

## CompTIA 220-802 Questions & Answers

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### CompTIA 220-802 Questions & Answers

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

**For Full Set of Questions please visit: <http://www.examsheets.com/exam/220-802.htm>**

## **Examsheets**

### **QUESTION 1**

A user is having trouble connecting to the Internet.

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 2**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 3**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 4**

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

- A. DIR
- B. RD

- C. CD
- D. MD

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 5**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 6**

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

- A. Man-in-the-Middle
- B. Social engineering



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- C. Trojan virus
- D. Spyware

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 7**

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

Which of the following procedures would accomplish this?

- A. Virtual RAID configuration
- B. Quick format

- C. New partition
- D. Full format

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 8**

A technician believes a machine loaded with Windows XP Professional has issues with file integrity of the core OS components.

Which of the following commands could be used to both check and replace damaged files?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 9**

A technician is tasked with building three systems that are capable of utilizing the new Windows HomeGroup functionality.

Which of the following versions of Windows would need to be used?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 10**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 11**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 12**

A user's computer keeps producing a low virtual memory alert and the speed of the system degrades afterwards. Which of the following Control Panel locations can provide information to review and correct this issue?

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 13**

Which of the following features helps to prevent shoulder surfing?

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 14**

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**

**Explanation/Reference:**

#### **QUESTION 15**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 16**

A user has an LCD and a CRT monitor attached to their workstation. The colors are slightly off on the CRT but not the LCD.

Which of the following controls should be used in troubleshooting?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 17**

Which of the following accounts is MOST restrictive?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 18**

A user has not received any new emails on their smartphone in the last two days. The user is able to access the Internet without any problems.

Which of the following should the user do FIRST?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 19**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 20**

A user reports that a file they shared out on their computer for another network user is not accessible to the third party. The user insists they specifically gave this third party Allow rights for Read and Write access.

Which of the following could explain the problem at hand?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 21**

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

Which of the following would BEST alleviate this problem?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 22**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

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**QUESTION 23**

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

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

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

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 24**

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

tools would a technician use to BEST resolve this issue?

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 25**

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**

**Explanation/Reference:**

#### **QUESTION 26**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 27**

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**

**Explanation/Reference:**

**QUESTION 28**

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**

**Explanation/Reference:**

**QUESTION 29**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 30**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 31**

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**

**Explanation/Reference:**

#### **QUESTION 32**

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**

**Explanation/Reference:**

#### **QUESTION 33**

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

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 34**

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

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

D. phishing.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 35**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 36**

Phishing is:

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 37**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 38**

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

- A. Upgrade installation
- B. USB installation
- C. Unattended installation
- D. Clean installation

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 39**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 40**

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

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

**Correct Answer: AC**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 41**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 42**

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

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 43**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 44**

A technician is trying to request a new IP address to a customer s computer through the command prompt.

Which of the following commands should the technician use?

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

**Correct Answer:** B

**Section:** (none)

### **Explanation**

### **Explanation/Reference:**

#### **QUESTION 45**

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

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

**Correct Answer: A**

**Section: (none)**

### **Explanation**

### **Explanation/Reference:**

#### **QUESTION 46**

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

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

**Correct Answer: C**

**Section: (none)**

### **Explanation**

### **Explanation/Reference:**

#### **QUESTION 47**

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

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

**Correct Answer: B**

**Section: (none)**

### **Explanation**

### **Explanation/Reference:**

#### **QUESTION 48**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 49**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 50**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 51**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 52**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 53**

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

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 54**

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

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 55**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 56**

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

- A. Remove network drivers
- B. Install Windows XP Service Pack 3
- C. Reinstall Windows 7 Professional.
- D. Install Windows 7 Service Pack 1
- E. Boot up in safe mode

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 57**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 58**

A user calls the helpdesk and states that they are receiving an IP conflict error on their computer. The user is on a company network that uses DHCP. The technician verified the PC is using DHCP to obtain TCP/IP settings.

Which of the following commands should the helpdesk technician use to resolve this issue? (Select TWO).

- A. Ipconfig /renew
- B. Ipconfig /registerdns

- C. Ipconfig /all
- D. Ipconfig /flushdns
- E. Ipconfig /release

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 59**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 60**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 61**

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

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

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 62**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 63**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 64**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 65**

A technician would like to map a network drive.

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 66**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 67**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 68**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 69**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 70**

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

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 71**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 72**

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**

**Explanation/Reference:**

### **QUESTION 73**

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

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

### **QUESTION 74**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

### **QUESTION 75**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 76**

A user has setup a SOHO and needs to implement a network configuration that allows for sharing of devices and files across the network without the complexity of a centralized server.

Which of the following would be MOST appropriate?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 77**

A customer is concerned about a computer that repeatedly beeps when attempting to power on.

Which of the following is MOST likely the cause?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 78**

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**

**Explanation/Reference:**

**QUESTION 79**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 80**

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**

**Explanation/Reference:**

**QUESTION 81**

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

Which of the following is MOST likely the issue?

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 82**

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

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 83**

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

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 84**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 85**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 86**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 87**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 88**

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

Which of the following features would BEST assist this analyst?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 89**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 90**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



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**QUESTION 91**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 92**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 93**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 94**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 95**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 96**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 97**

Which of the following scenarios BEST defines phishing?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 98**

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

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

**Correct Answer:** CF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 99**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 100**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 101**

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

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 102**

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

actions should the technician take FIRST?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 103**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 104**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 105**

A user reports that their PC does not work.

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 106**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 107**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 108**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 109**

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**

**Explanation/Reference:**

#### **QUESTION 110**

Which of the following has the HIGHEST level rights?

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 111**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 112**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 113**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 114**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 115**

A user wants to prevent access to specific websites to prevent their children from accidentally 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**

**Explanation/Reference:**

**QUESTION 116**

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

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 117**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 118**

A user will be installing a switch in a public location and will allow the six users in the office to connect to it with CAT6 Ethernet.

Which of the following actions would BEST ensure that there is no unauthorized access to the switch?

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 119**

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

- A. Bluetooth
- B. Multi-touch ability

- C. Data encryption
- D. Cellular data
- E. Wireless

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 120**

IT suspects that other people are frequently making changes to a computer when a user leaves their desk. Which of the following security policies can be implemented in order to prevent this situation?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 121**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 122**

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

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

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 123**

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

- A. Immediately leave the scene and sound an emergency to security.
- B. Use a toner vacuum to remove the spilled toner from the undesired surfaces.
- C. Use compressed air to remove the spilled toner from the undesired surfaces.
- D. Use the maintenance kit to remove and replace the affected parts.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 124**

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:**

**QUESTION 125**

An administrator has taken steps to secure a SOHO wired network, but as a result the users report that they can no longer access the Internet but can still see other computers on the network. Which of the following would have caused this issue?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 126**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 127**

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

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

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 128**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 129**

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

- A. Allows two Bluetooth devices to connect to each other without a mobile device
- B. Disconnects all devices and connects to the closest powered on device

- C. Allows a peripheral to be contacted by the mobile device
- D. Instructs the phone to seek out all nearby devices and connect to them

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 130**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 131**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 132**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 133**

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

Which of the following is the MOST likely cause?

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 134**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 135**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 136**

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**

**Explanation/Reference:**

**QUESTION 137**

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 138**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 139**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 140**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 141**

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

- A. Press the appropriate Function Key combination
- B. A second video card in the Express card slot
- C. Disconnect the integrated display
- D. Enabling second monitor in the Windows Display Settings
- E. Loading external monitor drivers on the laptop

**Correct Answer: AD**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 142**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 143**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 144**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



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