CompTIA 220-802

CompTIA A+ Certification

CompTIA 220-802 Exam

Topic 1, Operating Systems

QUESTION 1
A technician is creating a batch script that auto-assigns a particular drive share to a drive letter upon login. Which of the following commands can accomplish this?

A. NET USE
B. PING
C. XCOPY
D. IPCONFIG

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 2
An office of 25 computers is interested in employing a file server, network shares, and print server functionality. Which of the following network setups would be BEST suited for this situation?

A. Ad-hoc
B. Workgroup
C. Domain
D. Token ring

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 3
Which of the following terms BEST describes the software or hardware used to manage virtual machines?

A. Hypervisor
B. Cloud Server Manager
C. Supervisor

D. Virtual Disk Manager

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

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QUESTION 4
A technician is required to change a setting for HKEY_Local_Machine. Which of the following would the technician use to change this?

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A. BCEDIT
B. WEP setup
C. MSCONFIG
D. REGEDIT

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 5
Which of the following Control Panel utilities will allow a technician to change the associated file type in a Windows XP machine?

A. Folder options

B. Administrator tools

C. Accessibility options

D. Regional and language options

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 6
Which of the following keys, when pressed immediately after the BIOS test, will display Windows Boot Manager on a Windows 7 PC?

A. f2

B. f8

C. esc

D. delete

Correct Answer: C
Section: (none)
Explanation

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Explanation:

QUESTION 7
Which of the following Windows 7 versions comes with the LARGEST number of multimedia features?

A. Enterprise

B. Home Premium

C. Professional

D. Starter

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 8
A technician wants to know if a PC has an embedded wireless card. Which of the following tools should be used?

A. Device Manager
B. Component Services
C. Services
D. System Configuration

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 9
A technician notices multiple disk errors in the Event Viewer. Which of the following tools would BEST diagnose this issue?

A. CHKDSK
B. FDISK
C. BOOTREC
D. DISKPART

Correct Answer: A
Section: (none)
Explanation

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Explanation:

QUESTION 10
Which of the following BIOS boot methods allows a system to boot from a remote server?

A. PXE

B. DVD

C. USB

D. SATA

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 11
Which of the following settings MUST be configured in order to turn on a VoIP phone?

A. PoE

B. Flow control

C. VPN

D. Duplex speed

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 12
In which of the following locations would a technician go to show file extensions?

A. Security Center
B. Folder Options
C. Display
D. System

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 13
A technician needs to build a PC to act as a home virtual server. Which of the following would be the BEST choice?

A. Dual Core CPU, 6GB DDR3 RAM, 320GB of hard drive space
B. Dual Core CPU, 8GB DDR RAM, 1TB of hard drive space
C. QUAD Core CPU, 6GB DDR3 RAM, 320GB of hard drive space
D. QUAD Core CPU, 4GB DDR2 RAM, 1TB of hard drive space

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 14
Windows XP Mode is available in which of the following Microsoft Windows environments?

A. Windows Vista Ultimate
B. Windows 7 Business Edition
C. Windows XP Professional
D. Windows Server 2008 R2

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 15
Which of the following are true regarding Windows 32-bit versus Windows 64-bit Operating Systems? (Select TWO).

A. CPUs that can run Windows 32-bit can also run Windows 64-bit.
B. Device drivers for Windows 32-bit and Windows 64-bit are the same.
C. Not all CPUs are capable of running Windows 64-bit.
D. Windows 64-bit can address larger amounts of RAM.
E. Windows 64-bit is a more secure OS and less susceptible to viruses.

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 16
Which of the following statements is true about XP mode in Windows 7?

A. Windows XP mode was only available in Windows Vista and it is not available in Windows 7.
B. Only the Professional and the Ultimate versions support Windows XP mode.
C. All versions of Windows 7 support Windows XP mode when the feature is installed.
D. Only the Ultimate version of Windows 7 supports Windows XP mode.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 17
Which of the following is true about a file when it is copied from an NTFS to a FAT32 partitions?

A. The file owner is preserved
B. All of the file permissions are lost
C. All file permissions must be reassigned
D. The file name becomes case insensitive

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 18
If a customer wants to create a multi-boot PC with different editions of Windows, which of the following is MOST important to consider?

A. Using multiple partitions
B. Using multiple hard drives
C. Using a single partition
D. Using a PXE boot scheme

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 19
A technician suspects that a recent virus they removed may have corrupted a necessary system file. Which of the following utilities can the technician use to verify the integrity of these critical files?

A. msconfig
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B. sfc
C. regsrv32

D. fixmbr

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 20
Which of the following System Tools would be the BEST one to perform a regular archiving of information on a PC?

A. ROBOCOPY
B. XCOPY
C. Backup
D. System Restore

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 21
Which of the following is the correct UNC path to use when mapping a network drive?

A. \\share\password
B. \\share\server
C. \\server\username
D. \\server\share

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 22
Which of the following can be used to remove a virus from a computer?

A. Anti-spyware software
B. Anti-malware software
C. System Restore
D. Event Viewer
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Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 23
Which of the following operating systems is capable of fully utilizing more than 4GB of system RAM?

A. Windows Vista Ultimate
B. Windows 7 32-bit
C. Windows 7 64-bit
D. Windows XP Professional

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 24
A /all switch is MOST likely to be used with which of the following commands?

A. NET
B. NBTSTAT
C. PING
D. IPCONFIG

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 25
A technician wants to create a customized list of common utilities that are easily accessible in the same location. Which of the following tools would allow them to build such a list?

A. MSCONFIG
B. MMC
C. MSTSC
D. MSINFO32

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

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QUESTION 26
A technician needs to use a command line tool to determine the network name and the IP address of a resource. Which of the following command line tools will provide an IP address when given a name?

A. verify
B. tracert
C. ipconfig
D. nslookup

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 27
A user wants to configure their network to support VoIP. Which of the following would BEST support a VoIP installation?

A. QoS
B. POTS
C. Wake-on-LAN
D. VPN

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 28
A user has installed a legacy application in Windows 7 and reports that only some of the functionality in it is operational. Another user is using the same application on a different Windows 7 machine and doesn't report those problems. Which of the following features in Windows 7 may be responsible for this problem?

A. System Protection settings
B. User Account Control
C. Action Center
D. Data Execution Prevention

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Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 29
Which of the following file system types is used primarily for optical media?

A. FAT32
B. NTFS
C. HPFS
D. CDFS

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 30
When moving files from a Microsoft gaming console, which of the following command line utilities is recommended to transfer files?

A. IMAP
B. XCOPY
C. DISKPART
D. FDISK

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 31
A user's PC breaks and a technician needs to configure a new machine with a copy of their computer image stored on a remote server. Which of the following technologies would help RIS install this image?

A. BRD
B. DVD
C. USB
D. PXE
E. CD

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 32
A technician is setting up automatic login to desktop for a non-domain Windows XP system. Which of the following administrative tools would accomplish this?

A. User Accounts
B. Network and Sharing Center
C. Task Manager
D. System Configuration

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 33
Which of the following command line tools will terminate a non-system process without restarting the computer?

A. Shutdown
B. Kill
C. Erase
D. Break

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 34

A user, Joe, calls and states every few hours he is unable to connect to the Internet for several minutes but is able to access internal sites during this time. Which of the following tools would be used to find the issue with the network connection?

A. TRACERT
B. NETSTAT
C. IPCONFIG
D. NSLOOKUP

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 35
Which of the following operating systems can be upgraded directly to Windows 7 Professional by a default installation? (Select TWO).

A. Windows 7 Home Premium
B. Windows Vista Business
C. Windows XP Home
D. Windows XP Professional 64-bit
E. Windows XP Media Center

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 36
Which of the following is an example of client-side virtualization?

A. Compatibility mode on a program icon properties menu
B. Running a DOS application on a Windows 7 32-bit operating system
C. Cloud hosted office applications

D. XP mode running in Windows 7 64-bit operating system

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 37
Joe, a technician, would like to map a network drive when he starts up his computer in the morning. Which of the following commands would he use to accomplish this task?

A. NSLOOKUP
B. NETSTAT
C. NBTSTAT
D. NET

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 38
A local administrator would like to determine why a laptop is taking so long to boot into the operating system. Which of the following tabs in MSCONFIG would the administrator access to BEST determine this?

A. Startup
B. Tools
C. General
D. Boot

Correct Answer: A
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 39
A user has plugged in a mobile phone to a PC and received a message that the driver was not successfully installed. Which of the following system tools should be used to troubleshoot this error?

A. Device Manager
B. Component Services
C. Windows Memory Diagnostics
D. Data Sources

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 40
On a corporate network, which of the following features would be used to redirect network traffic for filtering or monitoring?

A. Content Advisor
B. Proxy Settings
C. Network Drive Mapping
D. Local Security Policy
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Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 41
Which of the following describes when an application is able to reuse Windows login credentials?

A. Access control list
B. Principle of least privilege
C. Single sign-on
D. Pass-through authentication

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 42
A technician recently replaced a user's monitor and now the user is reporting that the screen is filled with static and appears distorted. Which of the following will resolve the issue?

A. Lower refresh rate
B. Lower the resolution
C. Raise the resolution
D. Increase refresh rate

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 43
A user recently installed a new video driver on a PC but now it will not boot. Which of the following is the BEST option to correct the issue?

A. Automated system recovery
B. Emergency repair disks
C. FIXBOOT
D. Safe mode
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Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 44
DRAG DROP

MOST

LEAST

Enterprise

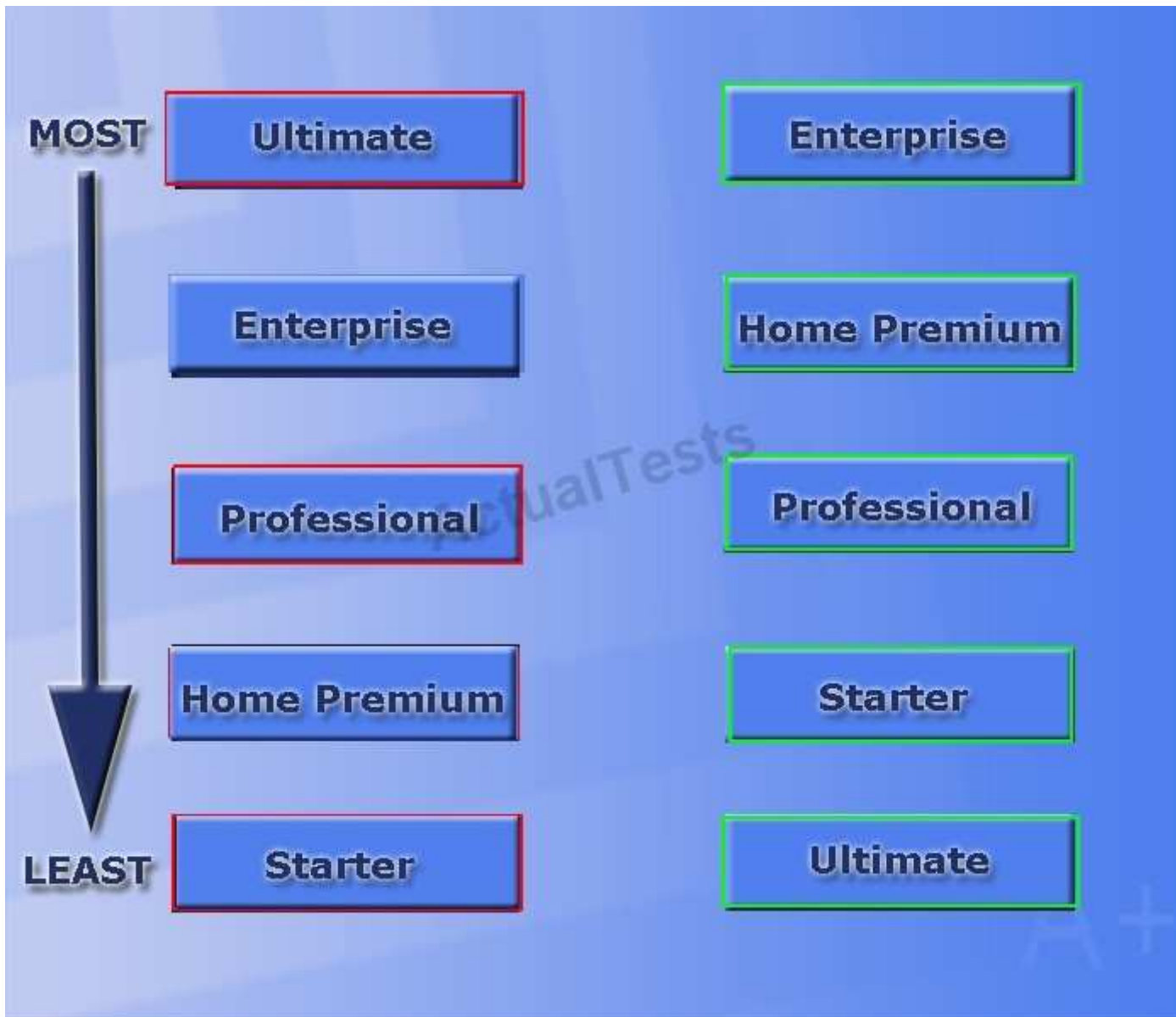Home Premium

Professional

Starter

Ultimate

A.

B.

C.

D.

Correct Answer:
Section: (none)
Explanation

Explanation/Reference:
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MOST

Ultimate	Enterprise
Enterprise	Home Premium
Professional	Professional
Home Premium	Starter
Starter	Ultimate

LEAST

Explanation:

MOST

Ultimate

Enterprise

Professional

Home Premium

LEAST

Starter

QUESTION 45
DRAG DROP

Features:

HomeGroup

Add/Remove Programs

Printers

Gadget Sidebar

Action Center

Start Menu

Printers and Faxes

Hibernate

Printers and Devices

Windows Version:

Windows 7

Windows Vista

Windows 7, XP, and Vista

Windows XP

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A.
B.
C.

D.

Correct Answer:
Section: (none)
Explanation

Explanation/Reference:

Features:	Windows Version:	
HomeGroup	Windows 7	Windows 7
Add/Remove Programs	Windows XP	Windows Vista
Printers	Windows Vista	Windows 7, XP, and Vista
Gadget Sidebar	Windows Vista	Windows XP
Action Center	Windows 7	
Start Menu	Windows 7, XP, and Vista	
Printers and Faxes	Windows XP	
Hibernate	Windows 7, XP, and Vista	
Printers and Devices	Windows 7	

Explanation:

Features:

- HomeGroup
- Add/Remove Programs
- Printers
- Gadget Sidebar
- Action Center
- Start Menu
- Printers and Faxes
- Hibernate
- Printers and Devices

Windows Version:

- Windows 7
- Windows XP
- Windows Vista
- Windows Vista
- Windows 7
- Windows 7, XP, and Vista
- Windows XP
- Windows 7, XP, and Vista
- Windows 7

QUESTION 46

A user is having trouble connecting to the Internet. Which of the following commands should a

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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:
Explanation:

QUESTION 47

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:
Explanation:

QUESTION 48

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:
Explanation:

QUESTION 49
Which of the following commands would a technician use to move one directory above or below

the one the technician is currently in?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 50
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:
Explanation:

QUESTION 51
Which of the following operating systems supports full usage of 8GB DDR3 RAM?

A. Windows 7 Professional x86
B. Windows 7 Home Premium x64
C. Windows XP Professional
D. Windows Vista Home Premium x86

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 52
Which of the following commands, in Windows 7, could a technician use to schedule a disk integrity scan upon next boot?

A. CHKDSK

B. ROBOCOPY
C. SCANDISK
D. FDISK

Correct Answer: A
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 53
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:
Explanation:

QUESTION 54
A technician believes a machine loaded with Windows XP Professional has issues with file integrity of the core OS components. Which of the following commands could be used to both check and replace damaged files?

A. SFC /SCANNOW
B. CHKDSK /R /F
C. FORMAT C:
D. DISKPART

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 55
A technician is tasked with building three systems that are capable of utilizing the new Windows HomeGroup functionality. Which of the following versions of Windows would need to be used?

A. Windows 7 or Windows Vista
B. Windows Vista only
C. Windows XP Professional x64 Edition
D. Windows 7 only

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 56
Which of the following data transfers will retain the current NTFS permissions of a file?

A. Copying the file to a different location on the same volume
B. Copying the file to a different location on a different volume
C. Moving the file to a different location on a different volume
D. Moving the file to a different location on the same volume

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 57
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:
Explanation:

QUESTION 58
A user states their workstation will not reach the login screen. Which of the following commands can be used to write a new partition boot sector to the system partition in the Recovery Console?

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A. FIXMBR
B. BOOTCFG
C. FIXBOOT
D. DISKPART

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 59
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:
Explanation:

QUESTION 60
Which of the following Control Panel items will allow for easy streaming of pictures, music, and videos to other Windows 7 PCs?

A. Ease of Access Center
B. AutoPlay
C. Sync Center
D. HomeGroup

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 61
The folder "Documents" is shared. The user can create and delete documents when on the local PC, but can only read documents when accessing them remotely. Which of the following should be adjusted?

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A. Read Only Attribute
B. Share Permissions
C. Firewall Settings
D. NTFS Permissions

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 62
Which of the following accounts is MOST restrictive?

A. Administrator
B. Standard User
C. Guest
D. Power User

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 63
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:
Explanation:

QUESTION 64
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

QUESTION 65
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:
Explanation:

QUESTION 66
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:
Explanation:

QUESTION 67
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

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Explanation:

QUESTION 68
Which of the following is the BEST tool for a technician to use to make sure the network wires are securely fastened in a wall jack?

A. Crimper
B. Small flat screwdriver
C. Wire strippers
D. Punch down

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 69
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:
Explanation:

QUESTION 70
Which of the following resources is MOST important for accessing remote virtual environments on a client machine?

A. Network speed
B. CPU speed
C. High speed memory
D. Drive space

Correct Answer: A
Section: (none)
Explanation

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Explanation:

QUESTION 71
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:
Explanation:

QUESTION 72
If a computer does not have an optical drive, which of the following is the MOST efficient method to install an operating system?

A. Emergency Restore CD
B. Floppy disk
C. USB flash drive
D. Bluetooth connection

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 73
Which of the following is the MAXIMUM number of primary partitions that can be created on a hard drive with FAT32?

A. 2
B. 4
C. 6
D. 8

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 74
A technician needs to decrease the time it takes to install an operating system on 100 computers. Which of the following installations would the technician use to reduce hands-on time spent on each computer?

A. Upgrade installation
B. USB installation
C. Unattended installation

D. Clean installation

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 75
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:
Explanation:

QUESTION 76
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:
Explanation:

QUESTION 77
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:
Explanation:

QUESTION 78
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:
Explanation:

QUESTION 79
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

B. DEL
C. SCANDSK
D. FORMAT

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 80
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:
Explanation:

QUESTION 81
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:
Explanation:

QUESTION 82
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:
Explanation:

QUESTION 83
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:
Explanation:

QUESTION 84
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:
Explanation:

QUESTION 85
Which of the following would be the BEST format for optical media?

A. FAT32
B. EXT3
C. CDFS
D. NTFS

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 86

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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:
Explanation:

QUESTION 87
The Aero feature is found in which of the following operating systems? (Select TWO).

A. Windows 7 Home Premium
B. Windows 7 Starter
C. Windows Vista Enterprise
D. Windows XP Media Center
E. Windows XP 64-bit Professional

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 88
An audio visual company has decided that they want to migrate from Windows XP Professional SP2. The company has a domain network. A technician is tasked with selecting an operating system. Which of the following should the technician select?

A. Windows 7 Home Premium
B. Windows Vista Home Premium
C. Windows 7 Professional

D. Windows XP Media Center

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 89
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:
Explanation:

QUESTION 90
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:

Explanation:

QUESTION 91
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:
Explanation:

QUESTION 92
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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:
Explanation:

QUESTION 93
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:
Explanation:

QUESTION 94
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 95
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

QUESTION 96
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:
Explanation:

QUESTION 97
From which of the following tools can a technician locate the PID of an application?

A. Local Security Policy
B. MSCONFIG
C. Computer Management
D. Task Manager

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 98
Which of the following file system types is used for optical media?

A. FAT32
B. FAT
C. CDFS
D. NTFS

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 99
Which of the following supports IP telephony devices without requiring external power?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 100
A customer is concerned about a computer that repeatedly beeps when attempting to power on.
Which of the following is MOST likely the cause?

A. Network cable is unplugged
B. USB 2.0 is plugged into USB 1.1 port
C. RAM not seated properly
D. Optical media was left in the drive

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 101
A customer wants to use VoIP phones without having to plug them into an electrical outlet. Which of the following switch features would a technician recommend?

A. QoS
B. Gigabit
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C. PoE
D. Wake-on-LAN

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 102
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:

Explanation:

QUESTION 103
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:
Explanation:

QUESTION 104
A technician receives an error every time a workstation boots up. The technician needs to find out what process is responsible for the error. Which of the following utilities would be used FIRST?

A. System Control Panel
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B. Task Manager
C. Event Viewer
D. MSCONFIG

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 105
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:
Explanation:

QUESTION 106
A technician is tasked with changing the account lockout threshold to 30 minutes in Windows 7. Which of the following should the technician use to accomplish this task?

A. User Access Control
B. Windows Security Center
C. Local Security Policy
D. Users and Groups

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 107
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
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C. CHKDSK
D. DISKPART

Correct Answer: A

QUESTION 108
A technician needs to create a new folder from the command line on the root of the C. drive. Which of the following is the correct command to use?

A. CD
B. MD
C. PUSHD
D. RD

Correct Answer: B

QUESTION 109
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

QUESTION 110
A technician is reconfiguring an email account for off-line mode. Which of the following will describe the expected time of account synchronization with the email server?

A. It will depend on the SMTP settings of the email server.
B. It will depend on the time when the account was last synchronized.
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C. It will depend on the POP settings of the email server.
D. There is no off-line mode for email.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 111
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:
Explanation:

QUESTION 112
Which of the following Control Panel utilities would be BEST to use to remove a Windows 7 application?

A. Folder Options
B. Add/Remove Programs
C. Programs and Features
D. Administrator Tools

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 113
Which of the following components would a user MOST need when building a virtual server? (Select TWO).

A. Networking speed
B. High-end sound card
C. RAM
D. High-end video card
E. HDMI
F. CPU

Correct Answer: CF
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 114
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:
Explanation:

QUESTION 115
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:
Explanation:

QUESTION 116
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?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 117
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:
Explanation:

QUESTION 118
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:
Explanation:

QUESTION 119
Which of the following ports MUST be open in order for Remote Desktop to function?

A. 53

B. 80

C. 3389
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D. 5900

Correct Answer: C

Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 120
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:
Explanation:

QUESTION 121
When scheduling a backup for preventative maintenance, which of the following would ensure all data was captured?

A. Differential
B. Full
C. Incremental
D. Daily

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 122
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. SCANDSK

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 123
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:
Explanation:

QUESTION 124
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:
Explanation:

QUESTION 125
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:
Explanation:

Topic 2, Security

QUESTION 126
A PC has sensitive data that must be destroyed, before the PC is redeployed. A technician has been tasked with completely wiping the PC hard drive. Which of the following methods is BEST for the technician to use?

A. Quick format
B. FDISK

C. Low level format

D. Standard format

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 127
An attack that creates a website that looks like another website, with the purpose of learning someone's account information is called which of the following?

A. Virus

B. Shoulder surfing

C. Trojan

D. Phishing

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 128
Which of the following helps to prevent virus infections from USB flash drives?

A. Strong passwords

B. Password protected screen savers

C. Disabling the guest account

D. Disabling the autorun feature

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

Explanation:

QUESTION 129
Which of the following security threats are MOST often delivered via email? (Select TWO).

A. Rootkits
B. Phishing
C. Shoulder surfing
D. Social engineering
E. Spam

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 130
A user is advised by the software vendor that the user must have elevated privileges in order to run a program. The user should do which of the following to BEST accomplish this?

A. Run in Windows XP compatibility mode
B. Run the program in a virtual PC environment
C. Log out of the system and login under another user's name
D. Right click select "run as" and select administrator

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 131
A company wants to prevent non-authorized users from entering into a secure building. Which of the following will BEST mitigate this activity?

A. Train users on tailgating
B. Implement an escort policy
C. Install mantraps
D. Require all users to have badges

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 132
An employee at a company lost their mobile device that contains proprietary information. Which of the following methods is the BEST to be implemented to prevent unauthorized users from obtaining this information?

A. Lock screen pattern
B. Cancel mobile service
C. Remote wipe
D. Six character password

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 133
Which of the following would be the QUICKEST means of removing data from a hard drive, when there is no consideration regarding the total destruction of the data?

A. Standard format
B. Low level format
C. Overwrite program
D. Drive wipe

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 134
Which of the following is MOST effective in preventing security breaches on a network? (Select THREE).

A. Bandwidth throttling
B. Eliminate password history
C. Enable QoS
D. Antivirus software
E. User education
F. Enforced login/logoff hours

Correct Answer: DEF
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 135
Which of the following areas of a file system should a standard user have restricted permissions to in order to promote a security best practice? (Select TWO).

A. Temporary Internet Files
B. My Document Files
C. Windows System Files
D. Network Files
E. Program Files

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 136
A technician wants to ensure that only authorized administrators can make configuration changes to the company's wireless router. Which of the following MUST the technician change to prevent unauthorized users from modifying the access point configuration?

A. MAC address filters
B. Manufacturer password
C. Default SSID
D. Configure encryption

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 137
Which of the following utilities would a technician use on a Windows Vista or Windows 7 machine to configure what applications are allowed to send/receive data over the LAN connection?

A. Users and Groups
B. Windows Firewall
C. Registry Editor
D. Task Scheduler
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Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 138
A customer needs to setup their laptop for use with a proxy server to browse the web at work. Which of the following areas would a technician need to visit to

configure this on a Windows 7 system?

A. System Protection
B. Security Center
C. Windows Firewall
D. Internet Options

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 139
Which of the following security threats is defined by its self propagating characteristic?

A. Virus
B. Rootkit
C. Trojan
D. Worm

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 140
Which of the following should a technician implement to prevent external contractors from physically plugging devices into the company's network jacks unless such jacks are designated for guest use?

A. Disable DHCP and assign a static IP address to each network device physically connected to the network.
B. Enable MAC address filtering across all network jacks and record the MAC address of guest devices.
C. Disable all switch ports when they are not utilized and enable them on an as needed basis.
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D. Place guest network jacks in public areas and all other jacks in secure areas as needed.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 141
Which of the following should a technician implement to prevent external contractors from physically plugging devices into the company's network jacks unless such jacks are designated for guest use?

A. Disable DHCP and assign a static IP address to each network device physically connected to the network.
B. Enable MAC address filtering across all network jacks and record the MAC address of guest devices.
C. Disable all switch ports when they are not utilized and enable them on an as needed basis.
D. Place guest network jacks in public areas and all other jacks in secure areas as needed.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 142
A small business owner is setting up their wireless network in their office, which is in a building shared with several other businesses. The owner does not want to disable the SSID broadcasting due to visiting customers needing to use the network, but does not want other businesses to notice the network, let alone access it. Which of the following would BEST accomplish this?

A. Configure the access point encryption from unsecured access to WEP.
B. Adjust the radio power so that coverage is restricted to the business.
C. Change the SSID to reflect the business name instead of a public access point.
D. Enable MAC filtering and restrict access to other company's devices.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

Explanation:

QUESTION 143
An administrator is concerned about users accessing network shares outside of their job role.

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Which of the following would BEST prevent this?

A. Set up shares with permissions based upon group membership.
B. Implement a written policy addressing the issue for all users.
C. Monitor access to the network shares using SNMP.
D. Prevent remote logins to all network shares and drives.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 144
A company is looking to donate a collection of old PCs that are no longer needed. Which of the following data destruction methods would be MOST secure for highly sensitive information?

A. Simple 1-pass zero overwrite
B. Low level 3-pass random wipe
C. Low level 7-pass random wipe
D. High level format 10 times

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 145
A user receives an unsolicited call from a technician claiming to be from a Microsoft certified partner. The technician tricks the user into allowing them access to their PC because of malware alerts that were being broadcasted. Which of the following attacks is this user a victim of?

A. Shoulder surfing
B. Phishing attack
C. Social engineering
D. Malware infection

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 146
Which of the following identifies traffic based upon its physical network address?

A. Phishing
B. Hashing
C. MAC filtering
D. Geotracking

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 147
A technician must secure company documents from accidental disclosure. Which of the following should be implemented? (Select TWO).

A. User training
B. Anti-malware
C. Paper shredding
D. Time of day restrictions

E. Employee badges

F. Mantraps

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 148
Which of the following is TRUE about the difference between a worm and a virus?

A. Worms are written in assembly while viruses are written with scripting languages.

B. Viruses hide in the boot record while worms hide within the file system.

C. Worms self propagate while viruses need human intervention to replicate.

D. Viruses disable the antivirus update service while worms kill the antivirus process.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 149
A technician is tasked with improving the security of a SOHO network. The office is comprised of a single wireless router located under the front desk where the office manager sits. All desktop

computers are wired into the router which is configured with strong device credentials. Additionally, wireless is disabled on the router. Which of the following should the technician perform NEXT to improve the security of the SOHO network?

A. Disable the router's remote management feature.

B. Enable WPA2 wireless encryption.

C. Change the router's default admin name and password.

D. Place the router in a locked room.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 150
After several passes with a malware removal program, the program keeps detecting the same malware infection after a reboot. Which of the following should be done to attempt to remove the offending malware?

A. Run the malware removal program while disconnected from the Internet
B. Run the malware removal program in Windows Safe Mode
C. Reinstall the malware removal program from a trusted source
D. Set the malware removal program to run each time the computer is rebooted

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 151
A technician is trying to prevent a local application from reaching the web due to security concerns. Which of the following solutions could BEST prevent the application from reaching the web? (Select TWO).

A. Configure the workstation for a static IP
B. Disable all wireless network connections
C. Remove shortcuts to the application
D. Block the application in Windows Firewall
E. Change network location to Work
F. Reroute the web address in HOSTS file

Correct Answer: DF
Section: (none)
Explanation

Explanation/Reference:

Explanation:

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QUESTION 152
For the last year, a company has gathered statistics on the most common security incidents. The highest percentage deals with opening email attachments that contain malware. Which of the following would mitigate this issue without reducing productivity?

A. Annual cyber security education
B. Update antivirus signatures more often
C. Block all email attachments
D. Install an IPS on each workstation

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 153
A company wants to ensure that the latest cyber security threats are known to the employees across the enterprise to minimize occurrences. Which of the following should be implemented?

A. Message of the Day
B. Email lists
C. Company forums
D. Regular user education

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 154
A technician is implementing a SOHO wireless network for Company A that shares a floor with Company B. Which of the following would BEST secure the wireless network so that only Company A employees are allowed access?

A. Turning down the radio power level

B. Enabling MAC filtering

C. Setting a high encryption level

D. Disabling the SSID broadcast

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 155
A technician enabled remote management on the small office WAP to manage this device from another location. Users are reporting that the WAP has changed its SSID without anyone's knowledge. Which of the following would prevent this from occurring?

A. Change to user MAC filtering

B. Change default usernames and passwords

C. Disable the SSID from broadcasting

D. Enable static IP addresses

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 156
A technician has configured the ability to connect to a small office server using remote desktop from a workstation within the office. The technician has reviewed logs that show constant brute force attacks to that server from outside the network. Which of the following would prevent this from occurring?

A. Configure the server to use a static IP

B. Logically move the server to the DMZ

C. Reallocate the server to a different networking closet

D. Disable the remote desktop port

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 157
In order to prevent other users from editing files in `C:\ Files', which of the following steps should be taken?

A. Set NTFS permissions to read only
B. Set the folder to index files for search
C. Set the local administrator as the owner of the folder
D. Set network share permissions to read only

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 158
Which of the following security threats requires the attacker to be physically located near the target machine?

A. Shoulder surfing
B. Social engineering
C. Phishing
D. Rootkit

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 159
An unauthorized user observing system security procedures is known as:

A. a worm.
B. shoulder surfing.
C. phishing.
D. spyware.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 160
Privacy filters applied to users computer screens are used to combat which of the following security risks?

A. Rootkits
B. Spear phishing
C. Shoulder surfing
D. Social Engineering

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 161
Which of the following is solely designed to avoid detection by an antivirus program by using the underlying operating system to its advantage?

A. Rootkit
B. Virus
C. Trojan
D. Worm

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 162
Which of the following passwords is the MOST secure according to industry best practices?

A. VeryStrongPassword
B. SimpleAnswer1234
C. E@sy2Remember
D. thisisthecorrectanswer1

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 163
Which of the following security best practices would prevent a program on a CD from immediately launching when inserted into a computer?

A. MSCONFIG >Startup Tab

B. Disable the Guest account

C. Rename the Administrator account

D. Disable autorun

E. Restrict user permissions

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 164
Which of the following security threats involve shoulder surfing and phone phishing?

A. Man-in-the-Middle

B. Social engineering

C. Trojan virus

D. Spyware

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 165
Which of the following security threats does NOT use software to extract sensitive information or credentials?

A. Grayware

B. Shoulder surfing

C. Malware

D. Man-in-the-Middle exploits

Correct Answer: B

Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 166
Which of the following features helps to prevent shoulder surfing?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 167
Which of the following security controls would be an example of the least privilege principle on a home PC?

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A. Install antispyware on the PC.
B. Create a standard user account for kids.
C. Store all financial data in a separate folder.
D. Disable the firewall for online gaming.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 168
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:
Explanation:

QUESTION 169
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:
Explanation:

QUESTION 170
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
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B. Mantraps
C. Door locks

D. Smart card badges

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 171
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:
Explanation:

QUESTION 172
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

QUESTION 173
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

QUESTION 174
Which of the following is BEST used to prevent other people from viewing a user's computer screen?

A. Anti-virus software
B. Key fob
C. Biometric device
D. Privacy filter

Correct Answer: D
Section: (none)
Explanation

QUESTION 175
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:
Explanation:

QUESTION 176
A computer program that functions normally while quietly installing malicious software on a machine is known as a:

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A. DDoS attack.
B. Worm.
C. Phishing attack.
D. Trojan.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 177
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:
Explanation:

QUESTION 178
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:
Explanation:

QUESTION 179
Turnstiles and other mantraps will prevent which of the following security threats?

A. Shoulder surfing
B. Tailgating
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C. Rootkits
D. Viruses

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 180
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:
Explanation:

QUESTION 181
Phishing is:

A. an infection that causes a web browser to go to a different site than the one intended from a search result page.
B. a technique used to obtain financial information from a user mimicking a legitimate website.
C. an infection that causes a computer to behave erratically by playing music and launching browser windows.
D. a technique used to obtain financial information from a user by compiling information from social networks and their friends.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 182
A technician is configuring a PC that will have confidential information stored on it. To ensure that only authorized users can access this PC, which of the following should the technician do? (Select TWO).

A. Disable the guest account

B. Install antivirus applications

C. Disable DHCP

D. Change the SSID

E. Change the default username

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 183
A company recently had a security breach and is now required to increase the security on their workstations. A technician has been tasked to harden all the workstations on the network. Which of the following should the technician do?

A. Enable Windows automatic updates

B. Enable screensaver required passwords

C. Enable MAC filtering

D. Enable wireless encryption

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 184
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

QUESTION 185
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

QUESTION 186
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

Explanation/Reference:
Explanation:

QUESTION 187
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:
Explanation:

QUESTION 188
When securing a new wireless router, which of the following should be changed FIRST?

A. Default SSID
B. Radio power levels
C. Default password
D. DHCP settings

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 189
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:
Explanation:

QUESTION 190
A technician is trying to setup a non-domain user account on a workstation, but receives the following error message "Password does not meet the complexity requirements." Which of the following utilities should the technician use to identify the criteria?

A. Local Security Policy
B. Users and Groups
C. Performance Monitor
D. MSCONFIG

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 191
In a SOHO wireless network, which of the following prevents unauthorized users from accessing confidential data?

A. Reduce broadcast power
B. Change SSID name
C. Set encryption
D. Enable MAC filtering

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 192
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:
Explanation:

QUESTION 193
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:
Explanation:

QUESTION 194

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Which of the following can be achieved with Group Policy to help with workstation security measures?

A. BitLocker password
B. Complexity requirements
C. BIOS password
D. Wake on LAN

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 195
Which of the following can enable a technician to remove a virus that prevents users from updating their antivirus software?

A. Recovery console
B. REGEDIT
C. Safe mode
D. MSCONFIG

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 196
A technician has installed the hardware for a SOHO wired network. Which of the following is the FIRST step to securing the network?

A. Enable MAC filtering
B. Change default usernames and passwords
C. Disable unused ports
D. Assign static IP addresses

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 197
Which of the following is a security threat that uses email to trick users?

A. Phishing
B. Virus
C. Spyware
D. Shoulder surfing

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 198
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:
Explanation:

QUESTION 199
Which of the following user accounts should be renamed to adhere to security best practices?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 200
Which of the following security threats do shredders help prevent?

A. Dumpster diving
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B. Malware
C. Phishing
D. Worms

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 201
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:
Explanation:

QUESTION 202
Browser redirection is caused by which of the following types of viruses?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 203
A user has a perimeter firewall and up-to-date antivirus software. The user is asking what else they can do to improve their security. Which of the following will have the MOST impact on network security? (Select TWO).

A. Install additional antivirus software
B. Disable screen savers
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C. Conduct a daily security audit
D. Assign security rights based on job roles
E. Use strong passwords

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 204
An Internet browser's cookie could be classified as which of the following?

A. Rootkit
B. Phishing
C. Malware
D. Spyware

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 205
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 206
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
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Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 207
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:
Explanation:

QUESTION 208
When securing a small office home office (SOHO) that has empty cubicles with unused network ports, which of the following can be used to secure ONLY the unused ports?

A. Use DHCP addressing on the network.
B. Disable the ports on the router or switch.
C. Power down the router when it is not being used.
D. Disable DNS on the network.

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 209
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:
Explanation:

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QUESTION 210
A user does not want their kids to be able to install software on their home desktop. Which of the following types of accounts should the user set up in Windows 7?

A. Standard
B. Remote Desktop Users
C. Administrator
D. Power User

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 211
Which of the following are examples of physical security? (Select TWO).

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

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 212
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:
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Explanation:

QUESTION 213
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:
Explanation:

QUESTION 214
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:
Explanation:

QUESTION 215
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:
Explanation:

QUESTION 216
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:
Explanation:

QUESTION 217
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:
Explanation:

QUESTION 218
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:
Explanation:

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QUESTION 219
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:
Explanation:

QUESTION 220
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

D. Disable the WAN port

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 221
A user wants to prevent access to specific websites to prevent their children from accidently accessing them. Which of the following can be implemented?

A. A switch
B. Antivirus software
C. Antispyware software
D. A firewall
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Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 222
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:
Explanation:

QUESTION 223
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:
Explanation:

QUESTION 224
A client has asked a technician about drive sanitation and wants to know what the difference is between overwriting a drive and formatting a drive. Which of the following would be the BEST response from the technician?

A. "Overwriting writes 1s and 0s to a hard drive replacing the data, while formatting only clears the reference to the data and only overwrites as space is used."
B. "Nothing is different. They both destroy the data so no one can recover it."
C. "Overwriting writes 1s and 0s to the drive replacing only the user's data but not the OS data, "Pass Any Exam. Any Time." - www.actualtests.com 78
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   while formatting destroys the hard drive."
D. "Overwriting replaces all the data with a single file that fills the hard drive destroying the data, while formatting erases all the data."

Correct Answer: A
Section: (none)
Explanation

QUESTION 225
Which of the following BEST describes the security term known as tailgating?

A. Propping open a secure entrance to gain later access
B. Following behind someone when entering a secure area
C. Removing files from a site using a hidden USB drive
D. Using someone else's logged in computer to access files

Correct Answer: B
Section: (none)
Explanation

QUESTION 226
A user is reporting that they are clicking on search results and being redirected to the wrong sites. Which of the following should a technician check FIRST?

A. Temporary Internet Files
B. Proxy Settings
C. Cookies
D. Windows Firewall

Correct Answer: B
Section: (none)
Explanation

QUESTION 227
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:
Explanation:

QUESTION 228
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:
Explanation:

Topic 3, Mobile Devices

QUESTION 229
While configuring a new email application that uses POP3 for a customer, the technician determines the firewall is blocking the traffic. Which of the following ports should be opened to allow POP3 mail traffic through the firewall?

A. 53
B. 110
C. 443
D. 3389

Correct Answer: B

Explanation/Reference:
Explanation:

QUESTION 230
A user just bought an Android tablet and wants to connect to their work email. The user's employer has a Microsoft Exchange server for email. Which of the following would the technician

configure to allow the user to access email on the Android tablet?

A. DNS, DHCP
B. IMAP, SNTP
C. POP3, SMTP
D. Devices are incompatible

Correct Answer: C

Explanation/Reference:
Explanation:

QUESTION 231
Which of the following would a technician use to install applications onto an iPad? (Select TWO).

A. App Store
B. Market Place
C. iTunes
D. Exchange
E. Mobile Market

Correct Answer: AC

QUESTION 232
Which of the following mobile device sync methods is easiest for the end user but requires more configuration on the part of the technician?

A. Dock sync
B. Encrypted wired sync
C. Wireless sync
D. Wired sync

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 233
A user realizes they left their mobile phone in a taxi minutes after the car departs. Which of the following should be done to BEST ensure none of the private data on the phone is accessed?

A. Passcode Lock
B. GPS Tracking
C. Remote Backup
D. Remote Wipe

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 234
A user is concerned about an issue with iOS. The user MOST likely has which of the following devices?

A. iCloud
B. Android Phone
C. iPhone
D. Windows Tablet

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 235
Which of the following features allows for easier navigation of long lists on a tablet device?

A. Pinch-zoom
B. Multitouch
C. Scrollbars
D. Touch flow

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 236
A user calls the help desk to report about their smartphone not being able to make any phone calls. The user admits that the smartphone can still send/receive email, browse all websites, and utilize all Internet-capable applications. Which of the following issues is MOST likely affecting the smartphone?

A. Wi-Fi is turned off; the cellular antenna is turned on.
B. The cellular antenna is turned off; Wi-Fi is still on.
C. The user forgot to turn off Bluetooth before trying to make a call.
D. The user has 4G capability turned off, and is only on 2G.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 237
Laptops and tablets have which of the following in common?

A. Solid state drives
B. Contain an accelerometer
C. No field serviceable parts
D. Not upgradable

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 238
Which of the following is one of the major differences between a new tablet and a new laptop computer?

A. Tablet has no field serviceable parts.
B. Laptop has less field functionality.
C. Tablet has faster Ethernet capability.
D. Laptops have slower responsiveness than tablets.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 239
Which of the following data types can be synchronized to a mobile device by default? (Select TWO).

A. Biometric information
B. Pictures
C. Contacts
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D. Credentials
E. SMS

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 240
Which of the following mobile device features disables cellular and wireless communication?

A. Hotspot Mode
B. Pairing Mode
C. Settings Reset
D. Airplane Mode

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 241
Which of the following protocols could a technician use to connect a smartphone to an email server? (Select TWO).

A. SMTP
B. POP3
C. HTTP
D. SNTP

E. ICMP

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 242
Which of the following should a technician do FIRST to secure a mobile device?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 243
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:
Explanation:

QUESTION 244
A user has not received any new emails on their smartphone in the last two days. The user is able to access the Internet without any problems. Which of the following should the user do FIRST?

A. Restart the smartphone
B. Reconfigure the smartphone email account
C. Resynchronize the smart phone
D. Update the operating system

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 245
Which of the following software types would need to be installed on a mobile device to help prevent data from being viewed if the device is lost?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 246
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
C. Try another LAN connection
D. Reboot the phone

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 247
Which of the following is the correct path to determine the IP address on an iOS device?

A. General> Settings> Wi-Fi> SSID Name> Network> IP address
B. Wi-Fi> SSID Name> Network> IP address
C. Settings> General> Network> Wi-Fi> SSID Name> IP address
D. Location Services> Settings> Wi-Fi> SSID Name> Network> IP address

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 248
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:
Explanation:

QUESTION 249
A customer reports that their wireless laptop cannot connect after removing it from its carrying case. The laptop boots and the user is able to log in. Which of the following should be checked FIRST?

A. External antenna switch
B. Status in Device Manager
C. Available hard drive space
D. Laptop battery levels

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 250
Which of the following BEST describes the Apple utility used with iOS devices to synchronize, upgrade, and restore to factory default if needed?

A. iMac
B. iTunes
C. Safari
D. Bluetooth

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 251

Which of the following is the BEST definition of what an accelerometer does?

A. Prolongs battery life
B. Calculates the rotation of a device
C. Measures velocity in a given direction
D. Makes the device run with more speed

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

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QUESTION 252
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:
Explanation:

QUESTION 253
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:
Explanation:

QUESTION 254
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:
Explanation:

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QUESTION 255
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:
Explanation:

QUESTION 256
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:
Explanation:

QUESTION 257
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:
Explanation:

QUESTION 258
When setting up a Microsoft Exchange mail account to synchronize with an iPhone, which of the

following items can be configured to synchronize besides the mail? (Select TWO).

A. Shared calendars
B. Archives
C. Global address list
D. Calendar
E. Address book

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 259
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:
Explanation:

QUESTION 260
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:
Explanation:

QUESTION 261
Which of the following mobile phone features redirects the screen orientation as the user turns their phone?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 262
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:
Explanation:

QUESTION 263
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:
Explanation:

QUESTION 264
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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:

Explanation:

QUESTION 265
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:
Explanation:

QUESTION 266
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. 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:
Explanation:

QUESTION 267
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:
Explanation:

QUESTION 268
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:
Explanation:

QUESTION 269
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:
Explanation:

QUESTION 270
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
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:
Explanation:

QUESTION 271
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:
Explanation:

QUESTION 272
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:
Explanation:

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QUESTION 273
Which of the following steps would allow display output from a laptop to an external display? (Select TWO).

A. Press the appropriate Function Key combination

B. A second video card in the Express card slot

C. Disconnect the integrated display

D. Enabling second monitor in the Windows Display Settings

E. Loading external monitor drivers on the laptop

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:
Explanation:

Topic 4, Troubleshooting

QUESTION 274
A technician is working on a PC that utilizes a RAID array for operation. The user of the system has reported that random files are becoming corrupted on creation with no pattern to the activity. One drive in the array is likely failing and causing the read/write failures. Which of the following types of RAID is MOST likely in use?

A. RAID 0

B. RAID 1

C. RAID 5

D. RAID 10

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 275
A user is trying to access an application on their home machine from work. The user sets up port forwarding on their router but is still unable to connect to the application. Which of the following should be the user's NEXT step in resolving this issue?

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A. Configure Wake-on-LAN for the NIC on the Work PC.

B. Configure a firewall exception on the Home PC.

C. Switch the Work PC network from "Work" to "Home".

D. Disable the Windows firewall on the Home PC.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 276
The customer reports their PC freezes up everyday around the same time. Which of the following utilities would be BEST to check for any error codes?

A. Windows Updates

B. Task Scheduler

C. Event Viewer

D. Performance Monitor

Correct Answer: C

Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 277
A user is looking for the Application Data directory in their profile but cannot see it. Which of the following Control Panel options would correct this?

A. System
B. Display
C. User Accounts
D. Folder Options

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 278
A user has downloaded and installed a browser add-on that causes the browser to hang. The PC has very slow system response when rebooted. Which of the following should a technician do to troubleshoot this problem?

A. Run System Restore, update antivirus program, and run an antivirus scan.
B. Remove all Internet temporary files, run an antivirus scan, and reboot using Last Known Good Configuration.
C. Remove all temporary files, turn off System Restore, update and run an antivirus scan.
D. Run an antivirus scan, Run Disk Cleanup, and reboot into Safe Mode.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 279
A large magnet is placed too close to a CRT monitor. Which of the following will MOST likely occur?

A. Dead pixels
B. Flickering image
C. No image on screen
D. Distorted image

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 280
After being relocated to an enclosed position under a desk, a computer experiences intermittent shutdowns. Which of the following conditions is MOST likely the cause?

A. Power surges
B. Overheating
C. APIPA addressing
D. RF interference

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 281
A technician is fixing a very slow computer. Antivirus and Malware programs have been run, and some detections have been removed. After running Disk Cleanup, the system still seems to be slow, especially with multiple programs running. Which of the following should the technician do NEXT?

A. Run CHKDSK

B. Manually erase all cookies
C. Go back to the latest restore point
D. Run defrag

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 282
Which of the following is the command line entry to start an archive or restore a process on a Windows XP computer?

A. RECOVER
B. REPLACE
C. NTBACKUP
D. COPY

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 283
A technician receives a report that the pages coming out of a laser printer are smearing when touched. Which of the following components should the technician check FIRST to resolve this issue?

A. Drum
B. Fuser
C. Pickup roller
D. Corona wire

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 284
A technician is working on a user's PC. After testing the theory of the cause, which of the following could the technician perform NEXT? (Select TWO).

A. Resolve issue
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B. Inform user
C. New theory or escalate
D. Document issue
E. Verify system functionality

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 285
A technician responds to a hardware issue with a server. The technician discovers that one of the hard drives in the server has failed. The server is set up in a RAID 1 configuration. Which of the following steps would the technician perform NEXT?

A. Remove the hard drive and back up the data
B. Run CONVERT on the hard drive
C. Reboot the server
D. Swap hard drive and rebuild array

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 286
When removing the top case from a laptop, which of the following, besides hand tools, should a technician have on hand to assure correct disassembly and

reassembly? (Select TWO).

A. A multimeter and a toner probe.
B. A large cloth to spread the screws and disassembled parts on.
C. A writing pad for documentation and a marker to label cables.
D. A manufacturer's technical manual for the model of the laptop.
E. A container with separated areas to store different size screws.

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 287
A user states that when they logon to their computer sometimes they get an IP conflict error. The user computer is configured with a static IP. Which of the following is the problem?

A. Duplicate IP exist on the network
B. DHCP server needs to be rebooted
C. Network adapter driver needs to be updated
D. Bad network adapter

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 288
A user has recently installed Windows 7 on a computer. They ran Windows updates, updated the firmware and installed a printer. The user accessed a P2P application and now they are getting a large amount of browser pop-ups. Which of the following is MOST likely the cause of the pop-ups?

A. Phishing

B. Malware

C. Proxy redirect

D. Firmware

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 289
Users are reporting that their laser printer is picking up multiple pages. The printer has very high utilization. Which of the following should be performed to resolve this issue?

A. Use a maintenance kit

B. Calibrate the printer

C. Replace the toner

D. Replace the fuser

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 290
A PC is powering on but the only activity a technician can see is spinning fans. Which of the following components would MOST likely be at fault for such a condition? (Select TWO).

A. SATA controller

B. CPU

C. Memory

D. Hard drive

E. Sound card

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 291
A user's PC has four hard drives in a RAID setup. After a single drive fails, the system will no longer boot and even rescue disks cannot see or access the volume. Which of the following RAID types was the user MOST likely using?

A. 0
B. 1
C. 5
D. 6

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 292
A corporate end user reports that random keys on their laptop are sticking. After taking the laptop in for repair a technician discovers that soda has been spilled inside the keyboard, possibly reaching other components inside the laptop. Which of the following should the technician do?

A. Spray the sticky spots with compressed air and then scrape them off
B. Let the end user know that they are responsible for replacing the keyboard
C. Replace the keyboard and clean the interior of the laptop if necessary
D. Run the keyboard through a dishwasher cycle and dry thoroughly

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 293
A user states they have to reset the date and time on their computer every day. Which of the following hardware needs to be replaced to resolve this issue?

A. Processor
B. Hard drive
C. CMOS battery
D. Memory

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 294
A user reports that they are receiving intermittent BSOD error messages. Which of the following tools should a technician use to determine which hardware is failing?

A. POST card
B. Memory diagnostics
C. Performance monitor
D. Loopback plug

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 295
A technician is called to assist a customer. The customer reports when they powered on the system, they heard a loud noise, saw a spark, and smelled a burning smell. Which of the following should the technician advise the customer to do FIRST?

A. Power on the system, to see if it happens again.
B. Immediately notify the fire department.

C. Unplug the system from the power source.
D. Turn off the circuit breaker to the building.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 296
A user states that their machine is taking much longer to boot than usual. Which of the following utilities would BEST allow a technician to limit what is launched at startup?

A. APPWIZ.CPL
B. DXDIAG
C. MSCONFIG
D. REGEDIT

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 297
A user reports that they are getting frequent delayed write messages throughout the day and are experiencing sluggish performance. The technician suspects that the issue relates to the hard disk drive. Which of the following would BEST help validate the diagnosis?

A. System information
B. Event viewer
C. POST card
D. SMART status

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 298
A user states that they are having a problem with their word processor on their laptop. Whenever they attempt to type letters with their right hand, numbers and symbols show up instead. Which of the following would address this issue?

A. Switch to a standardized font
B. Restore regional settings to default
C. Toggle the function + num lock combination
D. Connect a full sized external keyboard

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 299
A technician is troubleshooting a customer's computer that will not turn on. The user stated that the computer was working fine until there was a thunderstorm the other night. Which of the

following tools would the technician use to determine what is wrong with the computer?

A. Factory diagnostic CD
B. POST card
C. Toner probe
D. Power supply tester

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 300
A senior technician requests a diagnostic tool for checking external ports and connectors on computers and laptops. Which of the following tools would BEST accomplish this task?

A. Wireless locator
B. Corona wire
C. Toner probe
D. Loopback plugs

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 301
After installing a new printer the organization determines that there are problems printing images and very large files. Which of the following will MOST likely resolve the issue?

A. Update the drivers using WHQL drivers
B. Install additional memory to each computer
C. Install additional memory to the printer
D. Apply the latest OS service pack

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 302
After accidentally removing a hard drive from a server with three drives in a RAID 5 configuration,

a technician notices the server locks up and shuts down. Which of the following can the technician do to quickly fix the problem?

A. Replace the RAID controller and boot.
B. Reinsert the drive and boot.
C. Plug the drive back in, the system will resume automatically.
D. Remove all drives and rebuild the array.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 303
A customer calls an IT consultant to explain an issue they are having with their Windows 7 Professional PC. Windows Update attempts to install patches upon each startup but fails on the same single update. The customer has attempted to re-run Windows Update from Control Panel but the issue remains. Which of the following courses of action would BEST resolve the problem?

A. Running a full DEFRAG on the system
B. Clearing the AppData temp folder entirely
C. Clearing the Windows Update download cache entirely
D. Uninstalling the Windows Update feature in Windows 7 and reinstalling it directly from the Microsoft website

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 304
A user reports that their wireless connectivity is being spotty. The issue seems to interrupt their wireless signal connection when the laptop screen is tilted forward or backward during operation. When this happens, the entire wireless signal drops out until the screen is left in position for a good minute or so. Which of the following MOST likely explains what is happening?

A. The hinges on the laptop screen are not strong enough to support the wireless signal cables.

B. The wireless card is losing contact to its socket when the screen is opening/closing.

C. The laptop is designed to work optimally with wireless when the screen is at a perfect 90 degree angle.

D. The wireless signal cables are being crimped when the screen is opening/closing.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 305
A user states that they cannot connect to the network or the Internet. The technician determines the issue is that the computer has a static IP address and needs to use DHCP to work correctly. The technician sets the NIC to automatically assign an IP address. Which of the following should the technician perform NEXT?

A. Identify the type of network card and what Operating System the computer is running

B. Confirm the computer is back on the network and has Internet connectivity

C. They need to annotate what the static IP address was and inform the employee's manager

D. They need to determine why the NIC was assigned a static IP address

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 306
A technician has finished replacing the network card in a laptop and has verified full system functionality. Which of the following troubleshooting steps should the technician take NEXT?

A. Document findings, actions, and outcomes

B. Escalate problem to a senior technician

C. Re-establish new theory of probable cause

D. Perform a full system backup

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 307
A user, Ann, reports that she suspects her workstation has malware. Joe, the technician, confirms malware exists and starts the process of removing the malware. Which of the following is the FIRST step he should take in removing the malware?

A. Disable antivirus
B. Disable system restore
C. Enable hard drive encryption
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D. Format the hard drive

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 308
A user reports paper jams at the location of the paper trays. Which of the following components would need to be replaced to resolve this issue?

A. Fuser
B. Duplexer
C. Pickup roller
D. Imaging drum

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 309
A critical server was replaced by the IT staff the previous night. The following morning, some users are reporting that they are unable to browse to the Internet upon booting their workstations. Users who did not shut down their workstations the previous day are able to connect to the Internet. A technician looks at the following report from a workstation with no Internet connectivity:

IP Address: 192.168.1.101

Netmask: 255.255.255.0

DHCP Server:192.168.1.1

DNS Server:192.168.1.2

Default Gateway:192.168.1.1

Given the above report, which of the following is the cause of why some workstations are unable to browse the Internet?

A. The workstation has an APIPA address.
B. The DHCP server is unavailable.
C. The default gateway router is misconfigured.
D. The DHCP server is misconfigured.
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Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 310
Joe, a technician, receives an error message on his tower PC just after POST which reads:

"WARNING! Your drive is about to fail. Please back up your data and run full drive diagnostics."

Which of the following is generating this error message?

A. CHKDSK
B. S.M.A.R.T.
C. eSATA

D. QoS

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 311
Ann, a technician, is trying to recover some files for a user from a damaged laptop. Since the Windows installation has been corrupted and does not boot, Ann plugs the drive into a bench system to attempt a recovery. After trying to access the drive on the bench computer, the following message is displayeD. "Access Denied. Please Enter Encryption Password." Which of the following is the reason that this error is displayed?

A. The hard drive is experiencing S.M.A.R.T. failure errors

B. The TPM security chip inside the bench system is not enabled

C. The BIOS of the bench system is out of date

D. BitLocker is being used

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 312
A technician is tasked with repairing a Windows 7 system including the removal of recently installed files and software. Which of the following system restoration methods would be the LEAST destructive way to achieve this?

A. System Restore

B. System Image Recovery

C. CHKDSK

D. Windows Memory Diagnostic

Correct Answer: A
Section: (none)

QUESTION 313
A user, Ann, reports that her computer is able to connect to devices on her local network but not on the remote office network. Ann's computer shows the following ipconfig information:

IP address: 192.168.10.45

Subnetmask: 255.255.255.0

Gateway: 192.168.11.1

DNS server 1: 192.168.10.2

DNS server 2: 8.8.8.8

Which of the following is the cause of the problem?

A. DNS server 2 is set incorrectly.
B. DNS server 1 is set incorrectly.
C. IP address is set incorrectly.
D. Gateway is set incorrectly.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 314
Ann reports that printouts from the department laser printer have become faded. She has already replaced the toner cartridge. Which of the following is the MOST likely component causing the faded printing?

A. Transfer roller
B. Fusing assembly
C. Registration assembly

D. Duplexing assembly

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 315
A user, Ann, reports that her laptop will no longer connect to wireless. Joe, a technician, checks the device manager and does not see a wireless networking card or any unknown devices. Which of the following should Joe do FIRST?

A. Check to make sure the wireless card was not turned off via the hardware switch or keyboard shortcut.
B. Install a USB wireless card to ensure that Windows networking is working properly.
C. Open the laptop and reseat the network card and both antennas.
D. Download and install the latest wireless driver from the manufacturer's website.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 316
A user, Joe, has just finished upgrading his computer with a wireless keyboard/mouse combination, additional memory, installed new speakers, and replaced his 15 inch flat screen with a 24 inch flat screen. When he boots the computer it immediately starts making a loud beeping noise and will go no further in the boot process. Which of Joe's system upgrades is the cause of the problem?

A. The DVI cable is not properly seated
B. Speakers are not properly connected
C. Battery low on wireless mouse
D. Memory is mismatched

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 317
A PC uses RAID 1. Ann, a technician, has read in the event log that the drive "SATA 1" is no longer in sync with drive "SATA 0". Which of the following steps should she try FIRST to repair this

PC to optimal running conditions?

A. Remove SATA 1 from the RAID group then try to re-add it
B. Replace both drives then restore from a backup
C. Remove both drives then switch the SATA channels
D. Replace SATA 1, rebuild the RAID and replace SATA 0

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 318
A user, Ann, receives a call from Joe who states that he is brand new in the help desk. Joe states that he needs to update Ann's email client to prevent corruption.
At Joe's request, Ann discloses her user name and password. She later discovers that Joe is not a member of the help desk.
Which of the following has occurred?

A. Social engineering
B. Phishing
C. Spear phishing
D. Hijacking

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 319
Ann recently upgraded a computer from Windows XP to Windows 7, but one of her applications does not work now. Which of the following should be done FIRST?

A. Set the application to run in XP compatibility mode
B. Reinstall Windows XP
C. Configure a dual boot with XP and 7
D. Install the application in XP mode

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 320
Ann, a home user, brings a Windows XP PC in for repair and reports that several disk read errors are occurring. She has run check disk and errors have been reported several times. Which of the following should a technician recommend? (Select TWO).

A. Increase the amount of RAM to improve disk checks
B. Backup all data on the drive
C. Upgrade to a home server
D. Purchase a new hard drive
E. Change the drive configuration to RAID 0
F. Upgrade to Windows 7 Professional

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 321
Ann, a user, has brought her laptop in for service. She reports that her battery is at 100%, but whenever it is unplugged it immediately shuts down. Which of the following should the technician do?

A. Replace the battery

B. Change power settings to balanced
C. Replace the power adapter
D. Enable APM in the BIOS

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 322
A technician recently created an email account for a new user, Joe. On the second day, Joe reports his email account is full of spam even though he has not given out his address. Which of the following should the technician do to resolve the issue?

A. Turn on windows firewall
B. Click the unsubscribe link in the spam
C. Run an anti-spyware scan
D. Install privacy filter

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 323
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:
Explanation:

QUESTION 324
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:
Explanation:

QUESTION 325
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
C. Display -> Settings -> Advanced -> Adapter -> Refresh
D. Display -> Appearance -> Effects -> Transition

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 326
A user has an LCD and a CRT monitor attached to their workstation. The colors are slightly off on the CRT but not the LCD. Which of the following controls should

be used in troubleshooting?

A. Geometry
B. Contrast
C. Brightness
D. Degauss

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 327
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:
Explanation:

QUESTION 328
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:
Explanation:

QUESTION 329
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:
Explanation:

QUESTION 330
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:
Explanation:

QUESTION 331
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)
C. If computer can boot into safe mode
D. If the BIOS boot settings are correct
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Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 332
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:
Explanation:

QUESTION 333
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 functionally. 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:
Explanation:

QUESTION 334
After an installation of a video adapter, the screen on a Windows 7 system cannot be seen. Which of the following Windows 7 functions will resolve this?

A. Component Management
B. Startup Repair
C. Device Manager
D. Task Manager
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Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 335
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

QUESTION 336
A technician recently removed spyware from a computer and now the user is getting error messages about system files. Which of the following tools would a technician use to verify all system files are intact and in their original versions?

A. Repair Disk
B. SFC
C. FIXMBR
D. ASR

Correct Answer: B

QUESTION 337
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.
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C. Verify Boot.ini is on the hard drive.
D. Verify the computer will boot into safe mode.

Correct Answer: B

QUESTION 338
An IR printer stops working for half of an office while the other half is able to print. Which of the following should be checked FIRST?

A. Proper lighting
B. Paper levels
C. Physical obstructions
D. Printer share name

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 339
The computer starts up and runs for less than a minute before shutting down or locking up. This is a symptom of:

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 340
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.
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C. IDE cable.
D. floppy cable.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 341
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.
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:
Explanation:

QUESTION 342
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:
Explanation:

QUESTION 343
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:
Explanation:

QUESTION 344
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:
Explanation:

QUESTION 345
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:
Explanation:

QUESTION 346
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:
Explanation:

QUESTION 347
After replacing a motherboard on a customer's laptop for a no sound issue, a technician realizes that 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:
Explanation:

QUESTION 348
After updating the device drivers for a video adapter, a user reports they are only able to view a portion of the screen and the text is very large. Which of the following is MOST likely the cause?

A. Refresh rate set too low
B. Refresh rate set too high
C. Resolution set too low
D. Resolution set too high

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 349
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:
Explanation:

QUESTION 350
A technician has been dispatched to a customer site to diagnose an issue where the computer turns off intermittently. Upon arriving at the site, the technician detects a smoke smell coming from the computer. Which of the following is the BEST solution?

A. Power down the system and replace the CPU.
B. Power down the system and replace the power supply.
C. Install an additional case fan for proper ventilation.
D. Remove the side panel for proper ventilation.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 351
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:
Explanation:

QUESTION 352
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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:
Explanation:

QUESTION 353
Which of the following is the BEST way to get rid of dead pixels on a laptop screen?

A. Replace the inverter

B. Replace the back bezel

C. Replace back light

D. Replace the LCD

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 354
A technician is tasked with upgrading a network card on a Windows 7 Professional PC. The technician installs the network card, loads Windows XP drivers that came with the network card, and reboots the PC. Upon rebooting, the computer blue screens and the technician cannot get the computer to boot up properly. Which of the following should the technician perform to resolve this issue without any data loss? (Select TWO).

A. Remove network drivers

B. Install Windows XP Service Pack 3

C. Reinstall Windows 7 Professional

D. Install Windows 7 Service Pack 1

E. Boot up in safe mode

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 355
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:
Explanation:

QUESTION 356
A user calls the helpdesk and states that they are receiving an IP conflict error on their computer. The user is on a company network that uses DHCP. The technician verified the PC is using DHCP to obtain TCP/IP settings. Which of the following commands should the helpdesk technician use to resolve this issue? (Select TWO).

A. Ipconfig /renew
B. Ipconfig /registerdns
C. Ipconfig /all
D. Ipconfig /flushdns
E. Ipconfig /release

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

Explanation:

QUESTION 357
A user calls the helpdesk and states that they suddenly cannot connect to the Internet or any other network resources. The user is on a company network that uses DHCP. The technician runs IPCONFIG from the command prompt and the PC has an IP address of 0.0.0.0. Which of the following steps should the technician perform FIRST to troubleshoot this issue?

A. Check the network cable
B. Replace network card
C. Assign a static IP address
D. Reinstall the network drivers

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 358
A user reports that the desktop PC shuts down 10 minutes after turning it on in the morning. When the technician moves the PC, it sounds like there are loose parts sliding around in the case. Which of the following is the MOST likely explanation for the PC shutting down?

A. The CMOS battery is bad.
B. A memory module has become unseated.
C. The heat sink retaining clip has broken loose.
D. The hard drive cable has become unseated.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 359
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:
Explanation:

QUESTION 360
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:
Explanation:

QUESTION 361
A technician is repairing a workstation that exhibits random reboots at odd times of the day. Which of the following should be performed FIRST when troubleshooting the issue? (Select TWO).

A. Check the PSU integrity
B. Check the CMOS battery
C. Check the video card integrity
D. Check the memory integrity

E. Check the optical drive integrity

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 362
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:
Explanation:

QUESTION 363
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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.
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

QUESTION 364
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

QUESTION 365
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

QUESTION 366
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:
Explanation:

QUESTION 367
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:
Explanation:

QUESTION 368
A customer purchases a new 802.11n router for their home. They connect it to their current 801.11g devices, as well as their new laptop. Even though the laptop has a built-in 802.11n antenna, they are not noticing any speed increase. Which of the following is the MOST likely cause?

A. The laptop is not close enough to the router.
B. The router should be set to "G-Only".
C. The router is broadcasting in Mixed Mode.
D. The laptop needs a dedicated access point.

Correct Answer: C
Section: (none)

Explanation

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Explanation:

QUESTION 369
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:
Explanation:

QUESTION 370
A customer says they cannot access the network printer. The technician cannot PING the printer from their location. Which of the following should be the NEXT step in troubleshooting this issue?

A. Check the toner cartridge
B. Reboot client PC
C. Check the link lights on printer NIC
D. Reboot the printer

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 371
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
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Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 372
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:
Explanation:

QUESTION 373
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:
Explanation:

QUESTION 374

A service technician is installing a second hard drive on a desktop PC running Windows 7. The second hard drive is the same make and model of the first hard drive. The technician would like to provide data redundancy. Which of the following should the technician use to accomplish this?

A. Disk Management
B. Device Manager
C. System Configuration
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D. Data Sources

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 375

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:
Explanation:

QUESTION 376
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:
Explanation:

QUESTION 377
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:
Explanation:

QUESTION 378
A technician troubleshoots a broken PC only to find that a strong burning odor is coming from inside the case. Which of the following parts MOST likely experienced

a level of electrical burn?

A. PSU
B. Processor
C. CMOS battery
D. Hard drive

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 379
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:
Explanation:

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QUESTION 380
A technician is troubleshooting a RAID 6 array on a high end CAD/CAM workstation. Two disk drives have their fault lights on. Which of the following is the BEST action for the technician to perform when fixing this problem?

A. Replace the failed drives and verify the RAID rebuilds completely.
B. Reseat the drives, backup the data, and then replace them.
C. Reseat the drives and monitor the RAID status over a few days.

D. Replace the failed drives and restore the data from a known good backup.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 381
A technician is called in to troubleshoot a four disk RAID 10 array on a high end Windows 7 Enterprise workstation. One drive has failed. Which of the following should the technician do to fix the problem?

A. Reseat the drive and verify the RAID array is healthy
B. Replace the failed drive and verify the RAID is healthy.
C. Replace the failed drive and restore the data.
D. Add a fifth drive and make it a spare.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 382
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:

Explanation:

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QUESTION 383
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:
Explanation:

QUESTION 384
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:
Explanation:

QUESTION 385
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:
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Explanation:

QUESTION 386
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:
Explanation:

QUESTION 387
A customer calls and reports that when they walk away from their laptop for an extended period of time they have to reconnect to wireless when they get back. Which of the following will MOST likely correct this issue?

A. Disable screensaver
B. Adjust power settings
C. Replace the wireless card
D. Install a higher capacity battery

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 388
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:
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Explanation:

QUESTION 389
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:
Explanation:

QUESTION 390
Which of the following commands may be used on a computer, running Windows 7, to stop a single process from the command line?

A. ERASE
B. KILL
C. SHUTDOWN
D. DEL

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 391
A technician is about to put a computer back into service that has not been turned on for many months. It was healthy when taken out of service and boots quickly without any problems. Which of the following actions would be a best practice to begin computer maintenance? (Select TWO).

A. Run a full antivirus scan.
B. Defragment the hard disk.
C. Run antivirus updates.
D. Run Windows updates.
E. Configure the firewall to access the Internet.
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Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 392
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:
Explanation:

QUESTION 393
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.

C. Remove all Internet shortcuts.

D. Clear all Internet cache and saved passwords.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 394
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.
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D. Inform the customer the hard drive has crashed and replace the drive.

Correct Answer: C
Section: (none)
Explanation

QUESTION 395
The technician is dispatched to a user's home to secure a wireless network. The SOHO user has only one system to connect wirelessly, yet wishes to protect their Wi-Fi from unauthorized use. Which of the following will BEST meet the user's requirements?

A. Configure the router to allow access by MAC address.
B. Configure the use of DHCP.
C. Configure the use of static IP addresses.
D. Configure the network to utilize a proxy.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 396
A user has installed a new wireless router and is unable to connect their game console to the manufacturer's service. Which of the following should the technician look for FIRST?

A. Ensure the game system has a static IP address.
B. Contact the manufacturer to see if service is available.
C. Ensure the game system has updated firmware.
D. Ensure the correct ports are open.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 397
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.
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C. Reboot the computer.
D. Stop and start the printer.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 398
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:
Explanation:

QUESTION 399
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:
Explanation:

QUESTION 400
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?"
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C. "Does the PC turn on?"
D. "Are you able to sign on?"

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 401
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.
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:
Explanation:

QUESTION 402
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:
Explanation:

QUESTION 403
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. The technician could solve this issue by:

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 404
A user will be installing a switch in a public location and will allow the six users in the office to connect to it with CAT6 Ethernet. Which of the following actions would BEST ensure that there is no unauthorized access to the switch?

A. Assign static IP addresses
B. Disable new VLANS
C. Disable unused ports
D. Disable PoE

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 405
The technician is dispatched to look at a user's laptop. The user reports the system shuts down after 30 minutes of field use. The technician notices the battery is not fully charging. Which of the following should the technician perform to resolve this?

A. Remove the battery and connect it to a commercial battery charger.
B. Discharge the battery using a static mat.
C. Change the power setting on the laptop to use less power.
D. Replace the battery.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 406
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).

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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:
Explanation:

QUESTION 407
A technician is installing a new wired router and needs to disable all the ports currently not in use. The documentation for router mentions the web interface for the router is available by default at 192.168.1.1. In which of the following ways would the technician go about doing this?

A. Place labels on top of all the ports that are not to be used.
B. Manually set the IP address to 10.168.1.1, and then access the website at 192.168.1.1.
C. Use an Internet browser to access the router configuration at 192.168.1.1.
D. Use Windows Explorer and search for a file called 192.168.1.1.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 408
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:
Explanation:

QUESTION 409
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:
Explanation:

QUESTION 410
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:
Explanation:

QUESTION 411
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:
Explanation:

QUESTION 412
A user reports a loud clicking noise coming from their PC, but the PC operates normally. Which of the following actions should the technician perform FIRST when responding to this issue?

A. Attempt to backup data from the hard drive
B. Shutdown the PC and replace the hard drive
C. Format the hard drive and reload the OS
D. Run the disk cleanup utility

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 413
A user states they have rebooted the printer and it is displaying "PC load letter". Which of the following is the MOST likely cause?

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:
Explanation:

QUESTION 414
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:
Explanation:

QUESTION 415
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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:
Explanation: