 64-bit Windows 7 Professional.
- C. Do a clean installation of 64-bit Windows 7 Professional.
- D. Upgrade from 64-bit Windows XP Professional to 64-bit Windows 7.

**Correct Answer: A**

**Section: (none)**

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

Explanation:

**QUESTION 99**

Which of the following connectors allows both audio and video to pass through them?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 100**

How can a user open a .zip file in Windows 7?

- A. With a web browser
- B. With a 3rd party application only
- C. Double click the .zip file
- D. Use system restore

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

## **Exam B**

### **QUESTION 1**

Which of the following types of software protection will help mitigate any threats coming from worm and Trojans?

- A. Spam Blocker
- B. Antivirus
- C. Anti Spyware
- D. Anti Adware

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### **QUESTION 2**

An end user is having problems printing from an application. The technician attempts to send a test page to printer. Which of the following BEST explains the reason the technician used a test page to trouble shoot the issue?

- A. It clears the print queue and resets the printer memory.
- B. It allows the technician to see the quality of the printer output.
- C. The output of the test page allows the technician to initiate diagnostic routines on the printer.
- D. It verifies connectivity and eliminates possible application problems.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### **QUESTION 3**

Which of the following protocols is used to retrieve email?

- A. SFTP
- B. FTP
- C. SMTP

D. POP3

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 4**

On Windows 7, which of the following paths allows a user to configure a fingerprint reader?

- A. Start > Settings > Device Manager > Biometric Devices
- B. Start > Computer > Devices > Biometric Devices
- C. Start > Settings > Control Panel > Biometric Devices
- D. Start > Programs > System Settings > Biometric Devices

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 5**

A computer in a warehouse experiences hardware faults and often requires replacement of power supplies, CPUs and CD ROM drives. Which of the following tools will help prevent the hardware faults?

- A. Anti-static wrist straps
- B. Compressed air
- C. Anti-static wipes
- D. Operating system rescue disk

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 6**

Which of the following is the MOST effective means for a technician to prevent ESD damage when installing RAM?

- A. Touching grounded metal before contacting components
- B. Ensuring the AC plug has a ground post
- C. Wearing a grounded wristband
- D. Wearing rubber-soled shoes

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 7**

Which of the following processor types is manufactured by AMD?

- A. Celeron
- B. Athlon
- C. Pentium
- D. Core 2 Quad

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 8**

A laptop with an external USB hard drive and an external monitor is not booting from the internal hardware drive. Power has been verified and the battery is fully charged. But the laptop appears to be stopping after POST. Which of the following will help troubleshoot the cause of problem?

- A. Format the external USB hare drive.
- B. Turn off the external monitor
- C. Disconnect the external monitor

D. Remove and reset the laptop battery

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 9**

A technician has completed upgrading a computer from Windows Vista to Windows 7. According to the system and video drivers need to be upgraded. Which of the following is BEST source for these drivers?

- A. The Microsoft Windows 7 website
- B. The manufacturer's website
- C. The windows Hardware Compatibility List
- D. The drivers that came in the original Windows Vista Installation CD

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 10**

A user made a change to their windows XP system that caused problems. The technician wants to restore the system on previous state. The technician cannot find the previous restore point. Which of the following is problem?

- A. The technician is not in administrator mode.
- B. System restore is turned off.
- C. System 32 folder has been removed.
- D. System restore is not supported on the OS version.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 11**

Which of the following is LAST step of troubleshooting theory?

- A. Establish a plan of action to restore the problem and implement the solution.
- B. Verify full system functionality and if applicable implement preventative measures.
- C. Document findings, actions, and outcomes.
- D. Question the user and identify user charges.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 12**

A technician is installing a program on a Windows Vista computer and the installation fails. Which of the following is NEXT step?

- A. Reinstall Windows XP on the computer.
- B. Contact the program's manufacturer.
- C. Run the installer as an administrator.
- D. Upgrade to Windows 7

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 13**

Which of the following is the MAXIMUM number of devices connected per IEEE 1394 controller?

- A. 4
- B. 63
- C. 64
- D. 128

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 14**

Which of the following printer types requires the use of toner?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 15**

Which of the following will BEST conserve resources and prolong equipment life?

- A. Firmware updates
- B. Power Management
- C. Disk Defragmenter
- D. Clean with a lint-free cloth

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 16**



Which of the following describes keeping the desk area free of trip hazards such as loose cables?

- A. Network interface
- B. Client Configuration
- C. Cable management
- D. Personal Area Network (PAN)

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 17**

Which of the following Network cables would a technician find on RJ-45 connector?

- A. UTP
- B. Coaxial
- C. USB
- D. Fiber

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 18**

Which of the following ports does an impact printer use?

- A. Wi Fi
- B. PS/2
- C. USB
- D. LPT

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 19**

Which of the following functions can be performed by using the msconfig command?

- A. Update the product key information for the Microsoft OS.
- B. Prevent specific programs from beginning at the system startup.
- C. Find specific information about the system hardware configuration.
- D. Configure the boot order of the system hardware devices.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 20**

Which of the following would a technician use to install a manufacturer's image on a notebook? (Select two)

- A. Recovery CD
- B. System Restore Utility
- C. Access a recent data backup
- D. Utilize a Recovery Agent feature
- E. Factory recover partition

**Correct Answer: AB**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 21**

Which of the following differentiates between passive and active cooling?

- A. Active cooling allows heat to be transferred to a heat sink and distributed in a radiant fashion.
- B. Passive cooling allows heat to be radiated away from the CPU by dispersion.
- C. Active cooling does not require a thermal compound to sit between the CPU and the heat sink.
- D. Passive cooling occurs when cool air or a liquid medium is passed across a surface of the CPU.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 22**

A user states that their laptop is not working. A technician determines the laptop is booting. But there is no image on the LCD. Next, the technician plugs an external monitor into the laptop and it functions correctly. Which of the following should the technician do NEXT in troubleshooting this issue?

- A. Reload the LCD drivers.
- B. Check the alternate display switch.
- C. Replace the LCD.
- D. Check the back light is functioning correctly.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 23**

Which of the following security measures ensures an unauthorized user cannot boot to the OS without physical case?

- A. Kerberos authentication
- B. BitLocker encryption
- C. BIOS password
- D. Disabling USB ports

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 24**

In Windows Vista, in order to create a spanned volume, the additional disk(s) MUST.

- A. Have unallocated space
- B. Be compressed
- C. Be encrypted
- D. Contain the operating system

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 25**

Which of the following interfaces would a technician use the launch IPCONFIG from?

- A. MMC
- B. Control Panel
- C. Command Prompt
- D. Task Manager

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 26**

A user reports that they are unable to connect to any wireless network. The laptop technician verifies that the latest wireless drivers have been installed. Which of the following trouble shooting steps should also be taken to kept resolve this issue?

- A. Remove unneeded peripherals
- B. Check the switch for built WIFI antenna
- C. Replace network cable
- D. Ensure NIC disabled

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 27**

Which of the following commands will allow a technician to test a network card?

- A. tracert comptia.org
- B. ping 127.0.0.1
- C. msconfig
- D. ip config

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 28**

A travelling user needs to use a printer in the business room in their hotel. They have a laptop with Windows 7. The printer has USB and Ethernet ports. The user connects the laptop to the USB port, and after the laptop installs the device the user cannot print. How can the user verify the connection?

- A. Restart the print spooler service
- B. Ping the printer
- C. Try to print from another computer in the business room
- D. Check the online status of the printer.

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 29**

Which of the following is feature of a Docking Station?

- A. Provides additional connectivity
- B. Expands the laptop memory
- C. Provides a built in tape device
- D. Provides power surge protection

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 30**

Which of the following is commonly used to create a LAN in home network? (Select two)

- A. Switch
- B. Satellite
- C. DSL
- D. Dial-up
- E. Ethernet

**Correct Answer: AE**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 31**

Which of the following should be checked prior to an operating system being installed?

- A. HDD
- B. USB
- C. RAM
- D. HCL

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### **QUESTION 32**

Which of the following is a power supply that has one single plug and socket?

- A. Heat sink
- B. AT
- C. ATX
- D. UPS

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### **QUESTION 33**

Which of the following interfaces can support the MOST devices per port?

- A. USB 1.1
- B. Bluetooth
- C. IEEE 1394
- D. RS-232

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 34**

Which of the following is an example of a serial port?

- A. LPT1
- B. PRN
- C. COM1
- D. VGA

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 35**

Which of the following ports does Windows firewall open by default for Remote Desktop to work?

- A. 25
- B. 80
- C. 3389
- D. 8080

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 36**

Which of the following are advantages of NTFS over FAT32? (Select TWO)



- A. Read-only capabilities
- B. Hidden files
- C. Encryption
- D. Full control capabilities
- E. Increased security

**Correct Answer:** CE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 37**

Which of the following steps BEST describes how to replace a defective sound card in a desktop PC?

- A. Put on anti-static strap, replace power supply, uninstall drivers, remove cover and cables including power cord, and put in new sound card
- B. Uninstall drivers, remove all cables including power cord, remove cover, put on anti-static strap, remove memory, remove sound card, put in new sound card.
- C. Put on anti-static strap, remove cover, remove all cables, remove sound card, put in new sound card
- D. Remove cover, uninstall drivers, remove all cables including power cord, remove sound card, and put in new sound card.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 38**

When looking for 32-bit applications installed on a 64-bit version of Windows Vista, a technician should look in which of the following default locations?

- A. C:\Windows\System32
- B. C:\ProgramFiles
- C. C:\Users\<user name>
- D. C:\Program Files (x86)

**Correct Answer:** D

**Section:** (none)

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

Explanation:

**QUESTION 39**

Which of the following is the MOST secure communication method for a wireless network?

- A. MAC filtering
- B. WPA
- C. WPA2
- D. WEP

**Correct Answer: C**

**Section: (none)**

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

Explanation:

**QUESTION 40**

A technician installs a new video card in a desktop with onboard video. The technician boots the unit but sees no display. The monitor power light is on and the OS seems to be loading. Which of the following is the MOST likely cause?

- A. The display is defective.
- B. The video card needs to be flashed.
- C. The internal adapter has not been disabled.
- D. The new video card is defective.

**Correct Answer: C**

**Section: (none)**

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

Explanation:

**QUESTION 41**

Which of the following features are available in Windows 7 Professional beyond those available in Windows 7 Home Premium?

- A. Home Group
- B. Windows XP Mode
- C. Aero Desktop
- D. Internet Explorer 8

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 42**

Antistatic devices should be used when:

- A. Replacing hardware.
- B. Lifting heavy equipment.
- C. Updating software.
- D. Cooling equipment.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 43**

Which of the following describes a secure connection over the Internet between two sites?

- A. FTP
- B. VLAN
- C. VPN
- D. HTTP

**Correct Answer:** C

**Section:** (none)

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

Explanation:

**QUESTION 44**

On a Windows XP machine, which of the following settings should be configured to allow dragging of files without holding the mouse button?

- A. Scroll Lock
- B. Sticky Keys
- C. MouseKeys
- D. Click Lock

**Correct Answer:** D

**Section:** (none)

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

Explanation:

**QUESTION 45**

A laser printer has an error 'tray two paper jam' but tray two does not have any paper in it. Which of the following should the technician do FIRST?

- A. Replace the tray two paper sensor and run the printer self test.
- B. Remove the tray two paper sensor and clean the printhead
- C. Check the tray two paper sensors for blockage and run the printer self test.
- D. Check the tray two paper rollers for blockage clean the printhead, and run the printer self test.

**Correct Answer:** C

**Section:** (none)

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

Explanation:

**QUESTION 46**

A technician troubleshooting an issue has implemented a solution. Which of the following is the NEXT troubleshooting step the technician should take?

- A. Test the theory and validate the plan.

- B. Ask the customer to describe the symptoms and identify any changes made to the computer.
- C. Document findings, actions and outcomes.
- D. Verify and implement preventative measures.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 47**

Which of the following is the LAST step of the troubleshooting theory?

- A. Establish a plan of action to resolve the problem and implement the solution.
- B. Verify full system functionality and if applicable implement preventative measures.
- C. Document findings, actions, and outcomes.
- D. Question the user and identify user changes

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 48**

Which of the following is a networking technology used to create a Personal Area Network (PAN)?

- A. Dial-up
- B. Broadband
- C. Bluetooth
- D. Satellite

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 49**

A user can no longer launch their word processing program. The program worked fine yesterday. Which of the following options could BEST be used to fix the word processing program?

- A. Safe Mode
- B. Automated System Recovery
- C. Last Known Good Configuration
- D. System Restore

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 50**

Which of the following printers uses toner to transfer an image onto paper?

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 51**

Which of the following cables can be used to directly connect a laptop to a PC for ICS?

- A. IEEE 1394 cable
- B. CAT5 crossover cable
- C. CAT5e patch cable

D. Parallel cable

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 52**

A user reports a problem with a PC located in the same room as cement testing equipment. The room has adequate cooling. The PC will boot up but locks up after 5 to 10 minutes of use. After a lockup, it will not reboot immediately.

Which of the following is the MOST likely problem?

- A. The PC air intakes are clogged with cement dust.
- B. The PC has a virus.
- C. The power supply is underrated for the electrical load of the PC.
- D. The CPU heat sink underrated for the CPU.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 53**

Which of the following is commonly used to restrict access to a network, based on the physical hardware address of the client's network device?

- A. DHCP settings
- B. MAC filtering
- C. SSID broadcast
- D. WEP key

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 54**

Which of the following should be done FIRST when identifying and troubleshooting a problem?

- A. Question the user and identify any user changes to the computer.
- B. Establish a theory of probable cause.
- C. Establish a plan of action to resolve the problem and implement the solution.
- D. Test the theory to determine cause.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 55**

Which of the following protocols is used to connect to a secure Internet website?

- A. POP3
- B. FTP
- C. HTTPS
- D. HTTP

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 56**

A military member has just returned to the United States from Europe and reports their personal desktop computer does not work. Which of the following is the MOST logical solution to this problem?



- A. The computer is unable to work in the US because of EU licensing arrangements
- B. The power supply needs to be replaced with one rated for 110 watts
- C. The power supply needs a power inverter to handle the change in cycles
- D. The power supply voltage needs to be switched to 110 from 220

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 57**

A user states that a new graphical intensive application they are using will not load because it requires Direct3D to be enabled. Which of the following utilities would be used to enable this?

- A. services.msc
- B. appwiz.cpl
- C. dxdiag.exe
- D. msconfig.exe

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 58**

Which of the following board types can transmit data up to 8GB/s?

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

**Correct Answer:** D

**Section:** (none)

### **Explanation**

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

Explanation:

#### **QUESTION 59**

The Complete PC Backup feature is available in which of the following versions of Windows? (Select TWO)

- A. Windows Vista Ultimate
- B. Windows Vista Business
- C. Windows XP Professional SP2
- D. Windows 2000 Professional
- E. Windows Vista Home Basic
- F. Windows Vista Home Premium
- G. Windows XP Home

**Correct Answer:** AB

**Section:** (none)

### **Explanation**

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

Explanation:

#### **QUESTION 60**

Which of the following cable types is not affected by electromagnetic interference but requires specialized tools and techniques to install?

- A. CAT5e
- B. Plenum coated STP
- C. CAT6
- D. Fiber optic

**Correct Answer:** D

**Section:** (none)

### **Explanation**

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

Explanation:

#### **QUESTION 61**

Which of the following DSL types has the same upstream and downstream bandwidth?

- A. IDSL
- B. FIOS
- C. ADSL
- D. SDSL

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 62**

Which of the following types of printers uses a fuser to print a document?

- A. Thermal
- B. Laser
- C. Inkjet
- D. Dot Matrix

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 63**

A technician receives a request to build a machine and install a 64-bit operating system. Which of the following processors would the technician use in this system?

- A. Pentium 4
- B. Athlon XP
- C. Celeron
- D. Itanium 2

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 64**

Which of the following is the key combination to resolve an inverted display?

- A. Windows Key + ALT + U
- B. CTR + ALT + Up arrow
- C. SHIFT+ HOME + PG UP
- D. CTR + TAB + Enter

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 65**

Which of the following network types allows for high speed data communication and is the MOST difficult to splice into?

- A. Cable
- B. DSL
- C. Satellite
- D. Fiber

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 66**

Which of the following provides the BEST transfer speed for a HDD?

- A. SATA
- B. IEEE 1394
- C. EIDE
- D. IDE

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 67**

A technician turns on the computer and a blue screen appears on the monitor with an error code.

Which of the following is the BEST place for the technician to find out what this error code means?

- A. Hardware manufacturer's website
- B. Third party websites
- C. OS manufacturer's website
- D. Installation manuals

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 68**

Which of the following is commonly used to create a LAN in a home network? (Select TWO)

- A. Switch
- B. Satellite
- C. DSL
- D. Dial-up
- E. Ethernet

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 69**

A technician has had several support requests for one PC. The technician has reseated the PCI cards and replaced the hard drive in the PC located in a school cafeteria kitchen. PCs located in the business office or the classrooms have not had this issue.

Which of the following is MOST likely causing this PC's issue?

- A. Faulty RAM
- B. 240 volt Kitchen outlets
- C. Power Brownouts
- D. Excessive Heat

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 70**

A technician inserts a Windows OS install disk into the CD-ROM to upgrade the OS on a computer but after several restarts, the computer does not boot from the disk. Which of the following MOST likely needs to be configured?

- A. BIOS settings
- B. Network Configuration
- C. Repair Options
- D. Wake On LAN settings

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 71**

A laptop with an external USB hard drive and an external monitor is not booting from the internal hard drive. Power has been verified and the battery is fully charged ,, but the laptop appears to be stopping after POST. Which of the following will help troubleshoot the cause of this problem?

- A. Format the external USB hard drive.
- B. Turn off the external monitor
- C. Disconnect the external devices.
- D. Remove and reseal the laptop battery

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 72**

Which of the following Internet connections has the HIGHEST latency?

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 73**

A customer reports the optical drive is no longer responding. Which of the following questions should be asked FIRST?

- A. "Did you log in with an administrator account?"
- B. "Have you been to any inappropriate websites?"
- C. "What have you changed since the optical drive worked properly?"
- D. "What has changed since the optical drive worked properly?"

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 74**

A technician installs a new graphics card in a computer and upon booting up nothing happens. The technician puts the old graphics card back into the computer and the computer boots up normally. Which of the following would be the BEST source of information to solve the problem? (Select TWO).

- A. Chat room discussion online
- B. Installation manual
- C. Ask another technician
- D. Manufacturer's website
- E. OS forum online

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 75**

Which of the following is the MINIMUM memory requirement for installing Windows Vista Home Basic?

- A. 1GB
- B. 128MB
- C. 256MB
- D. 512MB

**Correct Answer:** D



**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 76**

Which of the following should be The FIRST step in troubleshooting a problem?

- A. Establish a theory of probable cause
- B. Establish a plan of action
- C. Verify full system functionality
- D. Identify the problem

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 77**

A technician installs an additional hard drive controller. Which of the following processes will MOST likely prevent errors?

- A. 1) Apply System Updates  
2) Update the BIOS  
3) Install the card  
4) Install the driver  
5) Upgrade the Card Firmware
- B. Install the card  
2) Update the BIOS  
3) Upgrade the Card Firmware  
4) Install the driver  
5) Apply System Updates
- C. 1) Apply System Updates  
2) Install the driver  
3) Install the card  
4) Upgrade the Card Firmware  
5) Update the BIOS
- D. 1) Update the BIOS

- 2) Install the driver
- 3) Install the card
- 4) Upgrade the Card Firmware
- 30

- 5) Apply System Updates

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 78**

A company printer is used to print payroll checks on paper forms with carbon backing. Which of the following is the BEST type of printer for this scenario?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 79**

Which of the following types of security concepts describe securing ports and protocols on a system?

- A. Disk Encryption
- B. Data classification
- C. Social Engineering
- D. Software Firewall

**Correct Answer:** D

**Section:** (none)

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

Explanation:

**QUESTION 80**

Which of the following connectors uses the main board ATX connector type?

- A. Centro nix
- B. 20/24 pin
- C. BNC
- D. Molex

**Correct Answer: B**

**Section: (none)**

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

Explanation:

**QUESTION 81**

Which of the following helps protect important confidential information from being publicly disclosed?

- A. Hard drive wiping
- B. Social Engineering
- C. Classification
- D. RAS server

**Correct Answer: C**

**Section: (none)**

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

Explanation:

**QUESTION 82**

Which of the following devices is used to move frames between a source and destination based on a MAC address?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 83**

Which of the following methods is the correct use of a KVM switch?

- A. To connect multiple monitors to one computer.
- B. To connect multiple computers to one set user interface.
- C. To connect multiple computers to each other.
- D. To connect multiple keyboards to one computer.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 84**

While accessing the Internet in an external environment (i.e. while traveling), a Windows 7 firewall should be set to which of the following?

- A. Block incoming and outgoing connections.
- B. Turned off or disabled.
- C. Block outgoing connections.
- D. Block incoming connections.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 85**

Which of the following network cable types is MOST often used in environments where physical security of the data is the top priority?

- A. UTP
- B. Coaxial
- C. Fiber optic
- D. STP

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 86**

The most important customer a technician has is:

- A. The customer standing right in front of them.
- B. The customer who owes the company the most money.
- C. The customer calling on the phone.
- D. The customer they have an appointment with in an hour.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 87**

Of the ports below which of the following is the standard HTTP port?

- A. 25
- B. 80

- C. 110
- D. 443

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 88**

Which key combination allows the choice of Task Manager or the computer to be locked in Windows XP Professional?

- A. Shift+ F5
- B. Ctrl + Alt+ T
- C. Ctrl + Alt + Esc
- D. Ctrl + Alt+ Del

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 89**

A technician just finished installing a new printer on an end user's computer. Which of the following will enable the technician to see the test page option for the printer?

- A. Right-click on the printer and select Properties
- B. Double click on the printer icon
- C. Right-click on the printer and select Set as Default
- D. Right-click on the printer and select Open

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 90**

Which of the following processors would provide the BEST performance?

- A. Pentium 4 with Hyper-Threading
- B. Pentium Core 2 Duo
- C. Single-Core Athlon64
- D. 64-bit Core 2 Quad

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 91**

If a technician is getting frustrated during a support call, which of the following could the technician employ to avoid irritating the customer?

- A. End the call quickly, even if a solution has not been found.
- B. Ask the caller to call back in a while.
- C. Put the caller on hold briefly and take a deep breath,
- D. Pass the caller to another support representative.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 92**

In Windows XP, which of the following locations allows the mouse pointer to snap to the default button in a window?

- A. Start>Settings>ControlPanel>System>Hardware
- B. Start>Settings>ControlPanel>Display>Appearance
- C. Start>Settings>ControlPanel>Mouse>PointerOptions

D. Start>Settings>ControlPanel>Mouse>Pointers

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 93**

Which of the following are advantages of using Dynamic Host Configuration Protocol? (Select TWO).

- A. IP addresses can be managed from a central point
- B. Computers can automatically get new addressing when moved to a different network segment
- C. Media Access Control addresses can be changed automatically
- D. The network speed can automatically adjust based on the type of traffic being generated
- E. The HOSTS file on the computer can be validated for proper entries

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 94**

Which of the following MUST be configured to turn a computer on remotely with a network packet?

- A. Sleep timers
- B. Hibernate
- C. Standby
- D. WOL

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:



**QUESTION 95**

Which of the following should be completed NEXT, after testing the theory of probable cause?

- A. Verify full system functionality
- B. Implement preventative measures
- C. Establish a plan of action to resolve the problem
- D. Implement the solution to the problem

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 96**

A user states that whenever they try to launch a certain installed application, they hear unusual whirring/clicking sounds from their machine and the application never loads. Which of the following components would a technician MOST likely need to replace?

- A. Hard Disk Drive
- B. Optical Drive
- C. Power Supply Unit
- D. Case Fan

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 97**

Which of the following voltages is MOST commonly associated with DIMMS?

- A. +3.3V
- B. +5V
- C. -12V
- D. +12V

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 98**

Which of the following wireless standards has the potential for having the MOST bandwidth?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 99**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 100**

A user states that their computer is running but they have no image on their monitor. Given this information, which of the following should a technician do NEXT?

- A. Explain the process to the user
- B. Test several possible causes
- C. Ensure that the monitor is functional
- D. Determine the cause of the problem

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

## **Exam C**

### **QUESTION 1**

Which of the following BEST describes a hub?

- A. Determines the best route to transmit data
- B. Inspects traffic and accepts or declines transmission
- C. Broadcasts data to specific network devices
- D. Broadcasts data to all network devices

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### **QUESTION 2**

A user has purchased a laptop that has no means to charge the battery. Which of the following would the user MOST likely purchase?

- A. USB cable
- B. AC adapter
- C. PCMCIA card
- D. Replacement battery

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### **QUESTION 3**

The contrast ratio for an LCD monitor is BEST defined as the ratio between:

- A. display resolution and brightness
- B. power consumption and output intensity
- C. power savings of a comparable CRT monitor and the LCD

D. the darkest and lightest displayed output

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 4**

A user plugs in a new USB barcode reader and the computer recognizes it, but the reader is unable to work properly. Which of the following is the MOST likely reason?

- A. Software drivers need to be updated
- B. OS software needs to be updated
- C. Too many USB devices are plugged in
- D. Bad USB cable

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 5**

Which of the following describes the random access memory limitations with Vista 64-bit operating system?



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

- A. 2GB
- B. 4GB
- C. 8GB

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

D. 128GB

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 6**

A frustrated customer has called about their computer that is not functioning correctly. Which of the following is the BEST question to ask the user?

- A. "Can you avoid using the PC that crashed?"
- B. "What was the last thing that occurred before the PC had problems?"
- C. "What were you doing before the PC went down?"
- D. "What was the last thing you did before the PC crashed?"

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 7**

A technician is trying to install a previous-generation expansion card into their new laptop. However, the card refuses to fit into the expansion slot. Which of the following is MOST likely the reason?

- A. The card needs to have the compatibility jumpers set before it can be installed into the system.
- B. The card is a PCI Express card and the laptop supports PCMCIA.
- C. The expansion slot needs to be enabled in the BIOS first.
- D. The card is a PCMCIA card and the laptop supports PCI Express cards.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 8**

Which of the following utilities would a technician use to determine network utilization?

- A. Start Menu
- B. My Network Places
- C. Administrative Tools
- D. Task Manager

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 9**

A technician needs to upgrade the memory in a laptop. Which of the following memory types would be the correct type?

- A. RIMM
- B. DDR RAM
- C. SDRAM
- D. SODIMM

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 10**

An end user reports that they cannot access any of the features of a particular printer. Which of the following is the MOST likely cause?

- A. The document the user is printing is not formatted properly.
- B. The user has the wrong cable type connected to the printer.
- C. The printer is in a low power mode.
- D. The user has the wrong driver installed for the printer.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 11**

Which of the following ports is the default for HTTP?

- A. 21
- B. 25
- C. 80
- D. 110

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 12**

A user reports that print jobs sent to a local printer are printing out as blank pieces of paper. Which of the following steps should the technician perform FIRST on the printer to determine the cause?

- A. Stop and restart the print spooler
- B. Reload the printer drivers
- C. Print an internal test page
- D. Replace the printer cable

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 13**



Which of the following describes the number of processors supported in Windows XP Professional 32-bit edition?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 14**

Which of the following steps would be performed FIRST to install a fresh copy of Windows 7 Professional on a new hard drive?

- A. Format the partition
- B. Load any RAID or SATA drivers needed
- C. Partition the drive
- D. Configure Windows settings

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 15**

Which of the following connectors is commonly used on a shielded twisted pair cable?

- A. BNC
- B. RJ-45
- C. FC
- D. HDMI

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 16**

Which of the following display ports sends video output over pure digital signal?

- A. VGA and HDMI
- B. S-Video and DVI
- C. HDMI and DVI
- D. VGA and DVI

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 17**

Which of the following devices is the MOST appropriate to limit network broadcasts, segment logical address ranges, and interconnect different physical media?

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 18**

Which of the following is a feature of a Docking station?

- A. Provides additional connectivity options
- B. Expands the laptop memory
- C. Provides a built in tape drive
- D. Provides power surge protection

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 19**

Which of the following utilities would be used to configure energy saving measures when a laptop switches to battery power?

- A. MSTSC
- B. ACPI
- C. GDI
- D. MSCONFIG

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 20**

Which of the following keys is pressed to enter the Windows boot options after POST?

- A. F1
- B. F8
- C. F10
- D. F12

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 21**

Which of the following would BEST provide cooling to a processor?

- A. Case fan
- B. Heat sink
- C. Liquid cooling system
- D. CPU fan

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 22**

Which of the following tools can be used for system maintenance and troubleshooting?

- A. Automated System Recovery
- B. Disk Probe
- C. Last Known Good Configuration
- D. Recovery Console

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 23**

Which of the following motherboard components quality can be measured using DPI?

- A. PS/2 port
- B. Audio interface

- C. Display adapter
- D. IEEE 1394 port

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 24**

Which of the following is the PRIMARY difference between a Celeron and a Pentium chip?

- A. A Celeron chip has a higher performance index than a similar speed Pentium chip
- B. A Celeron chip is more expensive than a similar speed Pentium chip.
- C. A Celeron chip has less cache than a similar speed Pentium chip
- D. A Celeron chip has built-in extra features such as wireless support.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 25**

The help desk technician receives a call from an irate user who is using profanity and yelling at the technician. To BEST defuse the situation, the technician should:

- A. Hang up and let the caller calm down for a while.
- B. Speak louder and use profanity to mimic the users tone.
- C. Converse with the user in a soft voice and low tone.
- D. Place the caller back in the queue and answer another call.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 26**

Which of the following are correct sequences to install a keyboard layout in Windows 7? (Select TWO).

- A. Start > Control Panel > Region & Languages > Keyboards & Languages
- B. Right click > Personalize > ease of access center > make the keyboard easier to use
- C. Start > Control Panel > Display
- D. Start > Control Panel > Clock Languages & Region>personalization
- E. Start > Control Panel > Clock languages & region > Change Keyboards & other input methods > change Keyboard

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 27**

Which of the following network types uses telephone lines as its ONLY medium for connectivity?

- A. DSL
- B. Cellular
- C. Fiber
- D. Satellite

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 28**

An email is received from the user's bank. It is asking for the user to reply with their account number and access code to verify their identity. Which of the following attack types does this describe?

- A. Phishing
- B. Rootkit
- C. Hoax

D. Adware

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 29**

A customer reports that when their computer is turned on, the screen is blank with some gray text and a flashing cursor. The customer also says that there are numbers counting upward when the computer beeps and freezes. Which of the following is the MOST likely cause of this problem?

- A. The hard drive has no MBR
- B. Computer has faulty memory
- C. The operating system is corrupted
- D. Network login account expired

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 30**

A user recently purchased a new wireless 802.11n router and noticed that the wireless signal strength on the laptop is poor and only connects at 11Mbps even with default settings. The user moved the laptop next to the WAP and is still experiencing the same issue. Which of the following is MOST likely the cause?

- A. The laptop is connecting to the incorrect wireless network
- B. The router's wireless card drivers are faulty.
- C. The cable modem is faulty
- D. The wireless antennas on the router need to be replaced.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 31**

A user reports that at times the display on their monitor gets shaky and wavy. Which of the following describes a possible reason that this occurs?

- A. The refresh rate of the monitor was set too high causing the video card to become over-utilized.
- B. The resolution on the monitor was set too high and caused the display to become unstable.
- C. The user was visiting websites that were not approved by the company and were blocked.
- D. The user has a portable heater plugged into the same circuit causing electrical interference.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 32**

A technician is installing BitLocker in Microsoft Vista, but the operating system gives an error stating the computer does not support BitLocker. Which of the following is MOST likely the cause?

- A. Windows Vista does not support BitLocker
- B. TPM is disabled in the BIOS
- C. The hard drive does not support BitLocker
- D. Insufficient memory to support BitLocker

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 33**

Which of the following is an alternate HTTP port that can be used commonly in business environments?

- A. 180
- B. 255
- C. 443



D. 8080

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 34**

A user contacts the helpdesk about a problem connecting to the Internet. Which of the following troubleshooting steps should the helpdesk technician perform FIRST?

- A. Document the problem and resolution for future reference.
- B. Have the user go to an Internet site to verify connectivity issues.
- C. Determine a plan of action to resolve the Internet problem.
- D. Ask a question about the local ISP equipment being serviced lately

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 35**

Which of the following represents a valid APIPA address?

- A. 10.22.51.194
- B. 169.254.13.237
- C. 172.40.0.155
- D. 192.168.3.7

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 36**

A technician is installing a motherboard that has a 24-pin connector from the power supply to the motherboard. Which of the following devices are the additional four pins used?

- A. Extra drives
- B. The processor
- C. Extra RAM
- D. Cooling system

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 37**

Active heat sinks incorporate which of the following into their design?

- A. Gas
- B. Water
- C. Fans
- D. Grease

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 38**

A laptop with an integrated 802.11b/g card is unable to connect to any wireless networks. The laptop was previously able to connect to wireless networks. Which of the following is MOST likely the cause of this issue?

- A. The wireless card is disabled in BIOS.
- B. The wireless card drivers are not installed.
- C. The wireless hardware switch is turned off.

D. The wireless card firmware requires an update

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 39**

Which of the following ports would a technician enable ECP?

A. USB

B. LPR

C. COM

D. LPT

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 40**

When trying to secure a password against a brute force attack, which of the following is the MOST important attribute?

A. Upper and lower case characters

B. Length

C. Complexity

D. Difficult to remember

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 41**

A technician determines that a SCSI card needs an update to its embedded code. This is commonly referred to as updating the:

- A. driver
- B. operating system
- C. system
- D. firmware

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 42**

Which of the following describes how many toner cartridges are in a monochrome laser printer?

- A. Zero
- B. One
- C. Two
- D. Four

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 43**

APIPA addressing uses which of the following network classes?

- A. A
- B. B
- C. C

D. D

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 44**

Which of the following is the BEST reason why VoIP should not be used with satellite Internet?

- A. Difficulty in installation
- B. High latency
- C. Bandwidth limitations
- D. High cost

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 45**

When installing a printer shared from a Windows print server, an error is received that the 64-bit driver is not available. Which of the following is the NEXT step the technician should take?

- A. Download the 64-bit driver from the manufacturer's website.
- B. Use a 64-bit driver on the server from the same manufacturer.
- C. Use Windows Update to locate the proper driver.
- D. Use the 32-bit driver loaded on the server.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 46**

All of the following Windows editions have the aero theme EXCEPT: (Select TWO).

- A. Windows Vista Home
- B. Windows 7 Professional
- C. Windows XP Professional
- D. Windows 7 Starter
- E. Windows Vista Business

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 47**

A technician has a laptop that is booting but nothing appears on the LCD. Which of the following should the technician press to make video transfer to the external monitor?

- A. Function keys
- B. Alt-insert keys
- C. Power button
- D. Control and escape keys

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 48**

Which of the following cables consists of only two twisted pairs of copper wires?

- A. Coaxial
- B. Fiber
- C. POTS line

D. UTP

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 49**

A laser printer is received for repair work with a description of failing to pick up paper during prints, even with a full paper tray. Which of the following is the cause of such an occurrence?

- A. The automatic document feeder is faulty and needs replacing
- B. The rollers are dirty and need to be cleaned
- C. The incorrect print driver is installed
- D. The drum is dirty and needs to be cleaned

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 50**

A customer brings in a desktop PC that runs fine for an hour and then shuts down. Which of the following should be checked FIRST?

- A. Power supply voltages
- B. Hard disk drive
- C. CD-ROM drive
- D. CPU fan

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 51**

Which of the following printer technologies provides the LOWEST cost per page?

- A. Laser
- B. Dot matrix
- C. Dye-sublimation
- D. Inkjet

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 52**

A technician prints a test page from the printer's front panel and the printer consistently print one page of data across two pages of paper. Which of the following is the cause of the problem?

- A. The fuser is not functioning
- B. The printer driver needs to be updated
- C. The paper tray media type is not set up
- D. The paper tray media size is wrong

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 53**

Raising the voltage or multiplier of a CPU is known as:

- A. Over clocking.
- B. Hyper threading.
- C. Turbo-boost.
- D. Overcharging



**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 54**

A networking device that sends packets to all connections is a:

- A. gateway
- B. hub
- C. switch
- D. router

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 55**

A user reports that the battery in their Windows 7 laptop is constantly low on power. Which of the following should a technician suggest to help the user conserve laptop battery power?

- A. Have the user run the laptop using the battery until all the power is depleted, and then recharge the battery.
- B. Have the user remove the battery and run the notebook using the electrical cord only.
- C. Configure the laptop power options to restore power usage when the laptop is unattended.
- D. Configure the laptop power option to power saver plan.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 56**

A network extension needs to be run 50 meters (164 feet) across a machine shop. The path will take the extension near a number of fluorescent light fixtures and a large electric motor. Which of the following cable types would be BEST suited for this environment?

- A. Fiber
- B. UTPCat3
- C. STPCat5
- D. Coaxial

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 57**

Which of the following are the default libraries in the Windows 7 OS?

- A. Documents, Media, Pictures, Programs, and Videos
- B. Files, Music, Pictures, Online, and Videos
- C. Documents, Music, Pictures, and Videos
- D. Files, Media, Programs, and Online

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 58**

Which of the following wireless networking standards operates at only 5GHz?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 59**

Which of the following cables uses an ST connector by default?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 60**

A laser printer can be connected to all of the following devices EXCEPT a / an:

- A. power conditioner
- B. UPS
- C. power strip
- D. surge protector

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 61**

Which of the following commands stops all network adapter connections, and allows the IP addresses to be used elsewhere?

- A. ipconfig /flushdns
- B. ipconfig /renew
- C. ipconfig/restart
- D. ipconfig/release

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 62**

USB 2.0 has a MAXIMUM transmission speed of:

- A. 54Mbps
- B. 128Mbps
- C. 480Mbps
- D. 800Mbps

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 63**

While at lunch, a user states that emails were sent from their computer to fellow co-workers without the user's knowledge. Which of the following recommendations should the technician make to the user to prevent this in the future?

- A. Turn on the out of office feature in the email client software
- B. Enable the Screensaver feature
- C. Unplug the network cable

D. Use the operating system's lock feature

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 64**

Which of the following is the MAIN advantage of choosing a 64-bit (x64) operating system over a 32-bit (x86) operating system?

- A. The ability to use software based data execution prevention (DEP)
- B. The ability to run multiple 16-bit programs in separate memory spaces
- C. The ability to use unsigned drivers
- D. The ability to access more than 4GB of RAM

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 65**

Which of the following RAID levels uses striping across three or more disks with parity?

- A. RAID 1
- B. RAID 3
- C. RAID 5
- D. RAID 10

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 66**

A customer reports that while attempting to print a document it seems to queue up fine, but the printer does not print the job. Which of the following may be the cause?

- A. Outdated or corrupt print driver.
- B. The application used to create the document is incompatible with the printer.
- C. A print job is waiting in the print queue.
- D. Printer configuration is incorrect.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 67**

A print job fails to leave the queue. Which of the following services may need to be restarted?

- A. Printer Driver
- B. Windows Spool Service
- C. Print Spooler



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- D. NIC driver

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 68**

A technicians company prints forms on multi-layer carbonless copy paper. When asked to replace the printer, which of the following printing technologies will allow the technician to continue to use the companys copy paper?

- A. Transfer
- B. Dot Matrix
- C. Thermal
- D. Laser

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 69**

A customers computer crashes consistently when a specific application is launched. The technician has looked at the computer and confirmed the cause of the crash. Which of the following is the NEXT troubleshooting step the technician should take?

- A. Verify full system functionality.
- B. Document the findings, actions, and outcomes.
- C. Establish a plan of action to resolve the problem.
- D. Question the user and identify changes the user has made to the system.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 70**

Which of the following programs can be scheduled to delete unwanted compressed old files?

- A. Disk Management
- B. Check Disk

- C. Disk Cleanup
- D. Disk Defragmenter

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 71**

Which of the following chipsets is responsible for controlling the data flow between a PATA optical drive and the processor?

- A. Northbridge
- B. BIOS
- C. Southbridge
- D. DMA controller

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 72**

A KVM will allow the user to:

- A. prevent unauthorized users from removing devices from a computer.
- B. network multiple computers to gain optimum use of system resources.
- C. connect multiple computers to save on resources.
- D. allow multiple users the ability to share a single computer.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:



**QUESTION 73**

Which of the following bus slots is in a laptop?

- A. AGP
- B. PCMCIA
- C. PCI
- D. AMR

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 74**

A technician is called to a school lab to fix a computer. The computer worked fine the day before, but now does not power on. The computer is plugged into a power strip with another computer. The other computer works fine. Which of the following could be the problem? (Select TWO).

- A. The power strip is overloaded.
- B. The monitor is unplugged.
- C. The power cable is unplugged from the computer.
- D. The power strip is unplugged.
- E. The voltage switch on the computer is set incorrectly.

**Correct Answer:** CE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 75**

The FASTEST cache in a computer is:

- A. L1.
- B. L2.
- C. L3.

D. L4.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 76**

Which of the following uses pair authentication to provide a wireless connection between two devices?

- A. 802.11n
- B. Bluetooth
- C. Infrared
- D. Cellular

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 77**

Which of the following should a technician be cautious of when removing a fuser from a printer that has been recently operational?

- A. The fuser being fragile
- B. The fuser being wet
- C. The fuser being hot
- D. The fuser containing toner

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 78**

Which of the following will help dissipate heat through the heat sink when upgrading a CPU?

- A. Case fan
- B. Thermal compound
- C. Motherboard riser
- D. Power supply

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 79**

Which of the following would accommodate the installation of an upgraded video card? (Select TWO).

- A. AGP
- B. VGA
- C. DVI
- D. SCSI
- E. PCIe

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 80**

A technician has replaced a memory stick in a computer. After the operating system starts to boot, the computer displays a BSOD. Which of the following is the MOST likely cause?

- A. The chipset firmware needs to be updated
- B. The motherboard has failed
- C. The hard drive has failed

D. The memory is not seated properly

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 81**

Which of the following is the MOST secure form of wireless security?

A. WPA2

B. MAC filtering

C. SSID

D. WEP

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 82**

The process of a virus or worm copying itself, then propagating to multiple systems is known as:

A. repudiation

B. replication

C. duplication

D. redundancy

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 83**

Which of the following is a user replaceable memory in a computer system?

- A. SRAM
- B. CMOS
- C. ROM
- D. DRAM

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 84**

Computers should NEVER be placed on which of the following materials?

- A. Carpet
- B. Wood
- C. Tile
- D. Plastic

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 85**

A user needs to transfer numerous personal financial documents from an existing hard drive to a new hard drive. Which of the following should the technician perform?

- A. Copy all data over without viewing them
- B. Review all data and write down important account numbers in case information is lost
- C. Remove all financial documents since they are confidential
- D. Print out all personal financial documents in case information is deleted

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 86**

Which of the following BEST describes a situation that would require STP cable?

- A. Installation in an area with low EMI
- B. Installation in an area with high EMI
- C. Installation in an air handling space
- D. Installation in an area with high humidity

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 87**

Which of the following connectors is MOST commonly used for POTS lines?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 88**

Which of the following is the difference between a Cellular WAN and a WLAN card?

- A. A WLAN card generally has a range of 6 miles (9.7 kilometers), while a Cellular WAN card is limited in range to 1200 feet (365 meters).
- B. A Cellular WAN card will work on most public Wireless Access Points, while a WLAN card is more proprietary.
- C. A Cellular WAN card requires subscription to a cellular provider, while a WLAN card can work without provider payment.
- D. A WLAN card is usually an external card, while a Cellular WAN card is usually an internal card.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 89**

A technician has rebooted a PC, and the machine has paused on a black screen with a white blinking underscore on the top left of the screen. Which of the following is the MOST likely problem?

- A. PC is running in Safe Mode
- B. Boot order
- C. Recovery Console is running
- D. BIOS update in process

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 90**

SCSI uses which of the following connector types?

- A. DB-25
- B. DB-9
- C. RJ-45
- D. RJ-11

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 91**

Which of the following devices would MOST likely require a serial adapter to be installed on a modern PC?

- A. External modem
- B. TV tuner
- C. Mouse
- D. Keyboard

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 92**

An end user reports that their laptop cannot access the wireless network. The user had access to the network yesterday, before taking the laptop out of the office. Which of the following is the MOST likely reason for the connection problem?

- A. The wireless network is down.
- B. The user turned the wireless switch off.
- C. The battery needs to be charged.
- D. The wireless antenna has become disconnected.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 93**

A technician would like to rebuild the MBR without reinstalling Windows. Which of the following recovery options would be used to build a new MBR?



- A. Recovery Console
- B. System Restore
- C. Automated System Recovery
- D. Emergency Repair Disk

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 94**

A technician notices that there are two appointments scheduled for the same time. Which of the following should the technician do to resolve the issue?

- A. Call one of the clients and apologize, then reschedule
- B. Do not go to the second scheduled appointment
- C. Email each client for rescheduling
- D. Go to the first scheduled appointment then after completion go to the next

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 95**

Which of the following wireless technology standards can operate at either 2.4GHz or 5GHz frequencies?

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

**Correct Answer:** D

**Section:** (none)

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

Explanation:

**QUESTION 96**

Which of the following protocols are commonly used for Windows Remote Desktop?

- A. NTP
- B. PPTP
- C. RDP
- D. LDAP

**Correct Answer: C**

**Section: (none)**

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

Explanation:

**QUESTION 97**

Which of the following ports does the Simple Mail Transfer Protocol use?

- A. 21
- B. 25
- C. 80
- D. 443

**Correct Answer: B**

**Section: (none)**

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

Explanation:

**QUESTION 98**

Which of the following log files references Windows specific errors?

- A. Archive Logs

- B. Application Logs
- C. Security Logs
- D. System Logs

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 99**

Which of the following is a function of the PS/2 port?

- A. Connection of a gaming controller
- B. Connection of a keyboard or mouse
- C. Connection of a biometric device
- D. Connection of an external optical drive

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 100**

The PING command can be used to determine which of the following? (Select TWO).



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- A. If there is connection to a specified IP address
- B. The gateway address of a currently logged on user

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- C. The response time of the connection to a specific IP address
- D. The amount of hops it takes to reach destination computer
- E. The active connections to a computer

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

## **Exam D**

### **QUESTION 1**

Which of the following would a technician enable on a router to allow specific devices to connect to the Internet?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### **QUESTION 2**

A technician has been taken to a users desk to resolve a problem. The users desk is covered with papers and it is obvious to the technician that these papers are of a confidential nature. Which of the following is the BEST course of action?

- A. Put the confidential papers in a neat pile at the side of the desk.
- B. Ask the user to clear the desk of the confidential papers.
- C. Work around the papers to resolve the problem.
- D. Refuse to work until the user has cleared the desk.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### **QUESTION 3**

Which of the following is the NEXT step in the troubleshooting theory after identifying the problem?

- A. Establish a theory of probable cause
- B. Test the theory
- C. Implement preventative measures

D. Establish a plan of action

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 4**

Which of the following is the number of devices that can be daisy-chained to an IEEE 1394 port?

A. 7

B. 15

C. 63

D. 127

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 5**

A customer reports that their computer is displaying operating system not found while booting. The technician confirms that the computer booted fine the previous day and that no devices were added. The technician also confirms that no software changes were made to the system from the previous day. Which of the following is the problem?

A. The network cable is unplugged.

B. A diskette was placed in the disk drive.

C. The keyboard is unplugged.

D. The system has been infected with spyware.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 6**

Which of the following are digital audio-only formats? (Select TWO).

- A. AAC
- B. WMV
- C. WMA
- D. AVI
- E. DES

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 7**

Which of the following wireless technology standards can operate at a MAXIMUM of 54Mbps? (Select TWO).

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

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 8**

After verifying full system functionality, which of the following should a technician do NEXT when troubleshooting a problem?

- A. Establish a theory of probable cause.
- B. Identify user changes to the computer.

- C. Move on to the next issue that requires troubleshooting.
- D. Document findings, actions, and outcomes.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 9**

A user notices that the battery light on the laptop is flashing when the laptop is on a docking station. Which of the following should the technician perform FIRST?

- A. Reseat in the docking station
- B. Reinstall the operating system
- C. Remove and reseat the battery
- D. Replace the laptop battery

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 10**

Which of the following explains a yellow exclamation point next to a device in the Device Manager?

- A. A driver was installed but was not digitally signed.
- B. A usable driver could not be installed for this device.
- C. The device is operable, but not at full capacity.
- D. The device is built-in and not upgradable.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:



**QUESTION 11**

Corrupt Windows XP system files are keeping a PC from booting. Which of the following is the BEST option to resolve this issue?

- A. Automated System Recovery
- B. Emergency Repair Disk
- C. Recovery Console
- D. NT Repair Disk

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 12**

Which of the following occurs by default when a file is copied from a CD-ROM to a folder on an NTFS partition?

- A. The file inherits the permissions of the folder it is copied to.
- B. The CD structure is indexed and the index is stored in the folder.
- C. The file is copied with the Read Only attribute.
- D. A shortcut is created on the drive pointing to the CD file.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 13**

Which of the following BEST describes attempts to guess a password by trying possible combination of letters, numbers, and symbols?

- A. Social engineering
- B. Phreaking
- C. Brute force
- D. War driving

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 14**

A new video card requires a 600 watt power supply. The power supply should have how many pins on the main cable?

- A. 12
- B. 20
- C. 24
- D. 26

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 15**

Which of the following controls the connections between the processor and the AGP slot on a motherboard?

- A. Memory
- B. Chipset
- C. Power supply
- D. System bus

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 16**

When a user was installing a new program, the computer suddenly restarted. Now when the computer starts, it gets partially through the boot process, then

reboots. Which of the following is the QUICKEST method to get the computer running without losing any of the users data?

- A. Reinstall the OS
- B. Perform a factory restore
- C. Boot into Safe Mode and perform Windows Restore
- D. Boot using Last Known Good Configuration

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 17**

A user has a docking station at work, but now wants to take their laptop home. Which of the following features would a technician use to allow this?

- A. Remote Access
- B. Hardware Profiles
- C. Advanced Power Management
- D. Device Manager

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 18**

A user reports that they walked away from their laptop for 30 minutes and when they came back the screen was very dim. The user tried moving the mouse and increasing the brightness setting, but neither worked. Which of the following should the technician do FIRST?

- A. Plug in an external monitor to test the video card.
- B. Run a check disk scan to verify there is no corruption.
- C. Check if the laptop is now on battery power.
- D. Have the LCD screen replaced with a known good screen.

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 19**

Which of the following connectors is used for musical equipment?

- A. HDMI
- B. MIDI
- C. PS/2
- D. DVI

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 20**

A customer states their computer was fine until yesterday when they heard a pop noise and the computer stopped working. Which of the following components should the technician test FIRST?

- A. Main system board
- B. Processor
- C. Hard disk drive
- D. Power supply

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 21**

Which of the following is the MINIMUM available hard drive space requirement for installing Windows XP Professional?

- A. 1GB
- B. 1.5GB
- C. 2GB
- D. 2.5 GB

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 22**

Which of the following BEST explains the concept of hyperthreading?

- A. Allows two program threads to be stored in memory simultaneously
- B. Allows one program thread to be processed by more than one processor simultaneously
- C. Allows two program threads to be processed by a single processor simultaneously
- D. Allows one program thread to be stored in memory faster than another program thread

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 23**

Which of the following utilities can be used to view the start-up programs?

- A. REGEDIT
- B. IPCONFIG
- C. PING
- D. DXDIAG

**Correct Answer:** A

**Section:** (none)

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

Explanation:

**QUESTION 24**

Which of the following is a setting on a CRT monitor that is often adjusted when a user reports headaches?

- A. Degauss
- B. Contrast
- C. Resolution
- D. Refresh rate

**Correct Answer: D**

**Section: (none)**

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

Explanation:

**QUESTION 25**

A user running Windows XP reports that their computer has not been printing any subsequent documents since a printer jam occurred earlier that day. The printer is now working normally for other users. Before rebooting the computer, which of the following is the FIRST step the technician should take?

- A. Remove and re-add the printer.
- B. Restart the print spooler service.
- C. Reset the maintenance page count on the printer.
- D. Attempt to print a test page.

**Correct Answer: B**

**Section: (none)**

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

Explanation:

**QUESTION 26**

Which of the following network classes exists if the default subnet mask is 255.0.0.0?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 27**

Which of the following computing techniques will limit the vulnerability of a system to infection by a virus? (Select TWO).

- A. Install a NAT firewall on the network
- B. Run an online malware scan monthly
- C. Only open email from recognized senders
- D. Update antivirus signatures on a daily basis
- E. Automatically update the operating system

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 28**

Which of the following is the BEST example of social engineering?

- A. A caller pretending to be an administrator to acquire a password
- B. A social website that secretly records users actions on the Internet
- C. A program that attempts to steal users credit card information
- D. An unsolicited email that attempts to get a user to make a purchase

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 29**

Programs that run when the Windows OS starts are stored in which of the following registry hives?

- A. HKEY\_LOCAL\_MACHINE
- B. HKEY\_CURRENT\_CONFIG
- C. HKEY\_CLASSES
- D. HKEY\_USERS

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 30**

Which of the following is an advantage of LCD monitors over CRT monitors?

- A. LCD monitor connectors are universal in size and style.
- B. LCD monitors weigh less than similar-sized CRT monitors.
- C. LCD monitors typically cost less than CRT monitors.
- D. LCD monitors have fewer pixels than CRT monitors.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 31**



Within MSCONFIG, which of the following is the System Restore button located?

- A. General
- B. BOOT.INI
- C. Tools
- D. Startup

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 32**

The customer calls a technician and informs them that their keyboard was cleaned with a solution, and now their fingers sting. Where would the technician or medical personnel find information about the substance on the keyboard?

- A. The MSDS
- B. The local fire department
- C. The Standard Operating Procedures manual
- D. The facilities department of the company

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 33**

A small shock of electricity transferred from a computer or other electronic component to a person is known as:

- A. EMF.
- B. RFI.
- C. EMI.
- D. ESD.

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 34**

Which of the following utilities should be run prior to switching a system from Windows XP to Windows Vista?

- A. Windows XP Upgrade Advisor
- B. Windows Vista Application Compatibility Tool Kit
- C. Windows Vista Upgrade Advisor
- D. Microsoft Management Console

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 35**

During troubleshooting, the technician establishes a theory of probable cause. Which of the following is the NEXT step?

- A. Test the theory to determine cause.
- B. Establish a plan of action to resolve the problem and implement the solutions.
- C. Identify the problem.
- D. Verify full system functionality and if applicable implement preventative measures.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 36**

Which of the following is the FIRST step in the troubleshooting theory?

- A. Establish a plan of action to resolve the problem and implement the solution.
- B. Establish a theory of probable cause.
- C. Identify the problem.
- D. Verify full system functionality and if applicable implement preventative measures.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 37**

Which of the following components are included in a typical laser printer maintenance kit? (Select THREE).

- A. Image drum
- B. Paper pickup rollers
- C. Fuser
- D. Duplexer
- E. Toner
- F. Transfer roller

**Correct Answer:** BCF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 38**

Which of the following is the MOST common use of a cable with an RJ-11 connector?

- A. Ethernet
- B. Network Backbone
- C. T1
- D. POTS

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 39**

A downloadable game that is actually a program used to steal information is an example of:

- A. a Trojan
- B. spam
- C. a worm
- D. adware

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 40**

The on-site technician is asked to load a copy of the companys purchased software on a personal computer. The technician should FIRST:

- A. notify the companys owner of the breach
- B. leave the premises and call local law enforcement
- C. advise the individual that downloading unlicensed software is illegal
- D. verify the install is allowed under the companys licensing agreements

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 41**

A user receives an email stating that the user has won a lottery. The user is asked to send their address, phone number and bank account number so that the winning funds can be deposited directly into the users account. This is an example of:

- A. a worm spread from peer to peer
- B. a destructive virus
- C. social engineering
- D. spyware

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 42**

Traditional hard disk drives use which of the following storage technologies?

- A. Solid
- B. Magnetic
- C. Optical
- D. Impact

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 43**

Which of the following storage types has no movable parts?

- A. DVD-RW
- B. Flash

- C. Tape
- D. IDE hard drive

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 44**

Which of the following RAM amounts is the MINIMUM system requirement for Windows XP 32-bit?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 45**

Which of the following utilities can a technician use to stop unwanted programs from loading at startup?

- A. MSCONFIG
- B. Recovery Console
- C. ASR
- D. CMD

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 46**

Which of the following cable types are rated for Gigabit Ethernet? (Select TWO).

- A. CAT3
- B. CAT4
- C. CAT5
- D. CAT5e
- E. CAT6

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 47**

After the BIOS message disappears, which of the following would a technician press to boot a PC into Safe Mode?

- A. Press F1
- B. Press F2
- C. Press F5
- D. Press F8

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 48**

Which of the following utilities can be scheduled to run on boot to verify file system integrity?

- A. DEFRAG
- B. CHKDSK
- C. MSCONFIG

D. TSKMGR

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 49**

Which of the following is the MOST common way to cool a CPU?

- A. Water cooling
- B. Heat sink
- C. Case fan
- D. Air conditioning

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 50**

A user has reported that their computer is not working. The user cannot properly explain the computers problem. Which of the following steps should the technician take NEXT in order to resolve the situation?

- A. Perform a System Restore on the machine.
- B. Ask simple questions to further identify the issue.
- C. Escalate the issue to a manager for further resolution.
- D. Ask the user to turn the computer off and on again to see if the problem can be recreated.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



Explanation:

**QUESTION 51**

Which of the following should be done FIRST if a printer fails to print very large documents but prints smaller documents without issue?

- A. Replace communications cable.
- B. Check to the correct type of paper is being used.
- C. Add additional memory to the printer.
- D. Change the toner cartridges.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 52**

Which of the following is a standard that supports speeds of up to 480Mbps?

- A. USB 2.0
- B. RS-232c
- C. IEEE 1284
- D. IEEE 1394

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 53**

In which of the following is a 2032 CMOS battery MOST often found?

- A. Desktops
- B. Portable printers
- C. Bluetooth Mice

D. Notebooks

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 54**

Which of the following are potential sources of EMI? (Select TWO).

- A. Strong magnets
- B. Toaster ovens
- C. Cordless phones
- D. Flat panel TVs
- E. AC power runs

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 55**

An end user reports that their computer is making noise constantly. The technician notes that the hard drive activity light is on frequently. The technician finds plenty of free space on the drive. Which of the following BEST explains why the drive light is continuously active?

- A. The system has a fragmented hard drive.
- B. The drive interface needs to be changed.
- C. The user has too many documents on the hard drive.
- D. The system page file has an issue.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 56**

Which of the following can a technician do to optimize an infrared connection between a laptop and a printer? (Select TWO).

- A. Install a repeater device
- B. Boost the power
- C. Change the transmission channel
- D. Shorten the distance
- E. Maintain a clear line of sight

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 57**

Sections of the registry in Windows that contain system, software, device and user information are called:

- A. archives
- B. partitions
- C. folders
- D. hives

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 58**

Which of the following cable types is characterized by a twist-on BNC type connector?

- A. Fiber

- B. Coaxial
- C. STP
- D. UTP

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 59**

Which of the following protocols uses port 21?

- A. Telnet
- B. FTP
- C. HTTP
- D. POP3

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 60**

Which of the following devices is used to connect to a WAN?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 61**

A helpdesk phone support technician is finding it difficult to understand a customer due to their heavy accent. Which of the following actions should the technician take NEXT to help the customer resolve their problem?

- A. Have the customer call back at a later time.
- B. Repeat back to the customer what they heard as the problem.
- C. Tell the customer that their accent is preventing the technician from helping them.
- D. Ask the customer to not speak with an accent.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 62**

Which of the following RAM types does a laptop use?

- A. SODIMM
- B. DIMM
- C. RIMM
- D. SIMM

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 63**

Which of the following printer types uses a charged corona wire in the printing process?

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

D. Thermal

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 64**

Which of the following network classes exists if the default subnet mask is 255.255.0.0?

A. A

B. B

C. C

D. D

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 65**

How many concurrent connections can a Windows XP computer have established at any given time?

A. 5

B. 10

C. 15

D. 20

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 66**

Which of the following ports is MOST likely used for high-end graphics cards?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 67**

Which of the following is indicated by repetitive flashing lights on a keyboard at POST?

- A. A password is needed
- B. An external peripheral error
- C. A software error
- D. A hardware error

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 68**

Why would the display dim on a laptop when the power supply from the electrical outlet is disconnected?

- A. The laptop displays require a 60 hertz alternating power source.
- B. Incorrect security settings on the laptop.
- C. The power management settings on the laptop.
- D. The laptop cannot use full brightness on battery power.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 69**

Which of the following states consumes the LEAST amount of power?

- A. Sleep
- B. Suspend
- C. Standby
- D. Hibernate

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 70**

Which of the following adapter cards would be the FASTEST for connecting an external hard drive?

- A. Wide SCSI
- B. FireWire 800
- C. eSATA
- D. USB 2.0

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 71**

Which of the following is the purpose of thermal compound?



- A. To facilitate the transfer of heat from the CPU to the heat sink
- B. To facilitate the adhesion of the CPU to the heat sink
- C. To facilitate the reduction of heat to the heat sink
- D. To assist in insulating the CPU from electrical damage

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 72**

Hyperthreading technology:

- A. only works on computer systems with multiple core CPUs.
- B. enables a processor to work with two independent computer instructions at once.
- C. enables two independent processors to work on the same task, simultaneously.
- D. allows a computer program to work on multiple tasks simultaneously.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 73**

Which of the following is the MOST secure method to use when setting up a wireless network?

- A. WPA
- B. WEP
- C. Hidden SSID
- D. WPA2

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 74**

Which of the following configuration changes can a user perform that will save the MOST energy?

- A. Let the system blank the screen after five minutes of inactivity
- B. Disable screen saver
- C. Disable the hibernate mode
- D. Enable a photo album screen saver

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 75**

When installing a wireless keyboard and mouse, which of the following should be installed in the laptop?

- A. Digitizer
- B. Infrared
- C. Ethernet
- D. Bluetooth

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 76**

Which of the following describes a Quad Core processor?

- A. A CPU with four direct channels to the FSB.
- B. Four CPU cores operating off one CPU package.
- C. A PC with four unique processors.
- D. A CPU with four cache memory locations.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 77**

Which of the following default ports is used for Telnet?

- A. 21
- B. 22
- C. 23
- D. 25

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 78**

Which of the following memory types is the MOST current?

- A. DDR
- B. RAMBUS
- C. DRAM
- D. SDRAM

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 79**

During troubleshooting, the technician determines the cause of the problem. Which of the following is the NEXT step in the troubleshooting theory?

- A. Document findings, actions, and outcomes.
- B. Verify full system functionality and if applicable implement preventative measures.
- C. Establish a theory of probable cause.
- D. Establish a plan of action to resolve the problem and implement the solutions.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 80**

Which of the following hard drives would BEST meet the MINIMUM system requirements for installing Windows Vista Business 64-bit?

- A. 160GB HDD with 10GB free space
- B. 20GB HDD with 15GB free space
- C. 40GB HDD with 15GB free space
- D. 80GB HDD with 10GB free space

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 81**

Which of the following commands is used to obtain an IP address from the DHCP server?

- A. ipconfig /renew
- B. ping -t

- C. nslookup
- D. msconfig

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 82**

Which of the following is the MOST secure way to destroy sensitive data?

- A. Use the command line delete on the data.
- B. Use a program that rewrites over the data several times.
- C. Move the data into the Recycle Bin and then empty it.
- D. Move the data onto a portable drive and then destroy the drive.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 83**

Which of the following is another name for an RS-232 connection?

- A. Serial
- B. USB
- C. IEEE 1394
- D. Ethernet

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 84**

Which of the following printers requires a specialized paper in order to operate?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 85**

While changing a toner cartridge in a printer, a user spilled some toner. A technician noticed and offered to help clean it up. Which of the following tools would be MOST appropriate?

- A. Damp cloth
- B. Lint free cloth
- C. Computer vacuum
- D. Compressed air

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 86**

Which of the following is a common protocol used to send email?

- A. POP3
- B. FTP

- C. SFTP
- D. SMTP

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 87**

Which of the following will dissipate heat and requires no moving parts?

- A. Liquid cooling system
- B. Motherboard riser
- C. Case fan
- D. Heat sink

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 88**

A system administrator has multiple computers, of the same make and model that will remotely turn on using Wake-On-LAN (WOL). All but two systems wake correctly. Which of the following is the MOST likely problem with the two systems?

- A. WOL is not enabled in the BIOS.
- B. The computers do not support WOL functionality.
- C. The network card settings in Windows are incorrect.
- D. Power settings are incorrect in the BIOS.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 89**

Which of the following are the BEST means of ensuring that data is not lost? (Select TWO).

- A. Ensure all preventative maintenance tasks are being performed
- B. Deploy a RAID system
- C. Schedule regular system backups
- D. Ensure that all servers are in secured areas
- E. Deploy all OS and security updates

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 90**

Which of the following utilities is used for troubleshooting video issues?

- A. REGEDIT
- B. DXDIAG
- C. DCDIAG
- D. MSCONFIG

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 91**

Which of the following cable types can transmit data the LONGEST distance without the use of a repeater?

- A. UTP
- B. Coaxial



- C. Fiber
- D. STP

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 92**

A Windows XP computer, without a floppy drive, is producing a Non system disk error at startup. Which of the following Recovery Console commands could be used to correct this error?

- A. DISKPART
- B. RECOVER
- C. FIXBOOT
- D. FORMAT

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 93**

The portion of a disk or drive that contains the MBR is known as the:

- A. boot sector
- B. primary partition
- C. extended partition
- D. boot partition

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 94**

Which of the following BEST describes the differences between a switch and a router?

- A. A router broadcasts all data packets that are sent on the network, and a switch transmits data directly to the device.
- B. A switch interconnects one or more networks, where a router interconnects devices on a network.
- C. A switch interconnects devices on the same network to be able to communicate, where a router interconnects one or more networks.
- D. A switch broadcasts all data packets that are sent on the network, and a router transmits data directly to the device.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 95**

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

- A. 127.0.0.1
- B. 192.168.1.100
- C. 255.255.255.0
- D. 225.225.225.1

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 96**

Which of the following wireless technology standards has the GREATEST indoor range?

- A. 802.11a
- B. 802.11b

- C. 802.11g
- D. 802.11n

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 97**

A user reports that their computer is very loud and occasionally turns itself off. The computer is located under a desk on carpet. Which of the following steps should the technician perform to BEST remedy the situation? (Select TWO).

- A. Replace the power cord.
- B. Install a new hard drive.
- C. Remove the computer from the floor.
- D. Clean the inside of the computer.
- E. Wipe the computer with a cloth.

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 98**

Which of the following wireless technology standards can operate at a MAXIMUM of 11Mbps?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 99**

When working within large computer networks, which of the following is the disadvantage of using NETBEUI over TCP/IP? (Select TWO).

- A. NETBEUI is designed to be used on small size LANs.
- B. NETBEUI is unavailable on non-Windows operating systems.
- C. NETBEUI can only be used on pre-Windows NT networks.
- D. NETBEUI is not a routable protocol.
- E. NETBEUI can only be used with DHCP.

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 100**

Which of the following command prompt utilities displays the current version of Windows XP and any Service Packs that are installed?

- A. CHECKVER.EXE
- B. VERSION.EXE
- C. SIGVERIF.EXE
- D. WINVER.EXE

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

## **Exam E**

### **QUESTION 1**

Assuming the Windows XP installation disc is in the CD drive, Recovery Console can be run in which of the following ways?

- A. Windows Restore application
- B. %cd%\i386\spuninst.exe
- C. Booted from installation disc
- D. Windows Support website

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

### **QUESTION 2**

Which of the following is the MOST appropriate question to ask a customer first when attempting to troubleshoot an input device over the phone?

- A. Are you sure that the device is plugged in?
- B. Have you verified all PS/2 plugs are secure?
- C. Can you describe the steps you have taken?
- D. Have you tried turning it off and on again?

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

### **QUESTION 3**

Which of the following protocols uses port 143 by default?

- A. POP
- B. HTTPS
- C. TELNET

D. IMAP

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 4**

Which of the following protocols uses port 443 by default?

A. HTTPS

B. IMAP

C. TELNET

D. POP

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 5**

Which of the following IP addresses is in a class B range?



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

A. 10.0.3.50

B. 123.25.10.1

C. 172.16.1.54

D. 192.168.0.7

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 6**

Which of the following would be used to record off-air TV programs?

- A. Capture card
- B. Bluetooth
- C. Wireless card
- D. POST card

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 7**

Which of the following is commonly used for RS-232 connections?

- A. PS/2
- B. Parallel
- C. SCSI
- D. DB-9

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 8**

A user reports that their laptop cannot connect to the wireless network. Which of the following is the FIRST step the technician should take to resolve this problem?

- A. Check that the WiFi switch is enabled on the laptop.
- B. Check the area for possible sources of interference.
- C. Check the wireless adapter settings in the OS.
- D. Check that the wireless security settings are correct for the network.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 9**

A technician observes that the lights in a customer's building flicker periodically during the course of the day. Which of the following should the technician recommend to protect the customer's equipment?

- A. A power supply
- B. A generator
- C. A heavy duty electrical cord
- D. A UPS

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 10**

A technician on a service call is dealing with a furious customer who is shouting loudly. The technician cannot calm the customer down. Which of the following should the technician do NEXT?

- A. The technician should shout back at the customer and remain in control of the situation.
- B. Let the customer continue to be loud because sooner or later the customer will get tired and calm down.
- C. Call the supervisor and complain.



D. Leave the customer site and document the incident.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 11**

A technician wants to prevent anyone from logging into a computer that is running in a common area unless they are authorized. The technician has locked the case. Which of the following should actions should the technician take NEXT to prevent access?

- A. Create user accounts for only the authorized users.
- B. Add a BIOS password.
- C. Disconnect the keyboard and the mouse.
- D. Add a privacy screen to the monitor.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 12**

Which of the following represents a private IP address?

- A. 11.6.42.90
- B. 21.4.3.7
- C. 172.31.4.3
- D. 196.22.57.3

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 13**

Which of the following is correct about IPv6?

- A. IPv6 only supports IP addresses up to 64-bits in length.
- B. IPv6 is the only type of IP address supported on today s networks.
- C. Both IPv6 and IPv4 can exist on the same network.
- D. The last 64-bits of an IP address represent the device MAC address.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 14**

A user needs to access a secure website behind a firewall. Which of the following would get the user into the website?

- A. https:\\www.ipdomain.com:8080
- B. https:\\www.ipdomain.com
- C. https:\\ipdomain.com\8080
- D. https:\\www.ipdomain.com\8080

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 15**

A user wants to try a live version of another operating system that is on a DVD. In order to use this, the user must do which of the following?

- A. Authorize the boot DVD in Windows.
- B. Install a live version to the hard drive first.

- C. Edit the boot.ini in Windows to allow the DVD to boot.
- D. Ensure the DVD-ROM is placed first in the boot priority.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 16**

The user reports to the help desk that a UPS trips the internal circuit breaker each time the laser printer is powered on. The technician should do which of the following?

- A. Advise the user that the laser printer needs to be replaced.
- B. Move the printers power cable to a surge only socket.
- C. Put the UPS on a separate power circuit.
- D. Order a UPS with a slightly lower wattage.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 17**

Which of the following printer types requires the use of special paper to print?

- A. Thermal
- B. Inkjet
- C. Laser
- D. Dot Matrix

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 18**

Which of the following commands will take a FAT32 file system and make it an NTFS file system?

- A. COMPACT
- B. CONVERT
- C. CHKNTFS
- D. COPY

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 19**

During a laptop start up, a technician is able to see the Windows splash screen as the OS loads. Shortly after reboot, the technician experiences a black screen. The technician can plug in an external monitor and the display works correctly. Which of the following is a MOST likely cause of the display issue?

- A. The video card on the laptop is faulty
- B. There are unneeded peripherals that should be removed
- C. The function key needs to be pressed to toggle monitors
- D. The motherboard on the laptop is faulty

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 20**

A user is attempting to connect to a Wi-Fi hot-spot at a local coffee shop where the user connects every weekend. The user is receiving the message, no wireless devices detected , but other users in the coffee shop can connect. Which of the following is the MOST probable cause of this issue?

- A. The wireless switch on the side of the laptop is turned off.

- B. The coffee shop no longer offers Wi-Fi to customers.
- C. The Wi-Fi hotspot has reached its maximum number of connections.
- D. The user is allowing Windows to manage wireless connections.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 21**

Which of the following items is listed in the control panel of a Windows 7 PC?

- A. Disk Defragmenter
- B. Device Manager
- C. System Log files
- D. Task Manager

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 22**

A technician is having trouble closing a running program that is no longer responding. Which of the following will allow the technician to end the process?

- A. Add/Remove Programs
- B. Event Viewer
- C. Task Manager
- D. Device Manager

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 23**

A help desk technician receives a phone call from a user reporting a computer problem. During the phone call, the user starts a conversation with the technician asking detailed information about personnel in upper management. The technician then asks the user's name again, after which the user promptly hangs up. Which of the following attacks did the technician experience?

- A. Phishing attack
- B. Eavesdropping attack
- C. Social engineering attack
- D. Spyware attack

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 24**

Which of the following printers would be the BEST choice for printing on multi-part forms?

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 25**

A customer is experiencing unusual problems with a printer due to voltage fluctuations in the wall outlet. Which of the following should be used to eliminate the fluctuations?

- A. Multimeter
- B. Ohm meter
- C. UPS
- D. Surge protector

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 26**

A customer with a laptop frequently goes into the office to work. However, the laptop only has two USB ports, and they are unable to connect their keyboard, mouse, monitor and scanner at the same time. Which of the following devices would BEST address this issue?

- A. Docking station
- B. KVM switch
- C. Bluetooth adapter
- D. IEEE 1394 cable

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 27**

Which of the following is the MAXIMUM partition size of the FAT32 file system?

- A. 16GB
- B. 32GB
- C. 1024GB
- D. 2048MB

**Correct Answer:** B

**Section:** (none)

### **Explanation**

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

Explanation:

#### **QUESTION 28**

A user reports that they are suddenly unable to print to a network printer. It was working fine yesterday. The technician can ping the users workstation and the printer. The technician can also print a test page from another workstation. Which of the following is the MOST likely cause of the problem?

- A. The printer is no longer the users default printer.
- B. The users workstation has a faulty NIC.
- C. The printer has corrupt drivers.
- D. The printer has a faulty NIC.

**Correct Answer: A**

**Section: (none)**

### **Explanation**

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

Explanation:

#### **QUESTION 29**

In regards to computer case form factors, which of the following provides the MOST room for effective cooling?

- A. BTX
- B. ATX
- C. NLX
- D. Micro ATX

**Correct Answer: A**

**Section: (none)**

### **Explanation**

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

Explanation:

#### **QUESTION 30**

Which of the following RAID arrays does only striped volumes?



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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 31**

A Windows XP workgroup computer can have up to how many concurrent connections?

- A. 10 or fewer
- B. 15 or fewer
- C. 20 or fewer
- D. 25 or fewer

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 32**

Which of the following is a broadcast address?

- A. 169.254.10.127
- B. 192.168.1.1
- C. 127.0.0.1
- D. 255.255.255.255

**Correct Answer:** D

**Section:** (none)

### **Explanation**

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

Explanation:

#### **QUESTION 33**

Which of the following command line paths shows the recovery console s installation?

- A. D:\i386\tools\console
- B. D:\i386\tools /cmdcons
- C. D:\i386\utilities\console
- D. D:\i386\winnt32 /cmdcons

**Correct Answer: D**

**Section: (none)**

### **Explanation**

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

Explanation:

#### **QUESTION 34**

A duplexer unit has been added to an existing laser printer. The printer prints normally but it will not print on both sides of the paper. Which of the following is the FIRST action a technician should take when addressing this issue?

- A. Update the printer firmware to the latest version for duplexing.
- B. Delete the printer queue and recreate it.
- C. Check the manufacturer s documentation and website for any known problems with the duplexer unit.
- D. Check the configuration settings of the printer for duplex enabled.

**Correct Answer: D**

**Section: (none)**

### **Explanation**

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

Explanation:

#### **QUESTION 35**

Which of the following malicious software types will create multiple pop-ups on a computer?

- A. Adware
- B. Grayware
- C. Worms
- D. Spyware

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 36**

A technician's company prints forms on multi-layer carbonless copy paper. When asked to replace the printer, which of the following printing technologies will allow the technician to continue to use the company's copy paper?

- A. Transfer
- B. Dot Matrix
- C. Thermal
- D. Laser

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 37**

Before implementing a potential solution to a problem, which of the following should be done?

- A. Perform a system backup
- B. Determine what has changed
- C. Test the solution
- D. Document the solution

**Correct Answer:** A

**Section:** (none)

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

Explanation:

**QUESTION 38**

Which of the following broadband technologies allows for communication across the FARTHEST distance?

- A. Fiber
- B. DSL
- C. Satellite
- D. Cable

**Correct Answer: C**

**Section: (none)**

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

Explanation:

**QUESTION 39**

Which of the following cables has the LONGEST viable length?

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

**Correct Answer: A**

**Section: (none)**

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

Explanation:

**QUESTION 40**

The PCIe 8x video card in a PC workstation has failed and there are no empty PCIe slots available. The only replacement card is not the same model. Which of the following will work in place of the original?

- A. PCIe 16x
- B. PCI-X
- C. PCIe 4x
- D. AGP 2.0

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 41**

Which of the following protocols uses port 3389, by default?

- A. RDP
- B. HTTP
- C. SMTP
- D. FTP

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 42**

Which of the following cable ratings should be used in air handling spaces?

- A. Shielded
- B. PVC coated
- C. Plenum
- D. Unshielded

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 43**

Which of the following MOST accurately describes the relationship between ATX and micro-ATX boards?

- A. Both ATX and micro ATX boards will fit in a laptop.
- B. Both ATX and micro ATX boards will fit in an ATX case.
- C. Both ATX and micro ATX boards will fit in a micro-ATX case.
- D. Micro-ATX boards do not fit in an ATX case, while ATX boards will.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 44**

Which of the following is the MOST common port to configure for an external modem?

- A. COM1
- B. LPT3
- C. PS/2
- D. LPT1

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 45**

Which of the following bus slots would provide the HIGHEST potential performance for a video card?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 46**

Which of the following are the voltages supplied to a drive on a standard Molex connector?

- A. 3.5v and 16v
- B. 3.5v and 9v
- C. 3.3v and 24v
- D. 5v and 12v

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 47**

After a technician physically installs a bar code reader, which of the following is the NEXT step?

- A. Program the reader to recognize the required code systems.
- B. Reinstall the operating system to add support for bar code readers.
- C. Adjust the light wavelength.
- D. Test the reader by typing commands from the keyboard.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 48**

Which of the following will dissipate heat MOST efficiently?

- A. CPU fan
- B. Liquid cooling systems
- C. Heat sink
- D. Power supply

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 49**

Which of the following areas allows a user to switch the left and right button commands?

- A. Button tab in the mouse properties
- B. Device Manager properties
- C. Use MouseKeys in accessibility
- D. Hardware profiles in the system properties

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 50**

Which of the following is a valid motherboard memory slot type?

- A. DIMM
- B. AGP



- C. CMOS
- D. PCI

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 51**

Which of the following is the MOST important consideration when installing Windows 7 64-bit?

- A. Processor speed
- B. Processor type
- C. Memory type
- D. Memory speed

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 52**

Which of the following is the default port for RDP?

- A. 21
- B. 80
- C. 3389
- D. 8080

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 53**

Which of the following connector types are typically used on LCD displays? (Select TWO).

- A. XGA
- B. Bluetooth
- C. CGA
- D. DVI
- E. VGA

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 54**

Which of the following is an advantage that a USB mouse has over a PS/2 mouse?

- A. A USB mouse uses less power
- B. A USB mouse is more portable
- C. A USB mouse is hot swappable
- D. A USB mouse is more secure

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 55**

Which of the following is true of IPv6 addresses?

- A. They are supported by all routers.
- B. They cannot be used with IPv4.
- C. They require fiber connections only.

D. They represent addressing using 128-bits.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 56**

During start up, the technician notices a repeating error just before the login screen. Which of the following built-in utilities would the technician use to quickly identify the problem?

- A. DXDIAG
- B. System Information
- C. MSCONFIG
- D. System Restore

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 57**

Which of the following is the default data rate of USB 2.0?

- A. 48Mbps
- B. 480Mbps
- C. 480Kbps
- D. 1.1Gbps

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 58**

Which of the following wireless technologies has the FASTEST transfer rate?

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 59**

Which of the following is the recommended method for cleaning the screen of a computer monitor or laptop screen?

- A. Water with a paper towel
- B. Water with mild detergent and a paper towel
- C. Dry lint-free cloth
- D. Rubbing alcohol with a tissue

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 60**

Which of the following is an example of a valid IPv4 address for assignment to a network host?

- A. 127.0.0.1

- B. 169.257.29.1
- C. 172.20.255.254
- D. 255.0.0.8

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

**Explanation/Reference:**  
Explanation:

#### **QUESTION 61**

Which of the following is a valid IPv6 address for assignment to a TCP/IP workstation?

- A. FE0G:9A2C::0001/64
- B. FE08::145A::87B2/122
- C. 9024:8622::5467/64
- D. ABC0::0024/130

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

**Explanation/Reference:**  
Explanation:

#### **QUESTION 62**

A technician installs Microsoft Windows to a computer with three internal SATA hard drives and an external USB hard drive. Hard drive 1 contains the operating system. Hard drive 2 contains the user profiles. Hard drive 3 and the external USB hard drive are empty. In which of the following locations should the page file be located to maximize performance?

- A. Internal SATA Hard Drive 1
- B. External USB Hard Drive
- C. Internal SATA Hard Drive 3
- D. Internal SATA Hard Drive 2

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

**Explanation/Reference:**

Explanation:

**QUESTION 63**

Which of the following services processes print requests and sends them to the printer?

- A. Printer Driver
- B. Print Spooler
- C. Printer Service
- D. Print Properties

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 64**

An external hard drive would normally use which of the following external ports? (Select TWO).

- A. An eSata port
- B. A USB port
- C. A serial port
- D. An HDMI port
- E. A parallel port

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 65**

A RAID controller is required to perform which of the following?

- A. Speed up the performance of a computer.
- B. Add a second hard drive to the computer.
- C. Restore data from a backed up hard drive.
- D. Create a striped set with two or more drives.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 66**

Which of the following broadband types can provide the MOST available bandwidth?

- A. DSL
- B. Fiber
- C. Satellite
- D. Cable

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 67**

Which of the following network types is the LEAST susceptible to EMI and RFI issues?

- A. DSL
- B. Fiber
- C. Cable
- D. Satellite

**Correct Answer:** B

**Section:** (none)

### **Explanation**

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

Explanation:

#### **QUESTION 68**

Which of the following is a limitation of satellite broadband?

- A. The speed is capped by ISO regulations
- B. Requires line of sight
- C. Cannot be used in remote locations
- D. It is a receive only transmission

**Correct Answer:** B

**Section:** (none)

### **Explanation**

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

Explanation:

#### **QUESTION 69**

Which of the following network cables would a technician find on the RJ-45 connector?

- A. Coaxial cable
- B. Ethernet cable
- C. Fiber
- D. USB

**Correct Answer:** B

**Section:** (none)

### **Explanation**

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

Explanation:

#### **QUESTION 70**

Which of the following wireless technology standards has the SHORTEST indoor range?



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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 71**

When a PC is turned on, which of the following tests the CPU, memory, chipset, video adapter, disk controllers, disk drives, and keyboard?

- A. BIOS setup
- B. POST
- C. CMOS chip
- D. Bootstrap loader

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 72**

Keyboard errors are MOST often caused by which of the following problems? (Select TWO).

- A. Jammed keys
- B. ESD
- C. Driver issues
- D. Incorrect BIOS settings
- E. Defective cables

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 73**

The user boots their computer in the morning to discover the message OS not found . Which of the following would recover from that error without data loss?

- A. Insert the system boot disk and repair the operating system.
- B. Install a new hard drive and restore the system.
- C. Restore the BIOS configuration to default to recognize the drive.
- D. Use the manufacturers supplied system recovery disk and restore the system.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 74**

The on-site technician is asked to load a copy of the company s purchased software on a personal computer. The technician should FIRST:

- A. notify the company's owner of the breach.
- B. leave the premises and call local law enforcement.
- C. advise the individual that downloading unlicensed software is illegal.
- D. verify the install is allowed under the company's licensing agreements.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 75**

A technician determines through testing that their probable cause theory is correct. Which of the following is the NEXT step in the troubleshooting process?

- A. Question the user and identify any user changes to the computer.
- B. Verify full system functionality.
- C. Leave a list of instructions for the user to implement.
- D. Establish a plan of action to resolve the problem.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 76**

A technician dropped a screw in the case of a desktop computer. Which of the following tools should be used to retrieve the screws?

- A. Computer vacuum
- B. Plastic tweezers
- C. Canned air
- D. Screwdriver with magnetized tip

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 77**

Which of the following would be used to increase the efficiency in which programs execute?

- A. Disk Cleanup
- B. Task Manager
- C. Task Scheduler
- D. Defrag

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 78**

Which of the following memory modules is a DDR3 chip?

- A. PC3200
- B. PC4800
- C. PC5300
- D. PC8000

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 79**

Which of the following broadband technologies would typically have a different uplink and downlink speed?

- A. T-1
- B. Fiber
- C. SDSL
- D. ADSL

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 80**

Which of the following speeds is the maximum transmission rate of the USB 2.0 interface?

- A. 400Mbps
- B. 480Mbps
- C. 800Mbps
- D. 1280Mbps

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 81**

A customer reports the printer has an error message showing on the display and the printer is not printing any of the jobs in the queue. The technician arrives and finds the printer is online but there are not any lights on the network card. The NEXT step to evaluate the problem is to:

- A. check the printer for paper jams in the path.
- B. replace the network card in the printer.
- C. cycle the power on the printer and observe the boot process.
- D. power off the printer, have the customer clear the print queue and reboot.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 82**

Which of the following are unique video card interfaces? (Select TWO).

- A. ISA
- B. AMR
- C. AGP
- D. VLBus
- E. PCI

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 83**

An outside user is attempting to access company secured files by collecting information during a phone conversation. Which of the following BEST describes this practice?

- A. Data mining
- B. Social engineering
- C. Intrusion detection
- D. Hacking

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 84**

Which of the following ports should be left open on the firewall to enable default Internet browsing?

- A. 21
- B. 25
- C. 80
- D. 443

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 85**

Which of the following is the MOST important piece of information required for a wireless client to connect to a specific wireless network?

- A. MAC address
- B. BSID
- C. Channel number
- D. SSID

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 86**

Which of the following keys is used to change laptop hardware settings?

- A. Function
- B. Shift
- C. Numeric
- D. Control

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 87**

Which of the following log files would reference third party software specific error messages?

- A. Application Logs
- B. Security Logs
- C. Archive Logs
- D. System Logs

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 88**

Which of the following is the MAXIMUM supported amount of RAM for Windows XP Home?

- A. 1024MB
- B. 2GB
- C. 32GB
- D. 4GB

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 89**

In order to perform a network installation of Windows, which of the following MUST be supported by the computers network interface?

- A. PCL
- B. AGP
- C. PXE
- D. PCI

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 90**



A technician attempts to install Windows XP on a new Windows Vista PC but gets an error stating that setup did not detect any valid hard disks. Which of the following is MOST likely the cause of this error?

- A. The hard drive is too large for Windows XP to recognize.
- B. The hard drive is defective and needs to be replaced.
- C. The user needs to call Microsoft and verify that the Windows copy is registered with the DRM.
- D. Windows XP does not natively support SATA controllers.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 91**

Which of the following adapter cards is used for connecting external hard drives?

- A. RAID
- B. PCMCIA
- C. eSATA
- D. PATA

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 92**

Which of the following would be the BEST resolution setting for an application that requires a minimum resolution of 1024 x 768?

- A. SVGA
- B. PAL
- C. VGA
- D. XGA

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 93**

IEEE1394b is capable of transfer rates of up to:

- A. 12Mbps
- B. 400Mbps
- C. 480Mbps
- D. 800Mbps

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 94**

Which of the following hardware cards allows the full functionality of the Windows XP Media Center radio option?

- A. Modem
- B. Video
- C. TV tuner
- D. NIC

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 95**

A technician has installed a new driver on a computer. Upon rebooting the computer, a stop error occurs before the technician can log back in. Which of the

following would be the BEST option for the technician to do NEXT?

- A. Boot the computer to the Recovery Console.
- B. Boot the computer with a Windows Installation CD.
- C. Boot the computer using Last Known Good Configuration.
- D. Boot the computer using Safe Mode with Networking.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 96**

Which of the following is best practice when installing memory into a computer?

- A. Install memory modules in pairs.
- B. Insure the proper drivers are installed for best performance.
- C. Apply thermal grease to insure proper seating.
- D. Wear an anti-static wrist strap.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 97**

A technician is upgrading a desktop with the largest storage medium available. Which of the following drives is installed?

- A. Blue-ray drive
- B. Tape drive
- C. Magnetic storage drive
- D. Solid state drive

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 98**

Which of the following memory modules uses a 168-pin connector?

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 99**

Which of the following technologies has the HIGHEST potential throughput?

- A. DSL
- B. Fiber
- C. Satellite
- D. Cable

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 100**

Printouts from a printer are a random mix of letters, numbers, and symbols. Which of the following is MOST likely the cause of this problem?



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- A. The toner cartridge needs to be replaced.
- B. Duplex printing is selected on a single-sided printer.
- C. The print spooler is full and needs to be restarted.
- D. The incorrect printer driver is installed.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

## **Exam F**

### **QUESTION 1**

A customer reports that their laptop is unable to print a document from a word processing application. A technician confirms that the printer settings are correct. Which of the following is the NEXT step?

- A. Print a test page from Printer Properties
- B. Restart the print spooler service
- C. Re-load the printer drivers
- D. Direct the user to another printer

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### **QUESTION 2**

A client's spreadsheet is not printing all the columns. Which of the following can be done to fix this?

- A. Use the Print Landscape option under the File menu
- B. Push the landscape button on the printer
- C. Change the document orientation in printing preferences
- D. Adjust the documents formatting in the devices Control Panel

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### **QUESTION 3**

Which of the following should be used when cleaning up printer toner?

- A. Wet cloth and a paper cloth
- B. Dry cloth and a paper bag
- C. Dry cloth and compressed air

D. Wet cloth and a plastic bag

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 4**

A user states that a bank employee called and asked to verify information about a relative's account (e.g. balance, address and telephone number). Which of the following is occurring in this scenario?

- A. Spam
- B. War driving
- C. Adware
- D. Social engineering

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 5**

Which of the following describes the purpose of encryption?

- A. Prevents unauthorized users from deleting data stored on computers.
- B. Prevents unauthorized users from viewing or reading data.



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- C. Prevents unauthorized users from posing as the original source sending data.
- D. Prevents unauthorized users from posing as the intended recipient of data.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 6**

Which of the following are encryption technologies? (Select TWO).

- A. ATA
- B. DES
- C. AES
- D. DOS
- E. FAT

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 7**

Which of the following should be performed during a hard drive replacement to BEST maintain data privacy?

- A. Format the new hard drive twice prior to installation.
- B. Completely erase the old drive prior to disposal.
- C. Install antivirus software on the computer before removing the old hard drive.
- D. Only use FAT32 file systems when formatting the new drives.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



Explanation:

#### **QUESTION 8**

Which of the following should be included in a password to BEST prevent the password from being compromised?

- A. Uppercase letters, lowercase letters, numbers, special characters
- B. First name, last name, birthday, address, phone number
- C. Dictionary words with proper capitalization, transposition of letters with similar looking numbers
- D. Prime numbers and repeating digits

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 9**

Which of the following will allow a user account to logon to Microsoft Windows Vista when the Microsoft Windows Networking domain needs to be specified? (Select TWO).

- A. DOMAIN\USER
- B. USER@DOMAIN
- C. USER-DOMAIN
- D. DOMAIN-USER
- E. DOMAIN USER

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 10**

Which of the following characteristics and port numbers are associated with POP3?

- A. Sends outbound email, Port 25
- B. Receives inbound email, Port 25

- C. Receives inbound email, Port 110
- D. Sends outbound email, Port 110

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 11**

Which of the following characteristics and port numbers are associated with SMTP?

- A. Sends outbound email, Port 25
- B. Receives inbound email, Port 25
- C. Sends outbound email, Port 110
- D. Receives inbound email, Port 110

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 12**

Secure socket layer communications take place on which of the following ports?

- A. 21
- B. 23
- C. 443
- D. 8080

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 13**

Which of the following is the default port used for TELNET?

- A. 21
- B. 23
- C. 80
- D. 443

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 14**

The operation of mapping an IP address to a host name is handled by which of the following?

- A. DNS
- B. DHCP
- C. TCP/IP
- D. IPv6

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 15**

Which of the following memory slots would be used in a laptop?

- A. RIMM
- B. SODIMM
- C. RAMBUS
- D. SIMM

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 16**

Which of the following is an advantage of HDMI over DVI?

- A. Transmits high definition content
- B. More resistant to EMI
- C. Allows for greater cable length
- D. Transmits audio and video

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 17**

Which of the following optical media has the GREATEST storage space?

- A. DVD
- B. Hard drive
- C. HD-DVD
- D. Blu-Ray

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 18**

A user reports that their last several jobs have not printed, even though other users can print. In which of the following locations should the technician look FIRST?

- A. The servers printer list
- B. The printers onboard memory
- C. The computers print queue
- D. The Add/Remove Programs window

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 19**

A new device is installed on a machine and some of its features are not working correctly. Which of the following should be updated?

- A. Anti Virus
- B. MSCONFIG
- C. Partition table
- D. Drivers

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 20**

Which of the following is the default location for 32-bit applications when installed on Windows 7 64-bit?

- A. C:\Program Files (x86)\
- B. C:\Windows\system32\
- C. C:\Program Files (32)\
- D. C:\Program Files\

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 21**

Which of the following is an advantage of NTFS over FAT32?

- A. Dual OS functionality
- B. File encryption support
- C. Drive size exceeding 128GB
- D. Support for Windows XP

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 22**

Which of the following occurs during POST?

- A. OS loads
- B. Safe Mode starts
- C. RAM check
- D. MBR check

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 23**

A user is attempting to connect to a Wi-Fi hot-spot at a local coffee shop where the user connects every weekend. The user is receiving the message, no wireless devices detected, but other users in the coffee shop can connect. Which of the following is the MOST probable cause of this issue?

- A. The wireless switch on the side of the laptop is turned off.
- B. The coffee shop no longer offers Wi-Fi to customers.
- C. The Wi-Fi hotspot has reached its maximum number of connections.
- D. The user is allowing Windows to manage wireless connections.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 24**

Which of the following is a private IP address?

- A. 12.25.153.17
- B. 169.250.10.10
- C. 192.165.0.1
- D. 172.16.1.1

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 25**

Which of the following ports is the standard SMTP port?

- A. 25
- B. 80
- C. 110
- D. 443

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 26**

Which of the following is the MINIMUM amount of hard disk space required to install Windows 7?

- A. 4GB
- B. 8GB
- C. 12GB
- D. 16GB

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 27**

Which of the following is an example of a biometric identifier?

- A. Employee badge
- B. Fingerprint
- C. Birthday
- D. Pets name

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 28**

Which of the following services assigns IP addresses automatically when requested by the client?



- A. Dynamic Host Configuration Protocol
- B. Automatic Private IP Addressing
- C. Domain Name Services
- D. Windows Internet Name Service

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 29**

Which of the following ports is the default port for HTTPS?

- A. 80
- B. 125
- C. 443
- D. 8080

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 30**

Which of the following drive connections uses a ribbon cable with a 40-pin connector? (Select TWO).

- A. SATA
- B. IDE
- C. PATA
- D. FDD
- E. SCSI

**Correct Answer:** BC

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 31**

Which of the following is the BEST way to provide power to a laser printer?

- A. Directly to a UPS
- B. Directly to a computer via USB cable
- C. Directly to a power strip
- D. Directly to a grounded wall outlet

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 32**

A technician observes that the lights in a customers building flicker periodically during the course of the day. Which of the following should the technician recommend to protect the customer's equipment?

- A. A power supply
- B. A generator
- C. A heavy duty electrical cord
- D. A UPS

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 33**

Which of the following is the correct connector for an internal floppy drive?

- A. 50-pin SCSI
- B. 40-pin ribbon
- C. 34-pin ribbon
- D. 4-pin SATA

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 34**

A user reports that video is not displayed when their laptop is powered on. Which of the following should be performed after verifying the power and charging indicators are lit?

- A. Attach an external monitor and check for video.
- B. Replace the BIOS battery.
- C. Verify the AC adapter is a known good adapter.
- D. Replace the power switch.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 35**

A user downloads and installs software which sends a list of their recently visited websites to a server on the Internet without their knowledge. Which of the following BEST describes this situation?

- A. Spam
- B. Spyware
- C. Trojan
- D. Virus

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 36**

Which of the following are speeds supported by PC3200 memory?

- A. 400MHz, 333MHz, and 266MHz
- B. 533MHz, 400MHz, and 333MHz
- C. 800MHz, 400MHz, and 200MHz
- D. 600MHz, 250MHz, and 100MHz

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 37**

A user reports that their workstation is having trouble connecting to the Internet. Which of the following should the technician do FIRST to begin troubleshooting the issue?

- A. Establish a plan of action to resolve the problem.
- B. Establish a theory of probable cause.
- C. Reset the users computer and then test the connection.
- D. Identify any changes the user may have made.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 38**

Which of the following is the MAXIMUM speed limit on RAMBUS?

- A. 266MHz
- B. 533MHz
- C. 667MHz
- D. 800MHz

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 39**

An internal SCSI cable is generally used with which of the following devices? (Select TWO).

- A. Solid state drives
- B. Tape drives
- C. IDE drives
- D. Floppy drives
- E. Hard drives

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 40**

A Windows directory is also referred to as a:

- A. folder
- B. cluster
- C. volume
- D. partition

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 41**

Which of the following devices can be used to setup a WAN?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 42**

Which of the following is the form factor of a VGA connector?

- A. 15-pin D shell
- B. BNC connector
- C. 25-pin D shell
- D. Yellow RCA connector

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 43**

A remote user is disconnected from the network for long periods of time and does not have a local printer. The laptop is configured to queue up the print jobs when the computer is connected to the network. Once plugged into the network, the user cannot print and the print jobs seem to be stuck in the queue. Which of the following needs to be done so the user can print?

- A. Reboot the printer
- B. Set the printer to work online
- C. Reset the print queue
- D. Reset the network service account

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 44**

Which of the following will allow the use of Bit Locker if the computer does not have a TPM chip?

- A. External hard drive
- B. SCSI hard drive
- C. USB key
- D. CD-ROM drive

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 45**

Which of the following wireless security techniques is the MOST secure?

- A. Enable Wired Equivalent Privacy
- B. Disable SSID broadcast

- C. Enable Wi-Fi Protected Access
- D. Enable MAC filtering

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 46**

Which of the following media has the LARGEST potential storage capacity?

- A. Blue-Ray
- B. CD-RW
- C. CD-R
- D. DVD-RW

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 47**

Which of the following BEST describes a network of computers inside a house that communicate with each other but not with computers outside of the house?

- A. WAN
- B. VPN
- C. LAN
- D. VLAN

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:



**QUESTION 48**

Which of the following commands can be used to establish a connection to a remote computer?

- A. telnet
- B. ipconfig
- C. ping
- D. tracert

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 49**

Which of the following is an advantage of a 64-bit processor versus a 32-bit processor?

- A. The ability to access memory beyond 2GB
- B. Lower power requirements for hard drive interfaces
- C. The ability to access virtual memory
- D. A wider data path to handle program execution

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 50**

Which of the following is the BEST example of a strong password?

- A. oU812#%
- B. AYBABTU
- C. 17011701
- D. Make Safe

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 51**

Which of the following memory types has a clock speed of 400MHz?

- A. PC1600
- B. PC2700
- C. PC3200
- D. PC5200

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 52**

Which of the following is the MAXIMUM recommended cable length for connecting USB devices?

- A. 5 meters (16 feet)
- B. 7 meters (23 feet)
- C. 10 meters (33 feet)
- D. 15 meters (49 feet)

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 53**

Which of the following is the MAXIMUM theoretical range of Bluetooth Class 2?

- A. 1 meter (3 feet)
- B. 10 meters (33 feet)
- C. 30 meters (98 feet)
- D. 100 meters (328 feet)

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 54**

A technician wants to setup a network printer on a print server to default to duplex printing for all users. Which of the following will allow default duplex printing?

- A. Configure the settings from the users printer properties.
- B. Configure settings through the printers web interface.
- C. Configure the printer from the users page setup menu.
- D. Configure the settings through the computers control panel.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 55**

Which of the following shows the correct progression of video quality from lowest to highest?

- A. Component, S-Video, Composite
- B. Composite, HDMI, Component
- C. S-Video, Composite, HDMI
- D. Composite, S-Video, Component

**Correct Answer:** D

**Section:** (none)

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

Explanation:

**QUESTION 56**

Which of the following allows a user to permanently disable a hardware device?

- A. Control Panel
- B. Task Manager
- C. Device Manager
- D. Event Viewer

**Correct Answer: C**

**Section: (none)**

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

Explanation:

**QUESTION 57**

Which of the following are features of Windows 7 that are not in Windows Vista?

- A. Application Dock
- B. UAC
- C. Aero
- D. Side Bar

**Correct Answer: A**

**Section: (none)**

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

Explanation:

**QUESTION 58**

Which of the following is a standard connector for an external SCSI device?

- A. 40-pin
- B. 68-pin
- C. 72-pin
- D. 144-pin

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 59**

Which of the following BEST represents a clean installation of Windows XP? (Select TWO).

- A. An installation that prevents any previous data from being corrupted.
- B. An installation in which a new virus scan is performed to ensure that there are no existing infections.
- C. An installation where all existing operating system information remains intact.
- D. An installation with no existing operating system.
- E. An installation where the previous operating system is not preserved.

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 60**

A user needs to print to a printer. They have a laptop with Windows 7. The printer has a USB and an Ethernet connector. Which of the following is the EASIEST way to connect the laptop to the printer?

- A. Use the Ethernet connector.
- B. Use the USB connector.
- C. Use the network connection.
- D. Use the parallel port.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 61**

Which of the following is a unique characteristic of a dual-core processor vs. a single-core processor?

- A. A dual-core processor uses higher voltage than a single-core processor.
- B. A dual-core processor has several unique cores, with the same cache, on two different chips.
- C. A dual-core processor has two cores, with separate caches, on the same physical chip.
- D. A dual-core processor requires more RAM to function than a single-core processor.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 62**

Which of the following is the difference between the clock speed and the bus speed of a CPU?

- A. The bus speed is the speed of the CPU before incorporating the internal clock multiplier.
- B. The clock speed is the internal speed of the CPU.
- C. The clock speed is the external speed of the CPU, which matches the bus speed of the computer.
- D. The clock speed of the CPU matches the speed of the RAM.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 63**

Which of the following provides high speed or broadband networking at speeds over 384kbps using phone lines?

- A. Bluetooth
- B. DSL
- C. VPN
- D. Dial-up modem

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 64**

A technician is adding a company video from a video cassette to the company's website. Which of the following devices should be used to complete this task?

- A. Video capture card
- B. Video card
- C. Windows Easy Transfer cable
- D. Super I/O card

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 65**

80mm and 120mm are common sizes for which of the following PC components?

- A. Processors
- B. Case fans
- C. Heat sinks
- D. Video cards

**Correct Answer:** B

**Section:** (none)

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

Explanation:

**QUESTION 66**

Which of the following connections must be paired FIRST with the device before use?

- A. Bluetooth
- B. Infrared
- C. Wi-Fi
- D. Ethernet

**Correct Answer:** A

**Section:** (none)

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

Explanation:

**QUESTION 67**

Which of the following connectors is commonly used on a coaxial cable?

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

**Correct Answer:** C

**Section:** (none)

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

Explanation:

**QUESTION 68**

Which of the following connectors is commonly used with two-pair UTP cable?

- A. RJ-11



- B. RJ-14
- C. RJ-21
- D. RJ-45

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

**Explanation/Reference:**  
Explanation:

**QUESTION 69**

A Windows XP computer, without a floppy drive, is producing a Non system disk error at startup. Which of the following Recovery Console commands could be used to correct this error?

- A. DISKPART
- B. RECOVER
- C. FIXBOOT
- D. FORMAT

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

**Explanation/Reference:**  
Explanation:

**QUESTION 70**

Which of the following will allow the use of BitLocker if the computer does not have a TPM chip?

- A. External hard drive
- B. SCSI hard drive
- C. USB key
- D. CD-ROM drive

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

**Explanation/Reference:**

Explanation:

**QUESTION 71**

A technician takes notes while a customer explains the potential issue. Which of the following parts of the troubleshooting process does this represent?

- A. Establish a theory
- B. Document findings
- C. Identify the problem
- D. Verify full system functionality

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 72**

Which of the following memory types will fit in a 168-pin DIMM slot?

- A. DDR
- B. DRAM
- C. SDRAM
- D. RAMBUS

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 73**

An AMR slot is generally used with which of the following interface card types?

- A. Video game emulator card
- B. Video capture card
- C. Modem

D. Mini-PCI card

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:



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