CompTIA 220-802 Real Exam Questions - Guaranteed

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Comptia 220-802 Real Exam Questions - Guaranteed

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

Exam A

QUESTION 1
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

QUESTION 2
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

QUESTION 3
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

QUESTION 4
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

QUESTION 5
Which of the following security threats does NOT use software to extract sensitive information or credentials?

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A. Grayware
B. Shoulder surfing
C. Malware
D. Man-in-the-Middle exploits

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
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

QUESTION 7
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

QUESTION 8
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

QUESTION 9
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
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D. System > Advanced

Correct Answer: D
Section: (none)
Explanation

QUESTION 10
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?

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

Correct Answer: C
Section: (none)
Explanation

QUESTION 11
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

QUESTION 12
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

QUESTION 13
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

QUESTION 14
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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?

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

Correct Answer: B
Section: (none)
Explanation

QUESTION 15
Which of the following security controls would be an example of the least privilege principle on a home PC?

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

QUESTION 16
A user regularly has to walk away from their computer and is worried someone may access their workstation. Which of the following would BEST prevent this?

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

Correct Answer: A
Section: (none)
Explanation

QUESTION 17
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

QUESTION 18
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?

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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

QUESTION 19
Which of the following accounts is MOST restrictive?

A. Administrator

B. Standard User
C. Guest
D. Power User

Correct Answer: C
Section: (none)
Explanation

QUESTION 20
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

QUESTION 21
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

QUESTION 22
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
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Correct Answer: D
Section: (none)
Explanation

QUESTION 23
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

QUESTION 24
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

QUESTION 25
A company is experiencing issues with third parties tailgating authorized users during entry to secure server rooms. Which of the following would BEST alleviate this problem?

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

Correct Answer: B
Section: (none)
Explanation

QUESTION 26
A consultant is looking to consolidate six company servers onto one physical system. Which of the following requirements is MOST important on the new setup to ensure stable functionality of the virtual environment?

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

Correct Answer: C
Section: (none)
Explanation

QUESTION 27
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

QUESTION 28
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

QUESTION 29
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 30
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 31
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

Correct Answer: B
Section: (none)
Explanation

QUESTION 32
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

QUESTION 33
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 34
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

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QUESTION 35
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

QUESTION 36
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

QUESTION 37
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
D. Remote backup application

Correct Answer: A
Section: (none)
Explanation

QUESTION 38
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

QUESTION 39
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
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B. Small flat screwdriver
C. Wire strippers
D. Punch down

Correct Answer: D
Section: (none)
Explanation

QUESTION 40
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

QUESTION 41
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

QUESTION 42
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

QUESTION 43
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

QUESTION 44
A user gets an error message that the trust relationship to the domain has been broken. Which of the following can be done to resolve this from the client desktop?

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

Correct Answer: A
Section: (none)
Explanation

QUESTION 45
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

QUESTION 46
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

QUESTION 47
Turnstiles and other mantraps will prevent which of the following security threats?

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

Correct Answer: B
Section: (none)
Explanation

QUESTION 48
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

QUESTION 49
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

QUESTION 50
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

QUESTION 51
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

QUESTION 52
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.
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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

QUESTION 53
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

QUESTION 54
When the computer is turned on it emits a series of beeps and does not POST. This can be caused by a bad:

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

Correct Answer: B
Section: (none)
Explanation

QUESTION 55
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

QUESTION 56
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
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Correct Answer: AE
Section: (none)
Explanation

QUESTION 57
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

QUESTION 58
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

QUESTION 59
A user receives a phone call from a person claiming to be from technical support. This person knows the user's name and that the user has Windows installed on their computer. The technician directs the user to open Event Viewer and look at some event log entries to demonstrate the effects of a virus on the computer. The technician also asks the user for their user ID and password so that they can clean the computer. This is an example of which of the following security threats?

A. Social engineering
B. Phishing
C. Malware
D. Virus

Correct Answer: A
Section: (none)
Explanation

QUESTION 60
A user has just purchased a wireless router for their home. Which of the following should be done to BEST secure the router from unauthorized access? (Select TWO).

A. Change router default logins
B. Change the security settings on their computer
C. Set encryption on the router

D. Update router firmware
E. Change the encryption on the computer's wireless adapter

Correct Answer: AC
Section: (none)
Explanation

QUESTION 61
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

QUESTION 62
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

QUESTION 63
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

QUESTION 64
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

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QUESTION 65
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

QUESTION 66
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

QUESTION 67
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

QUESTION 68
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

QUESTION 69
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

QUESTION 70
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

QUESTION 71
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

QUESTION 72
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

QUESTION 73
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

QUESTION 74
A technician is installing and configuring a SOHO wireless network for a client. The client only wants five authorized computers to connect to the network with a defined IP range. Which of the following should the technician configure on the router? (Select TWO).

A. DMZ
B. DHCP
C. ARP
D. SSID
E. MAC filtering

Correct Answer: BE
Section: (none)
Explanation

QUESTION 75

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

QUESTION 76
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

QUESTION 77
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

QUESTION 78
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

QUESTION 79
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

QUESTION 80
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

QUESTION 81
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
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C. Scandisk
D. DEFRAG

Correct Answer: A
Section: (none)
Explanation

QUESTION 82
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

QUESTION 83
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

QUESTION 84
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

QUESTION 85
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.
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Correct Answer: B
Section: (none)

Explanation

QUESTION 86
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 87
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

QUESTION 88
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

QUESTION 89
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

QUESTION 90

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

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

Correct Answer: A
Section: (none)
Explanation

QUESTION 91
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

QUESTION 92
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

QUESTION 93
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

QUESTION 94
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
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Correct Answer: B
Section: (none)
Explanation

QUESTION 95
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

QUESTION 96
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

QUESTION 97
Which of the following security threats do shredders help prevent?

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

Correct Answer: A
Section: (none)
Explanation

QUESTION 98
A user states when they press certain letters on their laptop's keyboard, a number is displayed on the screen.
Which of the following can the technician perform to resolve this issue?

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

Correct Answer: B
Section: (none)
Explanation

QUESTION 99
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

QUESTION 100
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

QUESTION 101
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

QUESTION 102
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

QUESTION 103
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
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B. Use function keys

C. Reboot the laptop

D. Go to the Power Options in Control Panel

Correct Answer: B
Section: (none)
Explanation

QUESTION 104
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

QUESTION 105

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

QUESTION 106
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

QUESTION 107
A technician has a computer locked in a cabinet in the office that shares a printer and some files. The computer must remain on. Which of the following Control Panel options would be used to control the users that are able to shut the computer down?

A. Power options
B. Security center
C. Local security policy
D. System
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Correct Answer: C
Section: (none)
Explanation

QUESTION 108
A customer states that another technician just removed some viruses and now they are not able to connect to websites such as Windows Update, but are able to connect to others. Which of the following is the MOST likely cause of the issue?

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

Correct Answer: D
Section: (none)

Explanation

QUESTION 109
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

QUESTION 110
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

QUESTION 111
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

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QUESTION 112
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

QUESTION 113
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

QUESTION 114
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
C. PoE
D. Wake-on-LAN

Correct Answer: C
Section: (none)
Explanation

QUESTION 115
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

QUESTION 116
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

QUESTION 117
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

QUESTION 118
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
B. Task Manager
C. Event Viewer
D. MSCONFIG

Correct Answer: C
Section: (none)
Explanation

QUESTION 119
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

QUESTION 120
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
C. Conduct a daily security audit
D. Assign security rights based on job roles
E. Use strong passwords

Correct Answer: DE
Section: (none)
Explanation

QUESTION 121
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

QUESTION 122
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
D. Data Sources

Correct Answer: A
Section: (none)
Explanation

QUESTION 123
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

QUESTION 124
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

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QUESTION 125
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

QUESTION 126
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

QUESTION 127
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

QUESTION 128
A technician is creating an image that will be used to deploy Windows 7 to 100 PCs. Which of the following tools should be used to accomplish this?

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

Correct Answer: A
Section: (none)
Explanation

QUESTION 129
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
Section: (none)
Explanation

QUESTION 130
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

QUESTION 131
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

QUESTION 132
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

QUESTION 133
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.
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E. Configure the firewall to access the Internet.

Correct Answer: CD
Section: (none)
Explanation

QUESTION 134
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

QUESTION 135

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

QUESTION 136
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

QUESTION 137
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

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QUESTION 138
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

QUESTION 139
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

QUESTION 140
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

QUESTION 141
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

QUESTION 142
A technician is called onsite to solve a network connection error. Upon arrival, the technician observes a message on the screen stating there is no boot drive found. Which of the following steps should the technician take NEXT?

A. Repair the boot up sequence using recovery console.
B. Restart the system, booting from a system recovery disk.
C. Restart the system to verify the proper boot sequence.

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

Correct Answer: C
Section: (none)
Explanation

QUESTION 143
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

QUESTION 144
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

QUESTION 145
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

QUESTION 146
A user reports that they cleared a paper jam and now cannot print. The technician reseats the paper and then prints a test page from the printer. A test page sent from the workstation does not print. Which of the following actions should the technician take FIRST?

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

Correct Answer: A
Section: (none)
Explanation

QUESTION 147
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

QUESTION 148
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

QUESTION 149
A user on a domain network cannot install software that they need. Which of the following user groups is this user MOST likely associated with?

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

Correct Answer: A
Section: (none)
Explanation

QUESTION 150
A user reports that their PC does not work. Which of the following would be the BEST question for the
technician to ask the user to get further information?

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

Correct Answer: B
Section: (none)
Explanation

QUESTION 151
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

QUESTION 152
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

QUESTION 153
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

QUESTION 154
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

QUESTION 155
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

QUESTION 156
Which of the following ports MUST be open in order for Remote Desktop to function?

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

Correct Answer: C
Section: (none)
Explanation

QUESTION 157
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.
C. replacing the network cable.
D. replacing the drum.

Correct Answer: D
Section: (none)
Explanation

QUESTION 158
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

QUESTION 159
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

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QUESTION 160
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

QUESTION 161
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

QUESTION 162
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

QUESTION 163
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

QUESTION 164
Which of the following commands can be used in Windows XP to modify when the CHKDSK command runs?

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A. CONVERT
B. IPCONFIG
C. CHKNTFS
D. SCANDSK

Correct Answer: C
Section: (none)
Explanation

QUESTION 165
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

QUESTION 166
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

QUESTION 167
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

QUESTION 168
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

Correct Answer: D
Section: (none)
Explanation

QUESTION 169
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

QUESTION 170
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

QUESTION 171
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

QUESTION 172
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:

QUESTION 173
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

QUESTION 174
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

QUESTION 175
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

QUESTION 176
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:
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QUESTION 177
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, 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 178
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

QUESTION 179
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

QUESTION 180
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

QUESTION 181

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

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

Correct Answer: CD
Section: (none)
Explanation

QUESTION 182
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

QUESTION 183
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

QUESTION 184
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:
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QUESTION 185
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

QUESTION 186
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

QUESTION 187
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

QUESTION 188
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

QUESTION 189
Which of the following BEST represents a security vulnerability of mobile devices? (Select TWO).

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

Correct Answer: BE
Section: (none)
Explanation

QUESTION 190
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

QUESTION 191
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

QUESTION 192
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

QUESTION 193
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:
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QUESTION 194
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

QUESTION 195
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

QUESTION 196
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

QUESTION 197
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

QUESTION 198
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

QUESTION 199
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 200
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

QUESTION 201
A user with a CRT monitor notes that there is a discolored area in a portion of their screen. Which of the following is the MOST likely cause of the issue?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 202
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
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C. Low level format the drive
D. Run CHKDSK on the drive

Correct Answer: D
Section: (none)
Explanation

QUESTION 203
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

QUESTION 204
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

QUESTION 205
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

QUESTION 206
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

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QUESTION 207
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

QUESTION 208
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

QUESTION 209
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

QUESTION 210
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

QUESTION 211
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

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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

QUESTION 212
A user is having trouble connecting to the Internet. Which of the following commands should a technician use, from the user's workstation, to ensure that the workstation has a valid IP address?

A. NETSTAT
B. PING
C. IPCONFIG

D. TRACERT

Correct Answer: C
Section: (none)
Explanation

QUESTION 213
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

QUESTION 214
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

QUESTION 215
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

QUESTION 216
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

QUESTION 217
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

QUESTION 218
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

QUESTION 219
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

QUESTION 220
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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

QUESTION 221
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

QUESTION 222
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

QUESTION 223
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

QUESTION 224
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
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D. Windows Memory Diagnostic

Correct Answer: D
Section: (none)
Explanation

QUESTION 225
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

QUESTION 226
A user is experiencing slow performance with their computer. A technician suspects the computer has a virus and runs antivirus software. A virus is found and removed, but the performance issue is not resolved. Which of the following should the technician perform NEXT?

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

Correct Answer: C
Section: (none)
Explanation

QUESTION 227
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

QUESTION 228

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

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QUESTION 229
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

QUESTION 230
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

QUESTION 231
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

QUESTION 232
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

QUESTION 233
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?

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

Correct Answer: D
Section: (none)
Explanation

QUESTION 234
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

QUESTION 235
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

QUESTION 236
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

QUESTION 237
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

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QUESTION 238
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

QUESTION 239
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

QUESTION 240
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

QUESTION 241
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

QUESTION 242
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

QUESTION 243
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

QUESTION 244
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

QUESTION 245
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

QUESTION 246
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
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E. Verify network connectivity

Correct Answer: AD
Section: (none)
Explanation

QUESTION 247
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

QUESTION 248
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

QUESTION 249
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

QUESTION 250
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.
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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

QUESTION 251
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

QUESTION 252
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

QUESTION 253
A technician would like to limit computer access to certain users. Which of the following should be configured?

A. Advanced security

B. Boot.ini file

C. System configuration

D. Local security policy

Correct Answer: D
Section: (none)
Explanation

QUESTION 254
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
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Correct Answer: B
Section: (none)
Explanation

QUESTION 255
Which of the following options is MOST likely active on a network of three workstations, running Windows 7 Home Edition x64, to enable File and Print sharing?

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

Correct Answer: A
Section: (none)
Explanation

QUESTION 256
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.
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

QUESTION 257
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

QUESTION 258
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

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QUESTION 259
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

QUESTION 260
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

QUESTION 261
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

QUESTION 262
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

QUESTION 263
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

QUESTION 264
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

QUESTION 265
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

QUESTION 266
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

QUESTION 267
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
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Correct Answer: B
Section: (none)
Explanation

QUESTION 268
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

QUESTION 269
New smart phones have features that allow them to be backed up to a remote location. Of which of the following is this an example?

A. Desktop Manager
B. iOS
C. iCloud

D. App Market

Correct Answer: C
Section: (none)
Explanation

QUESTION 270
A computer program that functions normally while quietly installing malicious software on a machine is known as a:

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

Correct Answer: D
Section: (none)
Explanation

QUESTION 271
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

QUESTION 272
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

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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

QUESTION 273
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
Section: (none)
Explanation

QUESTION 274
A technician gets a call from a customer stating that their computer will not boot. They are getting the following error "invalid system disk". Which of the following should the technician check FIRST?

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

Correct Answer: B
Section: (none)
Explanation

QUESTION 275
Two users share the same Windows 7 computer. The first user creates a document intended to be used by both users, and then logs off. The second user logs on and types the name of the document in the Start menu, but the document is not found. Which of the following is the problem?

A. The document is set to hidden.
B. The document is locked.
C. The document was saved as a system document.
D. The document is owned by the first user.

Correct Answer: D
Section: (none)
Explanation

QUESTION 276
Windows 7 has notified a user that it has blocked access to the following address in Internet Explorer: ftp://ftp.microsoft.com:21. Which of the following Windows features should the technician

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check to ensure that there is not an explicit rule disallowing access to this location?

A. Windows Bitlocker
B. Windows BranchCache
C. Windows User Account Control
D. Windows Firewall

Correct Answer: D
Section: (none)
Explanation

QUESTION 277
Which of the following is the default location for temp files in Windows 7?

A. C:\Windows\Temp
B. C:\Windows\System Files\Temp Files\
C. C:\System Files\Temp
D. C:\System\Temp Files\

Correct Answer: A
Section: (none)
Explanation

QUESTION 278
A technician is asked to repair a Windows 7 computer with boot errors. Which of the following commands may be used?

A. CHKDSK /r
B. DEFRAG
C. SCANDISK /repair
D. DXDIAG

Correct Answer: A
Section: (none)
Explanation

QUESTION 279
The technician needs to map a network share to the user's Windows 7 computer from the command prompt. Which of the following commands will the technician execute?

A. NET SEND
B. NET CONFIG
C. NET USE
D. NET NAME

Correct Answer: C
Section: (none)
Explanation

QUESTION 280
Which of the following allows a Windows 7 remote user to edit a file offline then automatically update the changes when back in the office?

A. Windows Defender
B. Sync Center
C. Windows Aero

D. HomeGroup

Correct Answer: B
Section: (none)
Explanation

QUESTION 281
Which of the following locations would a technician use to add a Windows 7 computer to a domain?

A. System Properties
B. Windows Defender
C. Network and Sharing Center
D. Device Manager

Correct Answer: A
Section: (none)
Explanation

QUESTION 282
Which of the following is the default directory for User Profiles in Windows 7?

A. C:\Profiles\
B. C:\User Profiles\
C. C:\Users\Profiles\
D. C:\Users\

Correct Answer: D
Section: (none)
Explanation

QUESTION 283
Which of the following is the default location for Fonts in Windows 7?

A. C:\System Files\Fonts
B. C:\Windows\Fonts
C. C:\Windows\System Files\Fonts
D. C:\System\Fonts

Correct Answer: B
Section: (none)
Explanation

QUESTION 284
A technician wants to secure a Windows 7 Ultimate notebook hard drive. Which of the following should the technician do to implement BitLocker? (Select TWO).

A. Disable TPM in the system BIOS
B. Run the BitLocker wizard and any necessary partitions
C. Enable TPM in the system BIOS

D. Enable TPM in the Windows 7 OS files

E. Set up the OS and the system files on the same partition

Correct Answer: BC
Section: (none)
Explanation

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QUESTION 285
User profiles in Windows 7 are stored in which of the following locations?

A. C:\User Profiles

B. C:\Documents and Settings\User Profiles

C. C:\Documents and Settings

D. C:\Users

Correct Answer: D
Section: (none)
Explanation

QUESTION 286
Which of the following is the default location for the User profiles folder in Windows 7?

A. C:\Users

B. C:\Program Files (x86)

C. C:\Documents and Settings\

D. C:\Windows\system32

Correct Answer: A
Section: (none)
Explanation

QUESTION 287
Which of the following is the correct path to add new local user accounts to a Windows 7 computer?

A. Click on the Start button> Right click on Computer> Select Manage> Expand Local Users and Groups> Right click on Users> Select New User

B. Click on the Start button> Right click on My Computer> Select Manage> Right click on Local Users and Groups> Select Add Users from the menu

C. Click on the Start button> Right click on Computer> Select Manage> Right click on Local Users and Computers> Select New User

D. Click on the Start button> Right click on Network Neighborhood> Select Manage> Right click on Users> Select New User

Correct Answer: A
Section: (none)
Explanation

QUESTION 288

The local library has several public desktops and is concerned about PCs being opened and components being stolen. Which of the following could prevent this?

A. Secure the PCs to the table with cable locks.
B. Install biometrics to track user access and identities.
C. Install real-time system resource monitoring software.
D. Use security screws to prevent the case from being opened.

Correct Answer: D
Section: (none)
Explanation

QUESTION 289
A network printer will not print. The printer is online and visible. All the print jobs complete but the printer will not operate. Which of the following is the MOST likely cause?

A. The drum is faulty.
B. The print buffer is full.
C. The printer is out of toner.
D. The fuser is faulty.

Correct Answer: B
Section: (none)
Explanation

QUESTION 290
On a Windows Vista system, the default location for user data is in which of the following locations?

A. C:\USERS\
B. C:\DOCUMENTS\DATA
C. C:\DOCUMENTS\USERS
D. C:\USERS\APPDATA

Correct Answer: A
Section: (none)
Explanation

QUESTION 291
Which of the following system utilities would be used to change a drive type from dynamic to basic?

A. System Partition Manager
B. NTBACKUP
C. Device Manager
D. Disk Management

Correct Answer: D
Section: (none)
Explanation

QUESTION 292
Which of the following allows a program or port through a software firewall?

A. Exception
B. Pass-through
C. Port-forwarding
D. Punch-through

Correct Answer: A
Section: (none)
Explanation

QUESTION 293
Which of the following commands will allow a user to discover their IP address, subnet, and DNS?

A. IPCONFIG
B. NETSTAT -A
C. NSLOOKUP
D. IPCONFIG /ALL

Correct Answer: D
Section: (none)
Explanation

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QUESTION 294
A user reports that after configuring the BIOS to boot to the hard drive first, the system still tries to boot from the optical drive. Which of the following is the MOST likely cause?

A. Optical drive
B. Power supply
C. CMOS battery
D. CD-ROM disk

Correct Answer: C
Section: (none)
Explanation

QUESTION 295
It is a company's policy to shut down all workstations at the end of the day. However, the majority of employees are leaving disks in their workstations and upon start up the next morning they are receiving a `NTLDR is missing' error. Which of the following is a possible solution?

A. Make a daily announcement to remove all disks before departing for the day.
B. Change the Boot order in the BIOS.
C. Make it a part of the evening checks to ensure all disks are removed.
D. Make a company policy that states that it is unlawful to leave disks in the machines.

Correct Answer: B

QUESTION 296
Which of the following is true when Bob, a technician, is setting default security permissions on a folder?

A. There are no significant changes to other files.
B. The created folder inherits the most restrictive permissions within the folder.
C. The permissions are inherited by all files and folders within that folder.
D. All folders within that folder are given a restrictive password.

Correct Answer: C
Section: (none)
Explanation

QUESTION 297
A color laser printer is producing pages where the ink smears when touched. Which of the following components should be replaced?

A. Paper tray
B. Fuser
C. Toner
D. Drum

Correct Answer: B
Section: (none)
Explanation

QUESTION 298
Which of the following commands should Karen, a technician, use to examine and restore

protected system files?

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

Correct Answer: A
Section: (none)
Explanation

QUESTION 299
A technician wants to verify a remote printer that has been power cycled is back online. The technician would use which of the following commands and switch?

A. tracert -t
B. ipconfig /renew

C. ping -t
D. nslookup -ttl

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

http://www.gratisexam.com/

QUESTION 300
A user has just installed an application that is causing system instability and lock-ups and is not allowing a clean uninstall. To resolve this issue, the technician should:

A. power cycle the system completely.
B. run an on-demand virus scan.
C. perform a system restore.
D. check the installation event logs.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
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