

CompTIA Actualanswers 220-802 Exam Questions & Answers

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Comptia 220-802 Exam Questions & Answers

Exam Name: CompTIA A+ Certification Exam (220-802)

For Full Set of Questions please visit: <http://www.actualanswers.com/newexams/220-802.htm>

Actualanswers

QUESTION 1

A user is having trouble connecting to the Internet.

Which of the following commands should a technician use, from the user's workstation, to ensure that the workstation has a valid IP address?

- A. NETSTAT
- B. PING
- C. IPCONFIG
- D. TRACERT

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

Which of the following operating systems supports full BitLocker functionality.?

- A. Windows XP
- B. Windows 7 Professional
- C. Windows Vista Home
- D. Windows 7 Enterprise

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

Which of the following should a technician do FIRST to secure a mobile device?

- A. Assign a passcode
- B. Download updates
- C. Disable GPS
- D. Install antivirus

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

When running Windows XP, which of the following would give a list of switches for the CHKDSK command?

- A. chkdsk ~?
- B. chkdsk :?
- C. chkdsk /?

D. chkdsk \?

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

Which of the following commands would a technician use to move one directory above or below the one the technician is currently in?



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- A. DIR
- B. RD
ams.
- C. CD
- D. MD

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

A virtual machine running locally would be BEST utilized in which of the following situations?

- A. On a PC with minimal RAM
- B. Patch testing before rollout
- C. Thick client configuration
- D. Gaming workstation configuration

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7

A user states that the computer takes a long time to load the desktop after login. Which of the following tools should be used to help remediate the problem?

- A. Disk Management
- B. FIXMBR
- C. MSCONFIG

D. SFC

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

A technician would like to ensure all previous data is erased before reloading Windows 7 Home Premium onto a laptop.

Which of the following procedures would accomplish this?

- A. Virtual RAID configuration
- B. Quick format
- C. New partition
- D. Full format

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

Which of the following commands, in Windows 7, could a technician use to schedule a disk integrity scan upon next boot?

ams.

- A. CHKDSK
- B. ROBOCOPY
- C. SCANDISK
- D. FDISK

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

Which of the following tabs under MSCONFIG would allow a technician to configure all of the applications that launch at boot?

- A. Startup
- B. Services
- C. Tools
- D. Boot

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

A user is reporting that their screen is flickering at a rapid rate. Which of the following Control Panel paths should a technician use in order to remedy this issue?

- A. Display -> Settings -> Advanced -> General -> DPI
- B. Display -> Settings -> Resolution
ams.
- C. Display -> Settings -> Advanced -> Adapter -> Refresh
- D. Display -> Appearance -> Effects -> Transition

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

A user has a laptop that they need to get ready for an outdoor presentation. The user is concerned that the laptop will turn off the screen or go into standby before their presentation is complete. Which of the following Control Panel paths should the technician use in order to prevent this from occurring?

- A. System -> Hardware
- B. Power Options -> Power Schemes
- C. System -> Advanced -> Performance
- D. Power Options -> Hibernate

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

A user's computer keeps producing a low virtual memory alert and the speed of the system degrades afterwards.

Which of the following Control Panel locations can provide information to review and correct this issue?

- A. System > Remote
- B. System > Hardware
- C. System > System Restore
- D. System > Advanced

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

Which of the following features helps to prevent shoulder surfing?

- A. Native resolution
- B. Auto adjust
- C. Degaussing
- D. Privacy screen
ams.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

A user wants to change the functionality that occurs when the laptop lid is closed. Which of the following Control Panel options is the MOST direct way to adjust this?

- A. Display
- B. Power Options
- C. Personalization
- D. Device Management

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

A user regularly has to walk away from their computer and is worried someone may access their workstation. Which of the following would BEST prevent this?

- A. Lock the workstation
- B. Shutdown the computer
- C. Logon using the unprivileged guest account
- D. Set the screensaver password

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

ams.

QUESTION 17

A user is installing Windows 7 on a PC with a RAID card. The user has verified all of the cables are connected correctly, but the installation media does not detect any hard drives. Which of the following should the user do to help detect the hard drives?

- A. Press F8 when prompted
- B. Hit the refresh button to force a re-detect
- C. Enable PATA in the BIOS
- D. Select load driver

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

A technician is tasked with installing a legacy application on a Windows 7 computer. When the technician tries to install the legacy application, an error is received that the application cannot be installed because the OS is not supported.

Which of the following should the technician do FIRST to try to get the application installed in Windows 7?

- A. Install the application in safe mode
- B. Install the application with compatibility mode
- C. Install the latest Windows service packs and updates
- D. Install Windows Security updates on the system

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

A technician needs to format a file system to be compatible with the WIDEST range of operating systems. Which of the following file systems should be used?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

For any given 802.11n wireless Internet signal, which of the following is needed to establish a connection?

- A. MAC address filtering
- B. Windows password
- C. Proper SSID
- D. SSL certificate

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

A user reports that a file they shared out on their computer for another network user is not accessible to the third party. The user insists they specifically gave this third party Allow rights for Read and Write access. Which of the following could explain the problem at hand?

- A. The parent folder has explicit Allow rights set for this user.
- B. The parent folder has explicit Deny rights set for this user.
- C. The user forgot to share the parent folder and only shared the specific file.
- D. The parent folder likely has the archive attribute enabled.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

A company is experiencing issues with third parties tailgating authorized users during entry to secure server rooms.

Which of the following would BEST alleviate this problem?

- A. Retinal scanners
- B. Mantraps
- C. Door locks
- D. Smart card badges

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

A consultant is looking to consolidate six company servers onto one physical system. Which of the following requirements is MOST important on the new setup to ensure stable functionality of the virtual environment?

- A. Client hardware requirements
- B. Server software security requirements
- C. Server hardware resources
- D. Network resources

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

ams.

QUESTION 24

Which of the following security concepts establishes the notion that a user should only be given sufficient access to the resources they need to perform their job function?

- A. Deny all

- B. Allow all
- C. Most privilege
- D. Least privilege

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

A technician is trying to diagnose a laptop that is experiencing heavy artifact corruption and random loss of video during operation.

Which of the following are MOST likely causes of this problem? (Select TWO).

- A. Integrated system video chip is failing and/or near death.
- B. Video drivers were not installed directly from Microsoft update.
- C. Incompatible or untested video drivers have been installed.
- D. The BIOS is not set for the proper operation temperature of the video chipset.
- E. The BIOS is underclocking the video card s operating speed.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

A user reports that every time they use a search engine and click on a link to go to a website, they instead are taken to a site blocked by their company s content filter. The user is not trying to go to the blocked site and needs to be able to successfully use the search engine to complete their assignment. Which of the following tools would a technician use to BEST resolve this issue?

- A. Anti-malware software
- B. Factory pre-installation
- C. System restore
- D. Recovery console

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

After being infected with a virus, a user s computer does not recognize the user as having local administrator rights to the computer. After troubleshooting the issue, a technician determines the computer needs to be rebuilt and data needs to be restored from the user s backup. Which of the following tools would BEST reset the computer to how it worked when first purchased?

- A. Recovery Console
- B. Factory restore CD

- C. Anti-malware software
- D. System Restore

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

A technician installed a second hard drive in a computer. Upon restart, a message appears stating "primary drive 0 not found. Press F1 to continue."

Which of the following should the technician check FIRST?

- A. That NTLDR and boot.ini are not missing
- B. Proper drive installation (e.g. cables/jumpers) and ms.
- C. If computer can boot into safe mode
- D. If the BIOS boot settings are correct

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

The shared folder named C\$ is an example of which of the following?

- A. Local share
- B. Permission propagation
- C. Inheritance
- D. Administrative share

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

A pest exterminator tries to gain access to a company's computer lab, but the receptionist does not see an extermination scheduled on the calendar and denies the exterminator access to the lab. Which of the following security threats almost occurred?

- A. War driving
- B. Social engineering
- C. Shoulder surfing
- D. Phishing

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

Which of the following can be used as an appropriate boot device?

- A. USB drive
- B. HDMI
- C. OEM recovery media
- D. FDISK

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

A user tries to connect to the Internet using a dial-up modem and receives a No dial tone detected message. Which of the following is the FIRST thing the technician should check to troubleshoot the issue?

- A. Check if the cable is connected on the modem s phone RJ-45 port.
- B. Check if the cable is connected on the modem s line RJ-11 port.
- C. Check if the cable is connected on the modem s line RJ-45 port.
- D. Check if the cable is connected on the modem s phone RJ-11 port.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

Which of the following software types would need to be installed on a mobile device to help prevent ams. data from being viewed if the device is lost?

- A. Remote wipe
- B. Antivirus
- C. GPS locator
- D. Remote backup application

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

Which of the following is the BEST tool to verify the cable is plugged into the correct port on the patch panel?

- A. Cable certifier
- B. Punch down
- C. Toner probe
- D. Cable tester

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

Which of the following is the BEST tool for a technician to use to make sure the network cable is securely fastened in the RJ-45 connector?

- A. Cable tester
- B. Crimper
- C. Small flat screwdriver
- D. Punch down

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

A technician is using the troubleshooting theory to help resolve a problem that is occurring with a client's machine. The technician has verified system functionality. Which of the following is the NEXT step in the troubleshooting theory?

- A. Identify the problem
- B. Establish a plan of action to resolve the problem
- C. Test the theory to determine cause
- D. Document findings, actions, and outcomes

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37

A client reports that their VoIP phone screen displays duplicate IP address. Which of the following is the FIRST action to try to resolve this problem?

- A. Change MAC address settings
- B. Call the vendor
ams.
- C. Try another LAN connection
- D. Reboot the phone

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

A user gets an error message that the trust relationship to the domain has been broken. Which of the following can be done to resolve this from the client desktop?

- A. Re-join the computer to the domain
- B. Reboot the PC as the domain will automatically rebuild the relationship
- C. Update the BIOS using the latest version
- D. Run CHKDSK

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

Which of the following security threats is BEST mitigated through proper user training?

- A. A Worm
- B. Rootkits
- C. Social Engineering
- D. Browser Adware

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

A user sent an email requesting that a technician check if a computer is on and connected to the Internet so the user can login from home.

Which of the following commands in the command prompt would a technician use to verify if the computer is on and connected without having to go to the computer?

- A. NSLOOKUP
- B. NETSTAT
- C. PING
- D. IPCONFIG

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

A technician gets a call from a customer stating that their computer will not boot. They are getting the following error invalid system disk .

Which of the following should the technician check FIRST?

- A. Verify the operating system is installed correctly.
- B. Verify that all removable drives are empty.
- C. Verify Boot.ini is on the hard drive.
- D. Verify the computer will boot into safe mode.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

The practice of following an authorized person through an entrance without using a badge to defeat security is called:

- A. tailgating.
- B. spamming.
- C. shredding.
- D. phishing.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

Which of the following encryption standards is found on older wireless devices and provides minimal security?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

The computer starts up and runs for less than a minute before shutting down or locking up. This is a symptom of:

- A. overheating.

ams.

- B. incompatible RAM.
- C. a faulty hard drive.
- D. a bad internal USB hub.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

When the computer is turned on it emits a series of beeps and does not POST. This can be caused by a bad:

- A. CMOS battery.
- B. video card.
- C. IDE cable.
- D. floppy cable.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

A technician recently installed a new video card in a PC. The PC already has integrated video on the motherboard. When the technician turns on the PC, there is no video. Which of the following is MOST likely the cause?

- A. The motherboard BIOS version is out of date.
ams.
- B. The incorrect video card drivers are installed.
- C. The power connector for the video card is unplugged.
- D. The video card is unsupported by the motherboard.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

A user receives a phone call from a person claiming to be from technical support. This person knows the user's name and that the user has Windows installed on their computer. The technician directs the user to open Event Viewer and look at some event log entries to demonstrate the effects of a virus on the computer. The technician also asks the user for their user ID and password so that they can clean the computer. This is an example of which of the following security threats?

- A. Social engineering
- B. Phishing
- C. Malware

D. Virus

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

A user has just purchased a wireless router for their home. Which of the following should be done to BEST secure the router from unauthorized access? (Select TWO).

- A. Change router default logins
- B. Change the security settings on their computer
- C. Set encryption on the router
- D. Update router firmware
- E. Change the encryption on the computer's wireless adapter

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

A user's CRT display is not displaying colors correctly. Turning the display to the right or left sometimes temporarily corrects the problem. Which of the following should the technician check?

- A. The video card display driver
- B. The CRT power cable
- C. The video cable
- D. The CRT On Screen Display (OSD)

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50

A laser printer is producing completely blank sheets. Which of the following processes should the technician check FIRST?

- A. Fusing
- B. Paper handling
- C. Transfer
- D. Development

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

ams.

QUESTION 51

A Windows user states that every time they hit certain letter keys on their notebook, a number appears instead of the letter.

Which of the following items is MOST likely the cause of this problem?

- A. The user enabled sticky keys.
- B. The user changed the keyboard character set.
- C. The user enabled accessibility options.
- D. The user enabled num lock.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

A Windows 7 desktop PC has crashed (i.e. BSOD) several times indicating a possible RAM problem. Which of the following is an OS built-in tool that can be used to test this problem?

- A. Windows System Restore
- B. Windows System File Checker
- C. MSCONFIG
- D. Windows Memory Diagnostic

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53

Which of the following should be regularly scheduled to fix hard drive errors?

- A. Defragmentation
- B. Check Disk
- C. System Restore
- D. Antivirus Scan

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54

A user is experiencing slow performance with their computer. A technician suspects the computer has a virus and runs antivirus software. A virus is found and removed, but the performance issue is not resolved.

Which of the following should the technician perform NEXT?

- A. Document findings, actions, and outcomes
- B. Establish a plan of action to resolve the problem
- C. Re-establish a new theory or escalate
- D. Implement preventative measures

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

After installing a new multifunctional printer, an administrator realizes the flatbed scanner does not scan any documents.

Which of the following is the MOST likely reason of the issue?

- A. The scanner lock switch on the device is locked.
- B. The printer driver was installed incorrectly.
- C. The multifunction printer s USB cable was plugged into the incorrect port.
- D. The scanner s alignment and calibration was not performed.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56

After replacing a motherboard on a customer s laptop for a no sound issue, a technician realizes that ams.

there is intermittent wireless connectivity on the laptop. Which of the following should the technician perform FIRST?

- A. Reinstall the driver of the WiFi card.
- B. Check to see if there is a wireless switch on the laptop and its current position.
- C. Replace the wireless card because it is not fully compatible with the new motherboard.
- D. Check if the WiFi antenna is connected properly to the wireless card.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57

The benefit of MAC filtering in wireless networking is that the network:

- A. is encrypted.
- B. is not visible.
- C. uses static IP addresses.
- D. is more secure.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

A technician is trying to request a new IP address to a customer's computer through the command prompt. Which of the following commands should the technician use?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59

A customer is not able to connect to any websites. Which of the following commands should a technician run FIRST to identify the issue?

- A. NETSTAT
- B. NET SHOW
- C. IPCONFIG
- D. TRACERT

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60

A technician wants to know the MAC address of a computer. Which of the following commands would the technician use?

- A. IPCONFIG
- B. NSLOOKUP
- C. NETSTAT
- D. PING

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 61

A technician would like to dispose of a hard drive that is no longer needed. According to company policy, all contents on the disk should be deleted before disposal. Which of the following OS command line tools should be used?

- A. CHKDSK
ams.
- B. DEL
- C. SCANDSK
- D. FORMAT

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 62

A computer starts to boot then quickly shuts down.
Which of the following should the technician use to troubleshoot this issue?

- A. Toner probe
- B. Power supply tester
- C. Loopback plugs
- D. Events logs

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 63

A client has a computer that is infected with several viruses and spyware. Which of the following should the technician perform FIRST before spyware removal?

- A. Run Windows Update
- B. Disable system restore
- C. Run the chkdsk /r command
- D. Disable network cards

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 64

A PC is running slower than usual.
Which of the following tools would BEST diagnose the possible bottleneck?

- A. CHKDSK
- B. Device Manager

- C. Task Scheduler
- D. Task Manager

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65

Which of the following switches should a technician use with the PING command to resolve an IP address to a hostname?

- A. -a
- B. -f
- C. -n
- D. -t

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

ams.

QUESTION 66

Which of the following commands is used to map a network drive?

- A. NBTSTAT
- B. NET USE
- C. NETMAP
- D. NETSTAT

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 67

A technician recently setup a new wired network and wants to ensure only their computers can use it. Which of the following is the MOST secure way to accomplish this?

- A. Make sure the computers are using strong passwords.
- B. Enable an intrusion detection system.
- C. Assign the computers static IP addresses.
- D. Disable the extra ports on the router.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 68

Which of the following BEST describes a method for installing an operating system across the network?

- A. USB 3.0
- B. IEEE 1394
- C. PXE
- D. NTFS

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 69

After connecting a laptop to an external monitor, no display is detected and the monitor goes into sleep mode. Which of the following should be attempted FIRST to correct the problem? (Select TWO).

- A. Change the input mode on the monitor
- B. Reboot the operating system
- C. Reload the display adapter drivers
- D. Toggle the display using the keyboard shortcut
- E. Verify network connectivity

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 70

Which of the following security measures is usually found in a laptop?

- A. Biometrics
- B. Bollard
- C. Hypervisor
- D. Key fobs

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:



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QUESTION 71

A technician notices that a computer is making a loud clicking noise but continues to run. System speed is barely affected, but they cannot access certain drives. These are the symptoms of which of the following?

- A. Failing second hard drive
- B. Failing system hard drive
- C. Bad CMOS chip
- D. Bad CPU fan

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 72

A user's laptop has died but the hard drive is still functioning. Which of the following is the BEST way for the user to still access and edit all of their data?

- A. Burn their data to DVDs
- B. Use a SCSI to USB adaptor
- C. USB hard drive enclosure
- D. Copy their data to a USB flash drive

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 73

In which of the following operating systems does Windows XP mode come as a free download to be used for application compatibility?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 74

A technician is installing and configuring a SOHO wireless network for a client. The client only wants five authorized computers to connect to the network with a defined IP range. Which of the following should the technician configure on the router? (Select TWO).

- A. DMZ

- B. DHCP
- C. ARP
- D. SSID
- E. MAC filtering

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 75

A bank is upgrading some clerical users PCs.

Which of the following would be the MOST appropriate method for erasing the data on the old PCs?

- A. Drive degauss
- B. Standard format
- C. Change the jumpers on the hard drive
- D. Quick format

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 76

A technician is diagnosing a PC running Windows 7 which has been affected with an NTLDR is missing error message.

Which of the following command line tools would BEST resolve the problem?

- A. Fixboot
- B. CHKDSK
- C. Scandisk
- D. DEFRAG

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 77

A user reports that people are receiving emails from their account that the user never sent. Which of the following security measures would BEST resolve the problem?

- A. Check the boot.ini on the PC for malicious entries.
- B. Change the account password.
- C. Upgrade the email client to a newer version.
- D. Install a more expensive spam filter.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 78

A technician is troubleshooting a PC that is not completing POST and merely provides an audible beep code. Which of the following should be the FIRST item checked?

- A. The type of IDE cable used for the hard drive
- B. The CMOS battery charge
- C. The amount of available power to the hard drive
- D. The memory configuration

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 79

A user has an external hard drive which they forget to unplug before booting their machine. Each time this happens, an error shows on the screen which states Boot sector missing reboot to try again. Which of the following would be the BEST way to resolve this?

- A. Change BIOS options to remove floppy drive from the boot order.
ams.
- B. Change BIOS options to remove USB device from the boot order.
- C. Change BIOS options to remove CD drive from the boot order.
- D. Set the SATA setting in BIOS to AHCI from IDE.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 80

A user states that their old notebook loses connectivity to the Internet several times a day at work and at home. The issue started after the wireless card was replaced. Which of the following items is MOST likely causing the issue?

- A. The motherboard drivers are not current.
- B. The drivers for the NIC need to be updated.
- C. The wireless on/off switch is not in the on position.
- D. The keyboard is faulty and turns the wireless NIC on and off.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 81

Which of the following commands may need to be run after a virus removal if the computer will not boot?

- A. SCANDSK
- B. DXDIAG
- C. FIXMBR
- D. MSCONFIG

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 82

A technician would like to map a network drive.

Which of the following indicates the correct path for mapping a network drive?

- A. \\share\servername
- B. \\username\servername
- C. \\password\share
- D. \\servername\share

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 83

Which of the following is the MINIMUM account required to install most programs on Windows XP?

- A. Power user
- B. Administrator
- C. Standard user
- D. Guest

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 84

Which of the following security methods is BEST used to track access to a server room?

- A. Biometric lock
- B. Sign-in log
- C. Mantrap
- D. Key lock

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

ams.

QUESTION 85

Which of the following user accounts should be disabled to adhere to security best practices?

- A. Standard user
- B. Guest
- C. Administrator
- D. Power user

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 86

When walking past a server with a RAID 5 array, a technician hears a loud clicking noise. Which of the following could MOST likely occur?

- A. BSOD
- B. OS not found on boot
- C. Hard drive failure
- D. RAID array failure

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 87

A wireless network is experiencing intermittent connectivity. Which of the following would BEST resolve this issue?

- A. Enable MAC filtering
- B. Change broadcast channel
- C. Enable wireless encryption
- D. Disable SSID broadcasting

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 88

When configuring user accounts, which of the following should a technician perform?

- A. Make all users local administrators
- B. Assign the minimum required access to the users
- C. Make all users standard users
- D. Assign the maximum required access to the users

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 89

A technician needs to rebuild a computer that had a virus. Which of the following data destruction methods should be used to ensure the virus has been successfully erased before reinstalling the operating system, programs, and all user data?

- A. Standard format
- B. Low level format
- C. Shredder
- D. Degaussing tool
ams.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 90

A user states when they press certain letters on their laptop's keyboard, a number is displayed on the screen. Which of the following can the technician perform to resolve this issue?

- A. Change the character mapping
- B. Turn off number lock
- C. Replace the keyboard
- D. Update the keyboard drivers

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 91

A contractor needs to destroy several drives containing confidential information so that they can never be used again.

Which of the following destruction methods would BEST accomplish this task?

- A. Overwrite the hard drives.
- B. Drill into the hard drives.
- C. Degauss the hard drives.

D. Sanitize the hard drives.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 92

Which of the following home computer synchronization methods are possible with an iOS device? (Select TWO).

- A. Infrared
- B. USB
- C. FireWire
- D. Wi-Fi
- E. Parallel

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 93

A customer states their laptop screen is very dim. In order to avoid going to the client site, which of the following is the FIRST action the customer should perform?

- A. Increase the resolution
- B. Use function keys
- C. Reboot the laptop
- D. Go to the Power Options in Control Panel

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 94

A user has too many applications starting when they log into windows. From the command line, which of the following tools is the FASTEST option to prevent these applications from running on startup?

- A. MSCONFIG
- B. SERVICES.MSC
- C. REGEDIT
- D. MSINFO32

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 95

A customer states that another technician just removed some viruses and now they are not able to connect to websites such as Windows Update, but are able to connect to others. Which of the following is the MOST likely cause of the issue?

- A. NIC driver is damaged
- B. Not all viruses have been fixed
- C. Internet Explorer cache is full
- D. Host file has been manipulated

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 96

A user has setup a SOHO and needs to implement a network configuration that allows for sharing of devices and files across the network without the complexity of a centralized server. Which of the following would be MOST appropriate?

- A. PAN
- B. WorkGroup
- C. Domain
- D. WAN

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 97

Which of the following supports IP telephony devices without requiring external power?

- A. VPN
- B. PoE
ams.
- C. QoS
- D. WEP

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 98

A customer reports that after a technician cleaned up a rogue antivirus program, the customer cannot browse the web.

Which of the following should the technician check to resolve the situation?

- A. Browsing history
- B. Firewall settings
- C. User privileges
- D. Proxy settings

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 99

A technician has 50 identical computers that need to be upgraded to the Windows 7 OS, and are capable of booting from the network. They are running a Gigabit network with a Windows deployment server. Which of the following will be the BEST to use in this scenario?

- A. UEFI
- B. Windows 7 DVD
- C. PXE
- D. USB flash

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 100

Browser redirection is caused by which of the following types of viruses?

- A. Hijack
- B. Trojan
- C. Worm
- D. Keylogger
ams.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 101

Which of the following tools would be used to connect CAT5e cabling to a patch panel?

- A. Punch down
- B. Wire strippers
- C. Loopback plugs
- D. Crimper

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 102

A user states that when they power on their computer, they receive a Non-bootable drive error. The user works with external storage devices to transport data to their computer. The user stated that the computer worked fine the day before.

Which of the following should be checked FIRST to resolve this issue?

- A. Jumper settings
- B. Device boot order
- C. PXE boot settings
- D. Hard drive cable

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 103

A technician is trying to troubleshoot an issue on a Windows 7 computer remotely, but is unable to PING the computer. The technician verified that the computer is turned on, has network connectivity, and can get to the Internet.

Which of the following is MOST likely the issue?

- A. The technician does not have permissions
- B. Local security policy settings is incorrect
- C. Wake-on-LAN is disabled
- D. Windows firewall is enabled

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 104

A technician is working on a workstation that is receiving read/write failures when trying to access a particular file.

Which of the following commands should the technician use to resolve this issue?

- A. DISKPART
- B. FORMAT
- C. CHKDSK
- D. FDISK

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 105

A technician needs to change the minimum password length to 8 characters to make it more secure. Which of the following system settings should the technician configure?

- A. Windows Firewall
- B. Windows Security Center
- C. Local Security Policy
- D. System Configuration
ams.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 106

A technician is creating an image that will be used to deploy Windows 7 to 100 PCs. Which of the following tools should be used to accomplish this?

- A. SYSPREP
- B. Windows 7 Advisor
- C. CHKDSK
- D. DISKPART

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 107

A technician notices a computer is overheating after 30 minutes of use. Which of the following is the MOST likely cause?

- A. Clogged temporary file folders
- B. Internal dust buildup
- C. Incorrect input voltage setting
- D. ACPI is disabled

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 108

A technician is having boot issues with a newly built PC, and notices the following jumper configurations for each PATA device:

HARD DRIVE. MASTER
OPTICAL DRIVE. CABLE SELECT

Which of the following jumper configurations should be used instead?

- A. HDD.Cable Select; Optical Drive.Master
- B. HDD.Cable Select; Optical Drive.Cable Select
- C. HDD.Slave; Optical Drive.Slave
- D. HDD.Master; Optical Drive.Master

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 109

A computer is showing the No boot device found message even though a technician has verified that the hard drive is set as Device 1 in the BIOS boot order.

Which of the following causes is MOST likely at play?

- A. A 40-pin cable was used instead of an 80-pin cable to connect the HDD.
- B. The hard drive is disconnected.
- C. The hard drive has corrupted sectors and needs a CHKDSK scan.
- D. Both PATA devices are incorrectly set to the master jumper setting.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 110

A user states their Windows XP desktop PC fails to boot to the Windows logo. Which of the following tools could a technician use to help diagnose if there is a pre-boot failure?

- A. Multimeter
- B. POST card
- C. Power supply tester
- D. BIOS flash

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 111

A technician would like to limit computer access to certain users.

Which of the following should be configured?

- A. Advanced security
- B. Boot.ini file

- C. System configuration
- D. Local security policy

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

ams.

QUESTION 112

A user's computer will not boot. A technician notices four indicator lights on the backside of the computer. Two of the lights are green, and two are amber. Which of the following documentation should the technician read to determine what the lights are indicating?

- A. Network diagram
- B. Computer manual
- C. Asset management
- D. Wiring scheme

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 113

Which of the following options is MOST likely active on a network of three workstations, running Windows 7 Home Edition x64, to enable File and Print sharing?

- A. HomeGroup
- B. Active Directory
- C. WorkGroup
- D. Domain Setup

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 114

An entry level network analyst calls and is not sure which Windows OS features to use to check for users who are currently logged on.

Which of the following features would BEST assist this analyst?

- A. Task Manager
- B. MSCONFIG
- C. Disk Management
- D. Administrative Tools

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:****QUESTION 115**

Which of the following common security threats could be occurring when a user calls and requests his co-worker's password?

- A. Shoulder surfing
- B. Spyware
- C. Phishing
- D. Social engineering

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:**

ams.

QUESTION 116

A technician has a client's laptop that is randomly shutting down. Which of the following is the FIRST step of the troubleshooting theory that the technician will perform to resolve the laptop's issue?

- A. Document finding, actions, and outcomes
- B. Identify the problem
- C. Establish a theory
- D. Establish a plan of action to resolve the problem

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:****QUESTION 117**

An alert needs to be sent to the administrator when the CPU stays above 90% for a period of time. Which of the following tools would BEST be used to accomplish this?

- A. Performance Monitor
- B. Task Scheduler
- C. Task Manager
- D. System Configuration

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:****QUESTION 118**

A customer calls and states the new plasma display they just received has yellow spots all over the screen. Which of the following is the MOST likely cause of this issue?

- A. Using wrong video connector
- B. Dead pixels
- C. Dropped in shipping
- D. Incorrect installation

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 119

Which of the following tools and test equipment is routinely magnetized and should be used with caution around magnetic media?

- A. Screwdrivers
- B. Power supply testers
- C. Cable testers
- D. Pliers

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 120

Which of the following utilities will display a listing of active IP ports on the computer being tested?

- A. NETSTAT
- B. PING
- C. IPCONFIG
- D. TRACERT

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 121

New smart phones have features that allow them to be backed up to a remote location. Of which of the following is this an example?

- A. Desktop Manager
- B. iOS
- C. iCloud
- D. App Market
ams.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 122

Which of the following should a technician do LAST after cleaning up a virus infection?

- A. Enable system restore and create restore point
- B. Update antivirus software
- C. Schedule scans and updates
- D. Educate the end user

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 123

A technician discovers a networked computer has been infected with a zero day virus. Which of the following is the FIRST thing that should be done to the workstation?

- A. Document the symptoms of the virus.
- B. Turn off the computer using the power switch.
- C. Unplug it from the network.
- D. Run an antivirus update and then a full scan.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 124

Which of the following are examples of physical security? (Select TWO).

- A. Badges
ams.
- B. Anti-virus
- C. Encryption
- D. Firewalls
- E. Locked doors

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 125

Which of the following scenarios BEST defines phishing?

- A. A user receives an email from a friend to download a picture but the file format ends in .exe.
- B. A user receives a pop-up message about a virus from a company that states that if they buy this product it will remove the virus.
- C. A user receives a message about unwanted activity from their antivirus asking to remove the suspect file.
- D. A user receives an email from a person in another country with a story as to why they need help with a financial arrangement.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 126

Which of the following would be the BEST way to combat social engineering?

- A. User education
- B. Deny social networks through the firewall
- C. Badges
- D. Strong password usage

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 127

Which of the following commands would a technician use to map a network share?

- A. NET
- B. NSLOOKUP
- C. IPCONFIG
- D. COPY

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 128

A user is reporting their web browser is not going to the site they are attempting to access. Which of the following would BEST resolve this?

- A. Delete all Internet cookies.
- B. Ensure the user is not utilizing a proxy server.
ams.
- C. Remove all Internet shortcuts.
- D. Clear all Internet cache and saved passwords.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 129

A technician is called onsite to solve a network connection error. Upon arrival, the technician observes a message on the screen stating there is no boot drive found. Which of the following steps should the technician take NEXT?

- A. Repair the boot up sequence using recovery console.
- B. Restart the system, booting from a system recovery disk.
- C. Restart the system to verify the proper boot sequence.
- D. Inform the customer the hard drive has crashed and replace the drive.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 130

A technician needs to use Remote Desktop Connection in order to get access to a remote Windows workstation. However, the Programs menu has been hidden and they only have access to the Run command utility or a command-line prompt.

Which of the following is the utility that the technician should use to access Remote Desktop Connection?

- A. MSINFO32
- B. SERVICES.MSC
- C. MSCONFIG
- D. MSTSC

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 131

A user reports that they cleared a paper jam and now cannot print. The technician reseats the paper and then prints a test page from the printer. A test page sent from the workstation does not print. Which of the following actions should the technician take FIRST?

- A. Clear the print queue.
- B. Check the printer connection.
- C. Reboot the computer.
- D. Stop and start the printer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 132

A workstation is making a loud clicking noise that is originating from the hard drive and it is not booting. Which of the following should the technician do FIRST?

- A. Visit the hard disk vendor's site and run a hardware check on the drive.
- B. Put the hard drive in another system and back up all data from it.
- C. Run CHKDSK immediately and replace the drive if it is bad.
- D. Format the drive and restore from a previous image.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 133

A user is reporting that they cannot connect to the wireless network from their office but they were able to connect yesterday.

Which of the following would be the MOST likely reason?

- A. Radio switch on laptop is enabled
- B. Radio switch on laptop is disabled
- C. Channel interference
- D. User is too far away from the access point

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 134

A user on a domain network cannot install software that they need. Which of the following user groups is this user MOST likely associated with?

- A. Standard user
- B. Guest user
- C. Power user
- D. Administrator

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 135

A user reports that their PC does not work.

Which of the following would be the BEST question for the technician to ask the user to get further information?

- A. Can you get to the Internet?
- B. What exactly does not work?
- C. Does the PC turn on?
- D. Are you able to sign on?

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 136

A user reports that their PC boots up to a screen that reads OS not found . Which of the following would be the MOST likely cause of this problem?

- A. There are conflicting operating systems.
ams.
- B. Not enough memory is available.
- C. The system has a BSOD.
- D. The user has a USB key attached.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 137

A technician is working on an issue and has identified the problem and worked out the cause. Which of the following would MOST likely be the NEXT step the technician should make?

- A. Document the cause and solution
- B. Inform the user
- C. Report to the supervisor
- D. Establish a plan of action

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 138

Which of the following paths would a technician use to map a network drive?

- A. //servername\usershare
- B. \\servername\usershare
- C. \servername\usershare
- D. //servername/usershare

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 139

Which of the following is considered a method of physical security?

- A. Strong passwords
- B. Cipher locked doors
- C. NTFS
- D. Firewall

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 140

A user is operating a virtual machine (VM) and discovers it has been infected with malware. Which of the following applies?

- A. The host computer will automatically delete the VM.
- B. The VM can be shut down with no harm to the host PC.
- C. The host computer will quarantine the VM automatically.
- D. The VM will crash and cause irreparable damage to the host PC.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 141

Which of the following ports MUST be open in order for Remote Desktop to function?

- A. 53
- B. 80
- C. 3389
- D. 5900

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 142

A technician is dispatched to a location that has multiple laser printers. One of the network printers is printing what appears to be a shadow image.
ams.

The technician could solve this issue by:

- A. replacing the fuser.
- B. running calibrate.
- C. replacing the network cable.
- D. replacing the drum.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 143

A user wants to quickly install the most recent security patch released. Which of the following options can be selected from the Windows Update website?

- A. Custom settings
- B. Advanced settings
- C. Automatic settings
- D. Express settings

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 144

Which of the following has the HIGHEST level rights?

- A. Standard User
- B. Power User
- C. Guest User
- D. Remote Desktop User

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 145

Which of the following allows a user to reset their password with a series of security questions that only the user should know?

- A. Permission propagation
- B. Administration
- C. Verification
- D. Authentication

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 146

A technician needs to configure their neighbor's iPad. The neighbor wants to access their work email. The technician requires some information from their neighbor's work IT department. Which of the following information does the technician need?

- A. IP address and domain
- B. Server and domain
- C. Server and gateway
- D. IP address and DNS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 147

Which of the following is an advantage of a virtual machine hosted on a PC?

- A. Reduces the training required for employees.
- B. Reduces the amount of physical hardware required.
- C. Reduces the amount of CPU required on the host PC.
- D. Reduces the amount of RAM required on the host PC.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 148

Which of the following commands can be used in Windows XP to modify when the CHKDSK command runs?

- A. CONVERT
- B. IPCONFIG
- C. CHKNTFS
- D. SCANDISK

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 149

A user gets a warning from their ISP about illegally downloading copyrighted movies. The user insists that they

did not download any movies and calls a technician to implement stronger small office home office (SOHO) security.

Which of the following will allow only known workstations to connect to the SOHO router?

- A. WPA password
- B. Static IPs
- C. MAC filtering
- D. WEP password

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 150

A technician is installing a webcam in a nursery for a user to monitor their baby. The user wants to ensure that the webcam is not broadcasting externally.

Which of the following would the technician implement on the SOHO router to prevent the broadcast?

- A. Enable MAC filtering
- B. Enable static IPs
- C. Block the outbound port
- D. Change the default SSID

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 151

A user installed a new SOHO router and new wireless NICs to increase their transmission speed from 802.11b to 802.11g with the manufacturer's default settings. The user lives in an apartment building and is still experiencing slowness to the Internet after the installations. Which of the following is the MOST secure option that a technician could implement to resolve this issue?

- A. Hide the SSID
- B. Assign static IP addresses
- C. Enable MAC filtering
ams.
- D. Disable the WAN port

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 152

A technician has upgraded an internal WiFi card on a laptop and now the signal power to connect to a WAP is low.

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

- A. WIFI card drivers are not installed.
- B. The laptop s memory is faulty.
- C. The laptop s battery is dead.
- D. One of the antenna wires is unplugged.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 153

A custom configured PC with a powerful processor, high-end video, upgraded audio, and increased cooling would be MOST suited to which of the following applications?

- A. Thin client
- B. Gaming PC
- C. Virtualization workstation
- D. Thick client

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 154

When comparing laptops and tablet PCs which of the following is true?

- A. Tablets typically have higher resolution displays
- B. Laptops typically have a longer battery life
- C. Laptops typically use touch screen displays
- D. Tablets typically use solid state drives

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 155

Which of the following is the MOST secure method, short of physical destruction, that would be used to ensure that data on a hard drive cannot be recovered?

- A. Use a degaussing tool
- B. Format the drive
- C. Use an overwrite program
- D. Repartition the drive

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

ams.

QUESTION 156

A user would like to run a copy of Windows XP for testing; however, the user is currently using a Windows 7 PC.

Which of the following technologies should a technician recommend in order for the user to have access to both systems simultaneously?

- A. Purchase a second PC
- B. KVM switch
- C. Dual boot
- D. Virtualization

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 157

When putting a mobile device into airplane mode, which of the following features is typically disabled? (Select TWO).

- A. Bluetooth
- B. Multi-touch ability
- C. Data encryption
- D. Cellular data
- E. Wireless

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 158

IT suspects that other people are frequently making changes to a computer when a user leaves their desk.

Which of the following security policies can be implemented in order to prevent this situation?

- A. Auto-lock
- B. Password complexity
- C. Change the default username
- D. Disable the guest account

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 159

Windows Virtual PC is designed to:

- A. allow a user to run older programs in a Windows XP environment.
- B. allow a user to share a printer to any user on the Internet.
- C. give the user the ability to run multiple operating systems on a tablet.
- D. give the user the ability to run 64-bit applications in virtual mode.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 160

Which of the following is a new feature of iOS 5?

- A. Ability to dual boot the Android OS
- B. Ability to run native PC applications
- C. Ability to perform iTunes backups
- D. Ability to perform untethered updates

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 161

A new application is installed which adds three new services to a customer's PC. The customer asks for help, because the new application will not start. A technician investigates and finds that one of the services has failed to start. They attempt to manually start the service but it fails. Where should the technician look NEXT for more information? (Select TWO).

- A. Task Manager
- B. System registry
- C. Log files for the new application
- D. Event Viewer
- E. %SystemDir%\System32\Drivers

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 162

A technician is changing out a toner cartridge in a high volume printer. As they are removing the empty cyan cartridge, a large amount of blue powder falls out onto rollers in the immediate area. Which of the following should the technician do NEXT?

- A. Immediately leave the scene and sound an emergency to security.

- B. Use a toner vacuum to remove the spilled toner from the undesired surfaces.
- C. Use compressed air to remove the spilled toner from the undesired surfaces.
- D. Use the maintenance kit to remove and replace the affected parts.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 163

Which of the following allows a user to pinch zoom on an Android device?

- A. Accelerometer
- B. Micro USB port
- C. Multi-touch
- D. A trackball

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 164

An administrator has taken steps to secure a SOHO wired network, but as a result the users report that they can no longer access the Internet but can still see other computers on the network.

Which of the following would have caused this issue?

- A. Port 80 has been disabled
- B. Port 3389 has been enabled
- C. MAC filtering has been enabled
- D. LDAP has been disabled

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 165

Which of the following mobile phone features redirects the screen orientation as the user turns their phone?

- A. GPS
- B. Geotracking
- C. Locator application
ams.
- D. Gyroscope

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 166

While using a mapping program, which of the following functions shows the user's location on the map as well as movements on the map as they travel?

- A. Accelerometer
- B. Geotracking
- C. Gyroscope
- D. GPS

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 167

Which of the following BEST represents a security vulnerability of mobile devices? (Select TWO).

- A. Unauthorized downloads
- B. Viruses
- C. Improper file permissions
- D. Phishing
- E. Theft

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 168

When connecting a Bluetooth device to a mobile device, which of the following BEST describes the purpose of discovery mode?

- A. Allows two Bluetooth devices to connect to each other without a mobile device
- B. Disconnects all devices and connects to the closest powered on device
- C. Allows a peripheral to be contacted by the mobile device
- D. Instructs the phone to seek out all nearby devices and connect to them

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 169

Which of the following devices is MOST likely to come standard with a solid state hard drive?

- A. Tablet
- B. Storage server
- C. Laptop
- D. Desktop PC

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 170

A user launches a software application on their Android tablet device. Once the software has loaded, the user reports that when turning the tablet to work the application in landscape mode, the software does not automatically adjust to landscape mode.
ams.

Which of the following is the cause of the issue?

- A. The auto-adjust setting is not enabled in the operating system.
- B. The tablet is running low on power and disabled landscape mode.
- C. The application was not developed to react to changes to the gyroscope.
- D. The user did not switch the tablet to landscape mode.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 171

A user wishes to access their contacts from their Android phone. Which of the following methods will provide the MOST up-to-date contact information on the user's phone on a daily basis?

- A. Enable contact synchronization by setting up their email account on the phone.
- B. Download all their contacts in a .csv file and import them into the phone via a USB laptop connection.
- C. Enable Bluetooth and transfer the contacts from their laptop to the cell phone.
- D. Enable email synchronization and email the contacts to the user account for download.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 172

Which of the following explains why a tablet OS loads quicker than a laptop OS?

- A. A tablet requires less power to operate than a laptop.
- B. A tablet has a smaller circuit board than a laptop.
- C. A SATA drive loads data much faster than an IDE drive.
- D. A SSD drive loads data much faster than a SATA drive.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 173

A user recently purchased a new high-end graphics card, and would like to run their existing games through an LCD TV at 1080p. However, when the installation is complete, none of the games appear correctly on the LCD TV.

Which of the following is the MOST likely cause?

- A. The LCD TV response rate is not fast enough for gaming.
- B. The PC games cannot be run to an external display.
- C. The games do not support a 1920x1080 resolution.
- D. The LCD TV driver is not supported by the Windows operating system.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 174

A user is running a RAID 0 array and has problems with one of the drives. Which of the following actions will the technician take NEXT?

- A. Replace the failing drive and let the RAID recover.
- B. Add an additional drive to the array and let the RAID recover.
- C. Replace the drive; all the data is lost and cannot be recovered.
- D. Remap the RAID array to another drive letter to recover the data.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 175

A technician is taking apart a laptop in order to replace an internal part. During this process, which of the following represents a best practice?

- A. Only perform the work on a plastic counter top
- ams.
- B. Never use a power tool to remove screws from the case
- C. Label the screws according to where they came from
- D. When working on the bottom of a laptop, always leave the screen open

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 176

When setting up a new wireless router, which of the following actions should the technician take FIRST in order to secure the network? (Select TWO).

- A. Disable unused ports
- B. Change the SSID
- C. Position the antennas to prevent outside access
- D. Enable MAC filtering
- E. Change the default user name

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 177

A user with a CRT monitor notes that there is a discolored area in a portion of their screen. Which of the following is the MOST likely cause of the issue?

- A. Bad video card
- B. The video card drivers need to be upgraded
- C. Bad monitor
- D. The screen needs to be degaussed

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 178

A user reports an issue of intermittent Read / Write errors occurring on their PC. Which of the following actions would a technician MOST likely take?

- A. Run FDISK on the drive
- B. Update definitions and run a virus scan
- C. Low level format the drive
- D. Run CHKDSK on the drive

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 179

Which of the following display types may be practical for a laptop format, but has limited uses due to heat considerations?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 180

Which of the following would be the BEST means of maintaining data security for a mobile device that has been lost or stolen?

- A. Login attempt restrictions
- B. Locator service
- C. Remote wipe
- D. Passcode lock

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 181

Which of the following allows a hidden backdoor to be used for access to workstations on the Internet?

- A. Firmware
- B. Rootkits
- C. SQL injection
- D. Cross-side scripting

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 182

Which of the following allows a user to enable XP mode?

- A. Windows Vista Home Premium
- B. Windows 7 Professional
- C. Windows 7 Home Premium
- D. Windows Vista Ultimate

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 183

A user states they have rebooted the printer and it is displaying PC load letter . Which of the following is the MOST likely cause?
ams.

- A. The printer needs to be rebooted.
- B. The printer is out of paper.
- C. The fuser needs to be replaced.
- D. The toner cartridge is low.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 184

A technician needs to remove the ability of standard users to shut down or restart a shared computer. Which of the following commands can be used to accomplish this task?

- A. services.msc
- B. shutdown.exe
- C. bootrec.exe
- D. gpedit.msc

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 185

A user reports that all print jobs sent to a certain printer that require legal sized paper are not printing. However, standard size paper jobs are printing correctly. A technician checks the paper tray and verifies that it is loaded with legal size paper.

Which of the following is the MOST likely cause of the problem?

- A. The printer is not designed to print legal sized pages.
- B. The print queue is holding jobs from printing.
- C. The paper weight is too heavy for the printer.
- D. The paper size for the tray is incorrect in the printer setup.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



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