

## Pass CompTIA 220-802 Now with Questions & Answers

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**Pass CompTIA 220-802 Now with Questions & Answers**

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

**For Full Set of Questions please visit: <http://www.test-papers.com/study-guide/220-802.htm>**

## **Exam A**

### **QUESTION 1**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 2**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 3**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 4**

A technician is required to change a setting for HKEY\_Local\_Machine. Which of the following would the technician use to change this?

- A. BCEDIT

- B. WEP setup
- C. MSCONFIG
- D. REGEDIT

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 5**

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

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 6**

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

- A. f2
- B. f8
- C. esc
- D. delete

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 7**

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



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- A. Enterprise

- B. Home Premium
- C. Professional
- D. Starter

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 8**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 9**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 10**

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

- A. PXE
- B. DVD
- C. USB
- D. SATA

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 11**

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

- A. Configure Wake-on-LAN for the NIC on the Work PC.
- B. Configure a firewall exception on the Home PC.
- C. Switch the Work PC network from "Work" to "Home".
- D. Disable the Windows firewall on the Home PC.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 12**

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

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

**Correct Answer: BE**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 13**

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

- A. Windows Updates
- B. Task Scheduler
- C. Event Viewer
- D. Performance Monitor

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 14**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 15**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 16**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 17**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 18**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 19**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 20**

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

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 21**

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

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

**Correct Answer:** DEF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 22**

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

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

**Correct Answer:** CE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 23**

A user recently purchased a new PC with a 500GB hard drive. However, they are reporting that their C. Drive is only 420GB. Which of the following BEST explains this?

- A. The manufacturer blocks off that 80GB so that user cannot exceed the drive space.
- B. The file system is using the 80GB for tables.
- C. BIOS and systems files are hidden in the 80GB.
- D. A Factory Recovery Partition is using the 80GB.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 24**

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

- A. Drum
- B. Fuser
- C. Pickup roller



D. Corona wire

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 25**

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

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

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 26**

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

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

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 27**

When removing the top case from a laptop, which of the following, besides hand tools, should a technician have on hand to assure correct disassembly and reassembly? (Select TWO).

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

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 28**

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

- A. Use a maintenance kit
- B. Calibrate the printer
- C. Replace the toner
- D. Replace the fuser

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 29**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 30**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 31**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 32**

A customer needs to setup their laptop for use with a proxy server to browse the web at work. Which of the following areas would a technician need to visit to configure this on a Windows 7 system?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 33**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 34**

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

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

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 35**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 36**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 37**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 38**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 39**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 40**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 41**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 42**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 43**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 44**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 45**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 46**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 47**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 48**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 49**

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

- A. Worms are written in assembly while viruses are written with scripting languages.
- B. Viruses hide in the boot record while worms hide within the file system.
- C. Worms self-propagate while viruses need human intervention to replicate.
- D. Viruses disable the antivirus update service while worms kill the antivirus process.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 50**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 51**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**





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#### QUESTION 52

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### QUESTION 53

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### QUESTION 54

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

- A. The hinges on the laptop screen are not strong enough to support the wireless signal cables.
- B. The wireless card is losing contact to its socket when the screen is opening/closing.
- C. The laptop is designed to work optimally with wireless when the screen is at a perfect 90 degree angle.
- D. The wireless signal cables are being crimped when the screen is opening/closing.

**Correct Answer: D**

**Section: (none)**

## **Explanation**

### **Explanation/Reference:**

#### **QUESTION 55**

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

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

**Correct Answer: B**

**Section: (none)**

## **Explanation**

### **Explanation/Reference:**

#### **QUESTION 56**

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

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

**Correct Answer: DF**

**Section: (none)**

## **Explanation**

### **Explanation/Reference:**

## **Exam B**

### **QUESTION 1**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 2**

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

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

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 3**

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

- A. Document findings, actions, and outcomes
- B. Escalate problem to a senior technician
- C. Re-establish new theory of probable cause
- D. Perform a full system backup

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 4**

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

- A. Turning down the radio power level
- B. Enabling MAC filtering
- C. Setting a high encryption level
- D. Disabling the SSID broadcast

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 5**

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

- A. Change to user MAC filtering
- B. Change default usernames and passwords
- C. Disable the SSID from broadcasting
- D. Enable static IP addresses

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 6**

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

- A. Compatibility mode on a program icon properties menu
- B. Running a DOS application on a Windows 7 32-bit operating system
- C. Cloud hosted office applications
- D. XP mode running in Windows 7 64-bit operating system

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 7**

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

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

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 8**

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

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 9**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 10**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 11**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 12**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 13**

An unauthorized user observing system security procedures is known as:

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 14**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 15**

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

IP Address: 192.168.1.101  
Netmask: 255.255.255.0  
DHCP Server: 192.168.1.1  
DNS Server: 192.168.1.2  
Default Gateway: 192.168.1.1

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

- A. The workstation has an APIPA address.
- B. The DHCP server is unavailable.
- C. The default gateway router is misconfigured.
- D. The DHCP server is misconfigured.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 16**

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

- A. The hard drive is experiencing S.M.A.R.T. failure errors
- B. The TPM security chip inside the bench system is not enabled
- C. The BIOS of the bench system is out of date
- D. BitLocker is being used

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 17**

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

- A. System Restore
- B. System Image Recovery
- C. CHKDSK
- D. Windows Memory Diagnostic

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 18**

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

- A. Transfer roller
- B. Fusing assembly
- C. Registration assembly
- D. Duplexing assembly

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 19**

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

- A. VeryStrongPassword
- B. SimpleCorrect Answer1234
- C. E@sy2Remember
- D. thisisthecorrectCorrect Answer1

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 20**

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

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

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**



**QUESTION 21**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 22**

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

- A. MSCONFIG >Startup Tab
- B. Disable the Guest account
- C. Rename the Administrator account
- D. Disable autorun
- E. Restrict user permissions

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 23**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 24**

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

- A. Biometric information
- B. Pictures
- C. Contacts
- D. Credentials

E. SMS

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 25**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 26**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 27**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 28**

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 29**

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 30**

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 31**

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

- A. CHKDSK
- B. ROBOCOPY

- C. SCANDISK
- D. FDISK

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 32**

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 33**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 34**

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 35**

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 36**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 37**

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**

**Explanation/Reference:**

**QUESTION 38**

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

- A. Display
- B. Power Options

- C. Personalization
- D. Device Management

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 39**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 40**

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**

**Explanation/Reference:**

**QUESTION 41**

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 42**

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 43**

A technician is tasked with installing a legacy application on a Windows 7 computer. When the technician tries to install the legacy application, an error is received that the application cannot be installed because the OS is not supported. Which of the following should the technician do FIRST to try to get the application installed in Windows 7?

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 44**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 45**

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 46**

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:**

#### **QUESTION 47**

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

- A. Recovery Console
- B. Factory restore CD
- C. Anti-malware software
- D. System Restore

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 48**

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 49**

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 50**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 51**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 52**

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 53**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 54**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 55**

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 56**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

## **Exam C**

### **QUESTION 1**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 2**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 3**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 4**

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

- A. Disable the guest account

- B. Install antivirus applications
- C. Disable DHCP
- D. Change the SSID
- E. Change the default username

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 5**

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

- A. Enable Windows automatic updates
- B. Enable screensaver required passwords
- C. Enable MAC filtering
- D. Enable wireless encryption

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 6**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 7**

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 8**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 9**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 10**

After installing a new multifunctional printer, an administrator realizes the flatbed scanner does not scan any documents. Which of the following is the MOST likely reason of the issue?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 11**

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

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 12**

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 13**

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 14**

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 15**

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

- A. CHKDSK
- B. Device Manager
- C. Task Scheduler
- D. Task Manager

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 16**

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 17**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**



**Explanation/Reference:**

**QUESTION 18**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 19**

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

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

**Correct Answer: AD**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 20**

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 21**

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 22**

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

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

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 23**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 24**

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 25**

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 26**

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 27**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 28**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 29**

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 30**

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 31**

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 32**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 33**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 34**

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**

**Explanation/Reference:**

**QUESTION 35**

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 36**

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 37**

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 38**

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 39**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 40**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 41**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 42**

A customer reports that after a technician cleaned up a rogue antivirus program, the customer cannot browse the web. Which of the following should the technician check to resolve the situation?

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 43**

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 44**

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:**



## **Exam D**

### **QUESTION 1**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 2**

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**

**Explanation/Reference:**

### **QUESTION 3**

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**

**Explanation/Reference:**

### **QUESTION 4**

A user states that when they power on their computer, they receive a "Non-bootable drive" error. The user works with external storage devices to transport data to their computer. The user stated that the computer worked fine the day before. Which of the following should be checked FIRST to resolve this issue?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 5**

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 6**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 7**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 8**

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**

**Explanation/Reference:**

**QUESTION 9**

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 10**

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

HARD DRIVE. MASTER  
OPTICAL DRIVE. CABLE SELECT

Which of the following jumper configurations should be used instead?

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 11**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 12**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 13**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 14**

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 15**

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 16**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 17**

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:**

**QUESTION 18**

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

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 19**

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 20**

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

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 21**

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 22**

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

- A. Run a full antivirus scan.
- B. Defragment the hard disk.
- C. Run antivirus updates.
- D. Run Windows updates.
- E. Configure the firewall to access the Internet.

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 23**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 24**

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 25**

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

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 26**

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

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 27**

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 28**

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 29**

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 30**

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 31**

A user is reporting that they cannot connect to the wireless network from their office but they were able to connect yesterday. Which of the following would be the MOST likely reason?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 32**

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 33**

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 34**

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 35**

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 36**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 37**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 38**

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 39**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 40**

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 41**

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 42**

A user gets a warning from their ISP about illegally downloading copyrighted movies. The user insists that they did not download any movies and calls a technician to implement stronger small office home office (SOHO)

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 43**

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 44**

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 45**

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 46**

A user would like to run a copy of Windows XP for testing; however, the user is currently using a Windows 7 PC. Which of the following technologies should a technician recommend in order for the user to have access to both systems simultaneously?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 47**

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 48**

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**

**Explanation/Reference:**

**QUESTION 49**

Windows Virtual PC is designed to:

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 50**

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 51**

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 52**

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 53**

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 54**

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 55**

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:**

## **Exam E**

### **QUESTION 1**

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 2**

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 3**

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 4**

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 5**

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 6**

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 7**

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 8**

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 9**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 10**

Which of the following directory paths is the default profile folder for User1 in Windows 2000?

- A. C:\Users\User1
- B. C:\User1
- C. C:\Documents and Settings\Users\User1
- D. C:\Documents and Settings\User1

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 11**

In which of the following locations is the Windows Vista local user settings found?

- A. A.%userprofile%\AppData\Local
- B. B.%systemdrive%\Documents and Settings

- C. C.%systemdrive%\My Profile
- D. D.%userprofile%\Program Files

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 12**

A user recently purchased an 802.11g-capable laptop, but reports their network connection speed is much slower than expected. The technician notes that while the users wireless signal strength is excellent, they are connected at just 11Mbps. Which of the following BEST describes the cause of the problem?

- A. The software drivers for the users wireless network card need to be upgraded.
- B. The user is located too far away from the nearest wireless access point.
- C. The user is connected to an 802.11b wireless access point.
- D. The user has entered an incorrect WPA encryption key.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 13**

A technician has installed a maintenance kit on a laser printer and replaced all consumables. Which of the following should the technician do NEXT?

- A. Reset the page count.
- B. Disconnect the power.
- C. Connect the communications cable.
- D. Install the toner cartridge.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 14**

Which of the following is true for a 10/100 NIC running at full-duplex?

- A. Maximum data rate transmission of NIC will have a speed of 10MBps.
- B. Maximum data rate transmission of NIC will have a speed of 1000BaseT.
- C. NIC will transmit data in only one direction at a time.
- D. NIC will simultaneously transmit data in both directions at a time.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 15**

A client calls after connecting the keyboard and mouse to a new computer. The client indicates that neither the keyboard nor the mouse works. The technician has determined these devices are connected through the PS/2 ports. Which of the following recommendations is BEST?

- A. Make sure the PS/2 plugs and ports are color matched.
- B. Purchase devices with USB connectors.
- C. Return the computer because of a defect.
- D. Reboot the computer then switch the plugs.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 16**

A technician is replacing a defective DVD drive. After installing the new device, the BIOS does not recognize the DVD drive. Which of the following is MOST likely the solution?

- A. Install the drivers for the new drive.
- B. Change the jumper settings on the drive.
- C. Replace the SCSI cable to the drive.
- D. Replace the defective new drive.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 17**

A technician is troubleshooting a laptop LCD monitor with an extremely dim screen. Which of the following is the cause?

- A. Backlight failure
- B. External monitor needs to be installed
- C. Keyboard failure
- D. Laptop is running on battery power

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 18**

Two employees share a computer. The computer has a locally attached USB printer. Both users are local administrators of the computer. Both employees login under their own accounts. Employee A can print with no issue; however, employee B cannot. No error messages are reported. Which of the following is MOST likely the

problem?

- A. Employee B is using a faulty USB cable.
- B. Employee B does not have permission to print to the local printer.
- C. Employee B needs to update the printer driver.
- D. Employee B's profile is set to use a virtual printer as the default printer.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 19**

After installing a single new RIMM memory module the system fails to start properly or recognize the new memory. Which of the following is MOST likely the problem?

- A. The module is not installed properly.
- B. RIMM modules must be installed in pairs.
- C. The modules capacity is too large.
- D. The incorrect drivers were loaded.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 20**

A technician upgrades a computer from Windows XP Media Center Edition to Windows Vista Home Premium. After the upgrade Aero will not turn on. The system has a 2.4 GHz processor, 1GB of RAM, and a DirectX 7 video card. Which of the following will resolve this issue?

- A. Aero cannot be used on Windows Vista Home Premium.
- B. Upgrade the video card to a DirectX 9 compatible card.
- C. Upgrade the video driver.
- D. Upgrade the RAM to 4GB.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



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