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Pass CompTIA 220-802 Now with Questions & Answers

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

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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?



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- 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?

- 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 settings MUST be configured in order to turn on a VoIP phone?

- A. PoE
- B. Flow control
- C. VPN
- D. Duplex speed

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

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 19

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 20

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 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 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 24

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

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

Correct Answer: C

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

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

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:



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QUESTION 33

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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 is the correct UNC path to use when mapping a network drive?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

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

- A. Power on the system, to see if it happens again.
- B. Immediately notify the fire department.
- C. Unplug the system from the power source.
- D. Turn off the circuit breaker to the building.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

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 40

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

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 42

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

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 44

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 45

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 46

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

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 48

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

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 50

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

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 52

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 53

A technician is tasked with improving the security of a SOHO network. The office is comprised of a single wireless router located under the front desk where the office manager sits. All desktop computers are wired into the router which is configured with strong device credentials. Additionally, wireless is disabled on the router. Which of the following should the technician perform NEXT to improve the security of the SOHO network?

- A. Disable the router's remote management feature.
- B. Enable WPA2 wireless encryption.
- C. Change the router's default admin name and password.
- D. Place the router in a locked room.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54

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 55**

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:****QUESTION 56**

After accidentally removing a hard drive from a server with three drives in a RAID 5 configuration, a technician notices the server locks up and shuts down. Which of the following can the technician do to quickly fix the problem?

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

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:****QUESTION 57**

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 58

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 59

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 60

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 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 4

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 5

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 6

Laptops and tablets have which of the following in common?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7

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 8**

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 9**

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

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

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:****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

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

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

IP address: 192.168.10.45
Subnetmask: 255.255.255.0
Gateway: 192.168.11.1
DNS server 1: 192.168.10.2
DNS server 2: 8.8.8.8

Which of the following is the cause of the problem?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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

Which of the following has occurred?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 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 23

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

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

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

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 25

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 26

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

- A. SMTP
- B. POP3
- C. HTTP
- D. SNTP
- E. ICMP

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

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

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

- A. Man-in-the-Middle
- B. Social engineering
- C. Trojan virus
- D. Spyware

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 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

Which of the following features helps to prevent shoulder surfing?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 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 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 40

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 41

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 42

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 43

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 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

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 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 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 52

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 53

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 54

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 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 6

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 7

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:



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

QUESTION 8

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 9

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 10

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

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11

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 12

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 13

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

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14

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 15

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

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 17

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

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 19

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

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 21

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 22

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 23

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 24

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 25

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 26

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 27

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 28

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

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 30

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 31

A contractor needs to destroy several drives containing confidential information so that they can never be used again. Which of the following destruction methods would BEST accomplish this task?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

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 33

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

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 35**

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 36**

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 37**

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 38**

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

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 40

A user sent an email requesting that a technician check if a computer is on and connected to the Internet so the user can login from home. Which of the following commands in the command prompt would a technician use to verify if the computer is on and connected without having to go to the computer?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

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 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 5

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 6

A technician is working on a workstation that is receiving read/write failures when trying to access a particular file. Which of the following commands should the technician use to resolve this issue?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

- A. Advanced security
- B. Boot.ini file
- C. System configuration
- D. Local security policy

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 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

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

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 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

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

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 30

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 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 technician is dispatched to a location that has multiple laser printers. One of the network printers is printing what appears to be a shadow image. The technician could solve this issue by:

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

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 39

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 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

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

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 43

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 44

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

- A. A switch
- B. Antivirus software
- C. Antispyware software
- D. A firewall

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

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 46

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

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 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

A technician is installing a new wired router and needs to disable all the ports currently not in use. The

documentation for router mentions the web interface for the router is available by default at 192.168.1.1. In which of the following ways would the technician go about doing this?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

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 56

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 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

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

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 9

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 10

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 11

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 12

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 13

A printer is suddenly not printing using Windows XP. Which of the following is the BEST procedure to get the printing restarted?

- A. Delete the printer drivers and restart the spooler service.
- B. Examine the print queue, stop and then restart the spooler service.
- C. Examine printer and faxes folder and check event log then start spooler service.
- D. Delete the printer drivers, then delete and reload spooler service.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

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 15

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 16

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 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

A technician is tracing a cable from a desk back to a patch panel in the wiring closet. The cables are not labeled. Which of the following tools would BEST trace the cable?

- A. Loop back plugs

- B. Induction toners
- C. Wire fish tape
- D. Cable tester

Correct Answer: B

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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